



**FREE Continuing Education Classes**

ServiceMaster Quality Restoration is pleased to announce the schedule of free CE classes for Insurance Agents and Adjusters. All courses are taught by a licensed Continuing Education provider, recognized by the states of North Carolina and South Carolina. A description of each class is on the other side.

All classes start promptly at the time listed below (unless otherwise noted). ***A complimentary breakfast and snacks are offered for morning classes and lunch will be served for afternoon classes, prior to the start of the class.*** Please RSVP for the breakfast or lunch when you reserve your class space.

| Class Date Time                    | Subject Matter  | Course # | Course Credits |
|------------------------------------|---|----------|----------------|
| May 11, 2010 9:00 AM – 12:00 PM    | Furniture Damage & Restoration                            | C73834   | 3              |
| May 13, 2010 1:00 PM – 4:00 PM     | Subrogation Reporting on Mitigating Claims                | C05894   | 3              |
| May 25, 2010 9:00 AM – 12:00 PM    | Insurance Fraud   | C05892   | 3              |
| May 25, 2010 1:30 PM – 4:30 PM     | Ethics  | C69492   | 3              |
| May 27, 2010 1:00 PM – 4:00 PM     | Mitigating Personal Packout Claims                        | C03664   | 3              |
| June 3, 2010 9:00 AM – 12:00 PM    | Subrogation Reporting on Mitigating Claims                | C05894   | 3              |
| June 3, 2010 1:30 PM – 4:30 PM     | Water Mitigation for Modular Homes                        | C03663   | 3              |
| June 8, 2010 9:30 AM – 4:00 PM     | Reducing Severities Through Restorative Structural Drying | C73440   | 6              |
| July 8, 2010 9:00 AM – 12:00 PM    | Errors & Omissions in the Insurance Industry              | C05893   | 3              |
| July 8, 2010 1:30 PM – 4:30 PM     | Smoke & Odor Damage Mitigation                            | C71372   | 3              |
| July 20, 2010 9:00 AM – 12:00 PM   | Ethics  | C69492   | 3              |
| July 22, 2010 9:00 AM – 12:00 PM   | Insurance Fraud   | C05892   | 3              |
| July 22, 2010 1:30 PM – 4:30 PM    | Mitigating Personal Packout Claims                        | C03664   | 3              |
| August 3, 2010 1:00 PM – 4:00 PM   | Subrogation Reporting on Mitigating Claims                | C05894   | 3              |
| August 5, 2010 9:30 AM – 4:00 PM   | Reducing Severities Through Restorative Structural Drying | C73440   | 6              |
| August 31, 2010 9:00 AM – 12:00 PM | Errors & Omissions in the Insurance Industry              | C05893   | 3              |
| August 31, 2010 1:30 PM – 4:30 PM  | Water Mitigation for Modular Homes                        | C03663   | 3              |

**If you have not been receiving this schedule via email, please send your contact information to Amy at [AMYE@SMQRS.COM](mailto:AMYE@SMQRS.COM) or give us a call.**

**Interested In Registering For Classes?**

**You can now register for classes on our website: <http://www.smqrs.net/ce.html>  
Click on the link for our events calendar and choose the date(s) you would like to attend.  
Or call (704) 527-1151**