

B Collins
HK62
Claims
Home & Commercial-Proximity

Course Title	Type	Completion Status	Completion Date
Hover Interiors	Digital Course (Workday)	Completed	10/09/2025
Water Claim Handling Information Session	Course Offering (Workday)	Completed	07/22/2025
ECS MAX Update Participants Integration	Digital Course (Workday)	Completed	07/03/2025
Soft Skills and Conflict Resolution for Claims - Self-Directed	Digital Course (Workday)	Completed	06/11/2025
Respiratory Protection - Voluntary Use	Digital Course (Workday)	Completed	04/07/2025
Annual Asbestos Training	Digital Course (Workday)	Completed	04/04/2025
Heat Illness Prevention	Digital Course (Workday)	Completed	04/04/2025
Water Mitigation - Category	Digital Course (Workday)	Completed	04/04/2025
Wildfire Smoke Protection	Digital Course (Workday)	Completed	04/04/2025
Confirm ID Tool	Digital Course (Workday)	Completed	02/14/2025
Wind - Hail Claim Handling Information Sessions	Course Offering (Workday)	Completed	02/11/2025
2025 Fraud Awareness Indicator Identification - P and C Claims	Digital Course (Workday)	Completed	02/06/2025
Fair Claims Settlement Practices for P and C Claims	Digital Course (Workday)	Completed	02/06/2025
Foundations of Workday Time and Absence Management	Digital Course (Workday)	Completed	02/06/2025
Estimate Reconciliation - Fire Proximity Claim Specialist	Course Offering (Workday)	Completed	02/05/2025
2025 CA DMV Information Security Statement	Digital Course (Workday)	Completed	01/31/2025
2025 Federal Drivers Privacy Protection Act - DPPA	Digital Course (Workday)	Completed	01/31/2025
Chapter 2 - Segment 6 - Wind Caused Damage - Composition Roofs	Digital Course (Workday)	Completed	01/31/2025
Chapter 2 - Segment 7 - Tabs Not Sealed - Composition Roofs	Digital Course (Workday)	Completed	01/31/2025
Chapter 2 - Segment 8 - Mechanical Damage - Composition Roofs	Digital Course (Workday)	Completed	01/31/2025
Chapter 3 - Segment 5 - Hail Damage - Tile Roofs	Digital Course (Workday)	Completed	01/31/2025
Chapter 4 - Segment 1 - Dents and Hail Damage to Metal Roofs	Digital Course (Workday)	Completed	01/31/2025
In Role 2025 Roof Skill Review	Digital Course (Workday)	Completed	01/31/2025
Investigating Property Fraud	Digital Course (Workday)	Completed	01/31/2025
2025 HAAG VIDEO SERIES REFRESHER	Program (Workday)	Completed	01/31/2025
Chapter 1 - Segment 3 - Wind Effects on Roofs	Digital Course (Workday)	Completed	01/29/2025
Chapter 2 - Segment 3 - Weathering and Other Anomalies - Composition Roofs	Digital Course (Workday)	Completed	01/29/2025
Chapter 2 - Segment 5 - Damage Assessment - Composition Roofs	Digital Course (Workday)	Completed	01/29/2025
Code of Conduct Course	Digital Course (Workday)	Completed	01/02/2025

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Information Security Awareness and Privacy Training – Associate	Digital Course (Workday)	Completed	01/02/2025
Managers and Employees Pay Policies Refresher Training	Digital Course (Workday)	Completed	01/02/2025
Office of Foreign Assets Control Training	Digital Course (Workday)	Completed	01/02/2025
Promoting Workplace Safety and Security	Digital Course (Workday)	Completed	01/02/2025
Personal Protective Equipment PPE	Digital Course (Workday)	Completed	12/19/2024
Ladder Safety Performance Assessment	Digital Course (Workday)	Completed	12/18/2024
2024 December Roof Monthly Review	Digital Course (Workday)	Completed	12/16/2024
Cold Stress Prevention Training	Digital Course (Workday)	Completed	12/06/2024
