



Agent Training

National Flood Insurance Program



You do not want to miss this rare opportunity - a **Live and FREE** Flood Insurance Agent Training! Guest presenter, Bruce Bender, is widely known and sought after for his extensive flood insurance knowledge and engaging presentations. Now is the time to expand your knowledge of flood insurance and help protect your clients.

When: April 10, 2019 from 9:00am – 4:30pm
 Where: North Dakota Heritage Center & State Museum
 (612 East Boulevard Avenue, Bismarck, ND)
 Russell Reid Auditorium

This course has been approved by the ND Insurance Commissioner for **6 hours of insurance continuing education credit** (3 hours for each session attended). Agent must be present at both sessions to receive full credit.

There is no fee to attend, however **registration is required**. To reserve your seat, please register through the eventbrite invitation, which will follow this announcement.

BRUCE A. BENDER, CFM



With 30+ years of experience, Bruce Bender has been providing community engagement, outreach and training/facilitation services and acting as a flood insurance specialist since 2002. Projects include FEMA's national marketing campaign (FloodSmart), national mapping efforts (Risk MAP and Flood Map Modernization) and Floodplain Management Division support. Bruce also works locally with counties, communities and FEMA

Cooperating Technical Partners to develop and implement community engagement and outreach plans around flood map changes as well as provide training on flood insurance and the Community Rating System (CRS). He has authored several related communication guidebooks, participated in numerous flood insurance- related studies and been an expert witness in court cases related to flood and excess flood insurance. Bruce is a frequent presenter and facilitator at floodplain conferences and webinars on topics such as reform legislation, risk communication, impacts of map changes, and flood insurance. He currently sits on the Flood Insurance Producers National Committee and is an Insurance Committee Co-Chair for the Association of State Floodplain Managers (ASFPM).

Previously, Bruce worked in the insurance industry for close to 15 years, including managing one of FEMA's largest Write Your Own (WYO) flood insurance programs and a Florida-based insurance agency which actively sold flood insurance. Bruce is a Certified Floodplain Manager (CFM) and has a B.S. from The College of William and Mary...and a flood insurance policy.

9:00am – 12:00pm - Fundamentals of Flood Insurance
 An Introduction to the National Flood Insurance Program
 (3 Continuing Education Credits)

12:00pm – 1:30pm - Lunch on your own

1:30pm – 4:30pm - Advanced Flood Insurance
 Understanding Impacts of Map Changes, Reform Legislation, and More

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