



Agents Council for Technology

Work smarter. ACT is always looking for ways to help agents work smarter, save time and market their services. With workgroups made up of agency, carrier and vendor representatives tackling issues such as mobile strategies, real-time, ACT creates white papers, offering agents guidance on everything from social media and carrier interface to securing client data.
[Ron Berg, ron.berg@iiaba.net](mailto:ron.berg@iiaba.net), Executive Director, ACT

The Big "I"

WORKING FOR YOU

Resources to Educate,
Retain, and Perpetuate



Best Practices

Be better. The Big "I" Best Practices study provides a chance for all Big "I" members to learn from the top agencies across the United States. The comprehensive product line delivered via research, resource guides and webinars provides key strategies to help improve overall agency performance and increase agency value. Look to Best Practices in 2014 for a new perpetuation guide and webinar series as well as an updated customer service tool. [Jennifer Becker, jennifer.becker@iiaba.net](mailto:jennifer.becker@iiaba.net), Director of Education Programs



Diversity

Be diverse. The Big "I" Diversity Task Force is charged with fostering and creating a profitable independent agency distribution force that reflects, represents and capitalizes on the opportunities of the diverse U.S. population. Find seven free webinars and implementation guides to help agencies create a roadmap for marketing to today's consumer.
[Madelyn Flannagan, madelyn.flannagan@iiaba.net](mailto:madelyn.flannagan@iiaba.net), VP Agent Development, Education and Research



InVEST

Fuel the future. InVEST is an insurance education program in high schools and colleges that promotes insurance as a career opportunity connecting agents, brokers and carriers with potential employees. Opportunities are available to volunteer in one of the more than 520 classrooms. In 2014 InVEST will reach more than 18,000 students creating insurance savvy consumers and future recruits. [Jennifer Robinson, jennifer.robison@iiaba.net](mailto:jennifer.robison@iiaba.net), InVEST Program Director



Virtual University

Find analysis. The Big "I" VU links agents to insurance research, coverage analysis, sample forms, court cases and white papers. With more than 2,000 searchable articles your employees have a wealth of knowledge at their fingertips. Have a tough question? The Ask an Expert service is like adding more than 50 insurance experts to your staff at no charge. [Bill Wilson, bill.wilson@iiaba.net](mailto:bill.wilson@iiaba.net), Associate VP, Big "I" Virtual University



Young Agents

Lead the way. The Big "I" national Young Agents program encourages industry involvement, from opportunities to speak with legislators to sales, leadership and technology training. The Young Agents Leadership Institute is the annual gathering of the nation's best and brightest. Let the Young Agents help you perpetuate your agency inquire about scholarship opportunities for the Big "I" Legislative Conference and leadership meeting.
[Susie Bonner, susan.bonner@iiaba.net](mailto:susan.bonner@iiaba.net), Director, Agent Development & Marketing



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