Ladder Safety - Video	Digital Course (Workday)	Completed	12/06/2024
Fire Service Scheduling FSS	Digital Course (Workday)	Completed	09/23/2024
2024 September Roof Monthly Review	Digital Course (Workday)	Completed	09/19/2024
itel - Xactimate Integration for Asphalt Shingle Pricing ASP	Digital Course (Workday)	Completed	08/29/2024
2024 August Roof Monthly Review	Digital Course (Workday)	Completed	08/19/2024
Attic Inspection Safety	Digital Course (Workday)	Completed	07/30/2024
Crawl Space Inspection Safety	Digital Course (Workday)	Completed	07/30/2024
Roof Inspection Safety - Video	Digital Course (Workday)	Completed	07/30/2024
2024 July Roof Monthly Review	Digital Course (Workday)	Completed	07/25/2024
2024 June Roof Monthly Review	Digital Course (Workday)	Completed	06/26/2024
In Role 2024 Water Skill Review	Digital Course (Workday)	Completed	06/07/2024
Chapter 2 - Segment 9 - Unintentional Mechanical Damage - Composition Roofs	Digital Course (Workday)	Completed	03/29/2024
2024 HAAG VIDEO SERIES REFRESHER	Program (Workday)	Completed	03/29/2024
Chapter 2 - Segment 1 - Product Description - Composition Roofs	Digital Course (Workday)	Completed	03/25/2024
Chapter 2 - Segment 2 - Installation Issues - Composition Roofs	Digital Course (Workday)	Completed	03/25/2024
Chapter 2 - Segment 4 - Additional Anomalies - Composition Roofs	Digital Course (Workday)	Completed	03/25/2024
2024 Confirm ID Tool	Digital Course (Workday)	Completed	03/05/2024
2024 Federal Drivers Privacy Protection Act-DPPA	Digital Course (Workday)	Completed	03/05/2024
2024 Fraud Awareness Indicator Identification-PC Claims	Digital Course (Workday)	Completed	03/05/2024
2024 Fair Claims Settlement Practices	Digital Course (Workday)	Completed	03/01/2024
MAX - Fire Authority Request	Digital Course (Workday)	Completed	02/13/2024
In Role 2024 Roof Skill Review	Digital Course (Workday)	Completed	02/05/2024
2024 CA DMV Information Security Statement	Digital Course (Workday)	Completed	01/17/2024
Investigating Questionable Water Claims	Digital Course (Workday)	Completed	01/17/2024
2024 Code of Conduct Course	Digital Course (Workday)	Completed	01/02/2024
2024 Information Security Awareness and Privacy Training - Associate	Digital Course (Workday)	Completed	01/02/2024
2024 IRP Education Course	Digital Course (Workday)	Completed	01/02/2024

2024 Managers and Employees Pay Policies Refresher Training	Digital Course (Workday)	Completed	01/02/2024
2024 Office of Foreign Assets Control Training	Digital Course (Workday)	Completed	01/02/2024
2024 Promoting Workplace Safety and Security	Digital Course (Workday)	Completed	01/02/2024
Ladder Safety	Digital Course (Workday)	Completed	12/05/2023
Asbestos Annual Training	Digital Course (Workday)	Completed	11/02/2023
Hazard Awareness	Digital Course (Workday)	Completed	11/02/2023
MAX - Fire Settlement	Digital Course (Workday)	Completed	08/15/2023
Water Damage Mitigation Module 5 - Introduction to Psychrometry	Digital Course (Workday)	Completed	07/17/2023
Water Damage Mitigation Module 6 - Advanced Psychrometry and Drying	Digital Course (Workday)	Completed	07/17/2023
Water Damage Mitigation Module 7 - Drying Equipment	Digital Course (Workday)	Completed	07/17/2023
Water Damage Mitigation Video Series	Program (Workday)	Completed	07/17/2023
Water Damage Mitigation Module 3 - Emergency Response Part 2	Digital Course (Workday)	Completed	07/14/2023
