



# MCM Program Registration Form

<b>Dates:</b> November 8 - 10, 2010 <i>Hosted by MetLife</i>	<b>Location:</b> MetLife 700 Quaker Lane Warwick, RI 02886
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First Name	(Badge Name)	Last Name
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Company	Title
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Phone Number	E-mail Address
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Street Address

City	State	Zip	<b>Special Diets:</b>	<input type="checkbox"/> Diabetic	<input type="checkbox"/> Low Sodium
			<input type="checkbox"/> Kosher	<input type="checkbox"/> Vegetarian	

### IRES Membership Status

Members	Fee	Non-Members*	Fee
<input type="checkbox"/> General Members	\$425.00	<input type="checkbox"/> Regulators	\$705.00
<input type="checkbox"/> Sustaining Members	\$780.00	<input type="checkbox"/> Non-Regulators	\$1,005.00
Sustaining Member Number: _____		*Non-members wishing to join IRES may include the appropriate membership application and dues payment with this registration form and receive the membership rate for this program. Membership applications can be found online at <a href="http://www.go-ires.org">www.go-ires.org</a> .	
A General Member is any member in good standing who at the time of membership spent at least 75% of their professional time working for or on behalf of a state or federal insurance regulatory agency.			
A Sustaining Member is any member (individual or firm) not working for or on behalf of an insurance regulatory agency			

I have enclosed my check for \$ \_\_\_\_\_ made payable to IRES.  
If this program is already full, please:

- Contact me about registering for a different MCM program
- Return the entire registration fee to me at the above address

**Mail payment and registration form to:**  
Jo A. LeDuc  
Office of the Commissioner of Insurance  
P. O. Box 7873  
Madison, WI 53707-7873

**Cancellations & Refunds:** Your registration fee minus a \$25.00 cancellation fee will be refunded to you if IRES receives written notice at least 30 days prior to the event. No refunds will be given after that date. However, your registration fee for this event may be transferred to another qualifying registrant.

## 2010 PROGRAMS

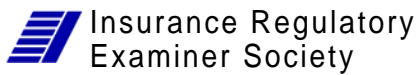
• **SEATTLE, WA**  
AUGUST 18 – 20, 2010

• **DALLAS (IRVING), TX**  
OCTOBER 6 – 8, 2010

• **WARWICK, RI**  
NOVEMBER 8 - 10, 2010



For more information, visit us on the web or contact us at:



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Olathe, KS 66062  
Phone: 913-768-IRES (4737)  
Fax: 913-768-4900  
E-mail: [ireshq@swbell.net](mailto:ireshq@swbell.net)  
[www.go-ires.org](http://www.go-ires.org)

**Warwick, RI**  
November 8 - 10, 2010

# MCM<sup>SM</sup>

## PROFESSIONAL DESIGNATION PROGRAM

This unique and practical program provides hands-on training for insurance regulators and insurance industry professionals on how to conduct an effective and efficient market conduct examination. This advanced level training provides quality and meaningful credentials for seasoned market conduct personnel and others involved with market conduct examinations.

The MCM program covers the full spectrum of the market conduct process and provides valuable tools for examination management designed to achieve exam efficiencies. It is ideal for current and future examiners-in-charge and compliance personnel. MCM provides for an information exchange between professionals, advanced certification, and the ability to provide meaningful input for the advancement of professional standards and ethics in insurance regulation.

## DESIGNATION

MCM Program participants that attend the program and successfully complete the certification examination on the last day of the program will earn the MCM designation.

## PROGRAM MATERIALS

The MCM textbook will be e-mailed to participants once they have registered for the program. The textbook should be read prior to the start of the classroom instruction in preparation for the program.

## PROGRAM LOCATION

**MetLife**  
700 Quaker Lane  
Warwick, RI 02886

The registration fee covers the cost of the MCM textbook, the classroom materials, lunch on days 1 & 2, refreshment breaks, and the examination. Participants are on their own for breakfast and dinner.

Attire for the MCM Program is business casual.



## TRANSPORTATION INFORMATION

Information on air and ground transportation options is available on the T. F. Green Airport's website at [www.pvdairport.com](http://www.pvdairport.com). Passenger train service is also available. Visit [www.amtrak.com](http://www.amtrak.com) for more information.

## ACCOMMODATIONS

Warwick has many hotels to select from. The following two are located near MetLife. Both offer shuttle service and a government rate of \$95.00 per night plus tax:

SpringHill Suites Providence West Warwick  
14 James P. Murphy Industrial Highway  
West Warwick, Rhode Island 02893  
Phone: 401-822-1244  
(Distance from MetLife: 0.8 miles)

Hampton – Coventry/Warwick Area  
850 Centre of New England Blvd.,  
Coventry, Rhode Island, 02816  
Tel: 401-823-4041  
(Distance from MetLife: 4.6 miles)

## PROGRAM DETAILS

### Day 1

8:00 a.m. – 5:00 p.m.

- Introduction to Market Regulation
- Anatomy of a Market Conduct Examination
- Company Communication Techniques
- Examination Assignments
- Core Examination Procedures
- Questions of Fact
- Addressing Violations of Law and Regulations

### Day 2

8:00 a.m. – 5:00 p.m.

- Technology in the Examination Process
- Effective Communication within the DOI
- Detection of Fraud
- Dealing with Issues That May Not Appear in the Final Report
- Workpapers and Confidentiality
- Management of Examination Staff
- Standardized Data Requests (SDRs)
- Actual Data Files
- Exam Management for Company Coordinators

### Day 3

8:00 a.m. – 1:00 p.m.

- Procedure Reviews
- Global Case Study
- Certification Examination



## CONTINUING EDUCATION INFORMATION

IRES members holding an AIE or CIE will automatically receive 15 continuing education credits for completion of the course.

General certificates of attendance will be issued to participants interesting in using the MCM program to satisfy continuing education requirements for other organizations.