Water Damage Mitigation Module 4 - Emergency Response Part 3	Digital Course (Workday)	Completed	07/14/2023
Water Damage Mitigation Module 1 - Introduction and Initial Response	Digital Course (Workday)	Completed	07/10/2023
Water Damage Mitigation Module 2 - Emergency Response Part 1	Digital Course (Workday)	Completed	07/10/2023
Contents Macros	Digital Course (Workday)	Completed	04/18/2023
In Role 2023 Water Skill Review	Digital Course (Workday)	Completed	04/18/2023
MAX Fire Settlement	Digital Course (Workday)	Completed	04/18/2023
Review - Our Commitment to Our Policyholders	Digital Course (Workday)	Completed	03/30/2023
2023 HAAG EDUCATION HAIL AND WIND ASSESSMENT VIDEO SERIES YEARLY REFRESHER	Program (Workday)	Completed	03/30/2023
Chapter 1 - Segment 4 - Weather Data Sources	Digital Course (Workday)	Completed	03/27/2023
Chapter 1 - Segment 1 - Hail and Wind Basics	Digital Course (Workday)	Completed	03/23/2023
Chapter 1 - Segment 2 - Impact Testing and Hail Definitions	Digital Course (Workday)	Completed	03/23/2023
Rope Access Safety Training Video 04 - Equipment Setup	Digital Course (Workday)	Completed	03/21/2023
Rope Access Safety Training Video 07 - Ascending The Roof	Digital Course (Workday)	Completed	03/21/2023
Rope Access Safety Training Video 08 - Installing The Ridge Protector	Digital Course (Workday)	Completed	03/21/2023
Rope Access Safety Training Video 09 - Inspecting The Roof	Digital Course (Workday)	Completed	03/21/2023
Rope Access Safety Training Video 10 - Roof To Ladder Transition	Digital Course (Workday)	Completed	03/21/2023
Rope Access Safety Training Video 11 - Equipment Breakdown	Digital Course (Workday)	Completed	03/21/2023
Rope Access Safety Training Refresher	Course Offering (Workday)	Completed	03/06/2023
2023 Confirm ID Tool	Digital Course (Workday)	Completed	03/02/2023
2023 Fair Claims Settlement Practices	Digital Course (Workday)	Completed	03/02/2023
2023 Federal Drivers Privacy Protection Act DPPA	Digital Course (Workday)	Completed	03/02/2023

2023 Fraud Awareness Indicator Identification-PC Claims	Digital Course (Workday)	Completed	03/02/2023
Fire Roof Settlement Conversation	Digital Course (Workday)	Completed	03/02/2023
Rope Access Safety Training Video 05 - Equip Safety Check-Climbing The Ladder	Digital Course (Workday)	Completed	02/23/2023
Rope Access Safety Training Video 06 - Ladder To Roof Transition	Digital Course (Workday)	Completed	02/23/2023
Rope Access Safety Training Video 01 - Equipment Ownership and Care	Digital Course (Workday)	Completed	02/22/2023
Rope Access Safety Training Video 02 - Surveying the Site	Digital Course (Workday)	Completed	02/22/2023
Rope Access Safety Training Video 03 - Anchoring Concepts	Digital Course (Workday)	Completed	02/22/2023
HSB Claim Handling	Digital Course (Workday)	Completed	02/13/2023
Emergency Preparedness Training - 2023	Digital Course (Workday)	Completed	01/19/2023
P and C Claims Licensing and Compliance	Digital Course (Workday)	Completed	01/15/2023
2023 Code of Conduct Course	Digital Course (Workday)	Completed	01/03/2023
2023 COVID-19 Safe Workplace Training	Digital Course (Workday)	Completed	01/03/2023
2023 Information Security Awareness and Privacy Training - Associate	Digital Course (Workday)	Completed	01/03/2023
2023 Managers and Employees Pay Policies Refresher Training	Digital Course (Workday)	Completed	01/03/2023
2023 Office of Foreign Assets Control Training	Digital Course (Workday)	Completed	01/03/2023
2023 Workplace Violence Awareness	Digital Course (Workday)	Completed	01/03/2023
ITEL Cabinet Analysis	Digital Course (Workday)	Completed	10/17/2022
Confirm ID Tool	Digital Course (Workday)	Completed	08/11/2022
Fair Claims Settlement Practices	Digital Course (Workday)	Completed	04/10/2022
Federal Drivers Privacy Protection Act DPPA	Digital Course (Workday)	Completed	04/10/2022
Fraud Awareness Indicator Identification - P and C Claims	Digital Course (Workday)	Completed	04/10/2022
Chapter 1 - Segment 4 - Weather Data Sources	Digital Course (Workday)	Completed	03/14/2022
Review - Our Commitment to Our Policyholders	Digital Course (Workday)	Completed	03/14/2022
2022 HAAG EDUCATION HAIL AND WIND ASSESSMENT VIDEO SERIES YEARLY REFRESHER	Program (Workday)	Completed	03/14/2022
Chapter 1 - Segment 1 - Hail and Wind Basics	Digital Course (Workday)	Completed	03/10/2022
Chapter 1 - Segment 2 - Impact Testing and Hail Definitions	Digital Course (Workday)	Completed	03/10/2022
2022 Code of Conduct Course	Digital Course (Workday)	Completed	01/02/2022
2022 COVID-19 Safe Workplace Training	Digital Course (Workday)	Completed	01/02/2022
2022 Information Security Awareness and Privacy Training – Associate	Digital Course (Workday)	Completed	01/02/2022
2022 IRP Education Course	Digital Course (Workday)	Completed	01/02/2022
2022 Managers and Employees Pay Policies Refresher Training	Digital Course (Workday)	Completed	01/02/2022
2022 Office of Foreign Assets Control Training	Digital Course (Workday)	Completed	01/02/2022

2022 Mandatory and Compliance Training for Employees	Program (Workday)	Completed	01/02/2022
Personal Protective Equipment	Digital Course	Completed	11/29/2021
Asbestos Annual Training	Digital Course	Completed	10/28/2021
Connecting with Others - Diversity and Inclusion for Employees	Digital Course	Completed	10/26/2021
2021 Federal Drivers Privacy Protection Act DPPA	Digital Course	Completed	10/20/2021
2021 Fraud Awareness Indicator Identification-PC Claims	Digital Course	Completed	10/20/2021
Digital Pay Knowledge Base	Digital Course	Completed	08/09/2021
Roof Estimating Study Hall	Course Offering	Completed	07/30/2021
Interior Estimating Study Hall	Course Offering	Completed	07/29/2021
Ladder Safety Performance Assessment	Digital Course	Completed	06/25/2021
Roof Surfaces Payment Schedule Endorsement	Digital Course	Completed	05/03/2021
Water Loss Skill Review	Digital Course	Completed	05/03/2021
XactContents X1 Training	Course Offering	Completed	03/16/2021
2021 Chapter 1 - Segment 1 - Hail and Wind Basics	Digital Course	Completed	03/01/2021
2021 Chapter 1 - Segment 2 - Impact Testing and Hail Definitions	Digital Course	Completed	03/01/2021
2021 Chapter 1 - Segment 4 - Weather Data Sources	Digital Course	Completed	03/01/2021
2021 Chapter 2 - Segment 1 - Product Description - Composition Roofs	Digital Course	Completed	03/01/2021
2021 Chapter 2 - Segment 2 - Installation Issues - Composition Roofs	Digital Course	Completed	03/01/2021
2021 Chapter 2 - Segment 5 - Damage Assessment - Composition Roofs	Digital Course	Completed	03/01/2021
2021 Chapter 3 - Segment 1 - Product Description - Tile Roofs	Digital Course	Completed	03/01/2021
2021 HAAG EDUCATION HAIL AND WIND ASSESSMENT VIDEO SERIES REFRESHER	Program	Completed	03/01/2021
2021 Chapter 1 - Segment 3 - Wind Effects on Roofs	Digital Course	Completed	02/25/2021
2021 Chapter 2 - Segment 3 - Weathering and Other Anomalies - Composition Roofs	Digital Course	Completed	02/25/2021
2021 Chapter 2 - Segment 4 - Additional Anomalies - Composition Roofs	Digital Course	Completed	02/25/2021
2021 Chapter 2 - Segment 9 - Unintentional Mechanical Damage - Composition Roofs	Digital Course	Completed	02/25/2021
Roof Skill Review	Digital Course	Completed	02/04/2021
Roof Skills Review	Program	Completed	02/04/2021
2021 Code of Conduct Course	Digital Course	Completed	01/13/2021
2021 Information Security Awareness and Privacy Training-Associates	Digital Course	Completed	01/13/2021

2021 Managers and Employees Pay Policies Refresher Training	Digital Course	Completed	01/13/2021
2021 COVID-19 Safe Workplace Training	Digital Course	Completed	01/06/2021
2021 Office of Foreign Assets Control Training	Digital Course	Completed	01/06/2021
2021 Workplace Violence Awareness	Digital Course	Completed	01/06/2021
Connecting Customers to Self-Service	Digital Course	Completed	01/06/2021
Connecting Customers to Self-Service	Material (Pre-Workday)	Completed	01/06/2021
2021 COVID-19 Safe Workplace Training	Online Class (Pre-Workday)	Completed	01/06/2021
2021 Office of Foreign Assets Control Training	Online Class (Pre-Workday)	Completed	01/06/2021
2021 Workplace Violence Awareness	Online Class (Pre-Workday)	Completed	01/06/2021
Asbestos Annual Training	Online Class (Pre-Workday)	Completed	11/12/2020
COVID-19 Safe Workplace Training	Online Class (Pre-Workday)	Completed	06/25/2020
HAAG EDUCATION HAIL & WIND ASSESSMENT VIDEO SERIES	Curriculum (Pre-Workday)	Completed	05/12/2020
Chapter 2 - Segment 1 - Product Description - Composition Roofs	Material (Pre-Workday)	Completed	05/12/2020
Chapter 2 - Segment 2 - Installation Issues - Composition Roofs	Material (Pre-Workday)	Completed	05/12/2020
Chapter 2 - Segment 3 - Weathering and Other Anomalies - Composition Roofs	Material (Pre-Workday)	Completed	05/12/2020
Chapter 2 - Segment 4 - Additional Anomalies - Composition Roofs	Material (Pre-Workday)	Completed	05/12/2020
Chapter 2 - Segment 5 - Damage Assessment - Composition Roofs	Material (Pre-Workday)	Completed	05/12/2020
Chapter 2 - Segment 6 - Wind Caused Damage - Composition Roofs	Material (Pre-Workday)	Completed	05/12/2020
Chapter 2 - Segment 7 - Tabs Not Sealed - Composition Roofs	Material (Pre-Workday)	Completed	05/12/2020
Chapter 2 - Segment 8 - Mechanical Damage - Composition Roofs	Material (Pre-Workday)	Completed	05/12/2020
Chapter 2 - Segment 9 - Unintentional Mechanical Damage - Composition Roofs	Material (Pre-Workday)	Completed	05/12/2020
Chapter 3 - Segment 1 - Product Description - Tile Roofs	Material (Pre-Workday)	Completed	05/12/2020
Chapter 3 - Segment 2 - Installation - Tile Roofs	Material (Pre-Workday)	Completed	05/12/2020
Chapter 3 - Segment 3 - Installation Issues - Tile Roofs	Material (Pre-Workday)	Completed	05/12/2020
Chapter 3 - Segment 4 - Weathering and Anomalies - Tile Roofs	Material (Pre-Workday)	Completed	05/12/2020
Chapter 3 - Segment 5 - Hail Damage - Tile Roofs	Material (Pre-Workday)	Completed	05/12/2020
Chapter 3 - Segment 6 - Wind Damage - Tile	Material (Pre-Workday)	Completed	05/12/2020
Chapter 3 - Segment 7 - Mechanical Damage - Tile Roofs	Material (Pre-Workday)	Completed	05/12/2020
Chapter 3 - Segment 8 - Repair - Tile Roofs	Material (Pre-Workday)	Completed	05/12/2020
Chapter 4 - Segment 1 - Dents and Hail Damage to Metal Roofs	Material (Pre-Workday)	Completed	05/12/2020
Chapter 1 - Segment 1 - Hail and Wind Basics	Material (Pre-Workday)	Completed	05/11/2020
Chapter 1 - Segment 2 - Impact Testing and Hail Definitions	Material (Pre-Workday)	Completed	05/11/2020
Chapter 1 - Segment 3 - Wind Effects on Roofs	Material (Pre-Workday)	Completed	05/11/2020
Chapter 1 - Segment 4 - Weather Data Sources	Material (Pre-Workday)	Completed	05/11/2020
Hazard Awareness	Online Class (Pre-Workday)	Completed	04/17/2020

Ladder Safety Performance Assessment	Material (Pre-Workday)	Completed	04/02/2020
2020 Federal Driver's Privacy Protection Act (DPPA)	Online Class (Pre-Workday)	Completed	02/19/2020
2020 IRP Education Course	Online Class (Pre-Workday)	Completed	01/10/2020
2020 Managers and Employees Pay Policies Refresher Training	Online Class (Pre-Workday)	Completed	01/10/2020
2020 Information Security Awareness & Privacy Training-Associates	Online Class (Pre-Workday)	Completed	01/09/2020
2020 Employee Code of Conduct	Online Class (Pre-Workday)	Completed	01/07/2020
Rope Access Safety Training	Session (Pre-Workday)	Completed	10/16/2019
Asbestos Annual Training	Online Class (Pre-Workday)	Completed	10/03/2019
Assurant CDE Training	Online Class (Pre-Workday)	Completed	10/01/2019
2019 Federal Driver's Privacy Protection Act (DPPA)	Online Class (Pre-Workday)	Completed	06/04/2019
Fire Proximity Option ID Class	Session (Pre-Workday)	Completed	05/17/2019
Ladder Safety Performance Assessment	Material (Pre-Workday)	Completed	04/12/2019
Office Ergonomics	Online Class (Pre-Workday)	Completed	02/05/2019
2019 Employee Code of Conduct	Online Class (Pre-Workday)	Completed	02/04/2019
2019 Information Security Awareness & Privacy Training "Associates"	Online Class (Pre-Workday)	Completed	02/04/2019
2019-2020 Workplace Violence Awareness	Online Class (Pre-Workday)	Completed	02/04/2019
Managers and Employees Pay Policies Refresher Training - 2019	Online Class (Pre-Workday)	Completed	02/04/2019
2018 NY State DMV Requirements Related to the Federal DPPA	Online Class (Pre-Workday)	Completed	11/01/2018
Personal Protective Equipment	Online Class (Pre-Workday)	Completed	10/09/2018
SFPSP Contractor Services Program	Material (Pre-Workday)	Completed	10/05/2018
2018 NY State DMV Requirements Related to the Federal DPPA	Online Class (Pre-Workday)	Completed	09/25/2018
Asbestos Annual Training	Online Class (Pre-Workday)	Completed	09/25/2018
Large Loss Time Element Claims	Session (Pre-Workday)	Completed	07/17/2018
Water Mitigation Job Aid	Session (Pre-Workday)	Completed	07/16/2018
Fraud Awareness Indicator Identification Overview 2018	Online Class (Pre-Workday)	Completed	07/11/2018
Water Mitigation Estimate Review Job Aid	Session (Pre-Workday)	Completed	07/11/2018
P and C Claims Licensing and Compliance	Online Class (Pre-Workday)	Completed	07/09/2018
Ladder Safety Performance Assessment	Material (Pre-Workday)	Completed	04/25/2018
Methodology for Assessing DV in GA for Fire Claims	Online Class (Pre-Workday)	Completed	02/01/2018
Ladder Safety	Online Class (Pre-Workday)	Completed	01/29/2018
2018 Code of Conduct	Online Class (Pre-Workday)	Completed	01/08/2018
2018 Information Security Awareness & Privacy Training "Associates"	Online Class (Pre-Workday)	Completed	01/08/2018
2018 IRP Education and Certification Course-Internal	Online Class (Pre-Workday)	Completed	01/08/2018
Homeowners Policy Comparison Section I	Online Class (Pre-Workday)	Completed	10/30/2017

Homeowners Policy Comparison Section I	Online Class (Pre-Workday)	Completed	10/30/2017
Homeowners Policy Comparison Section II	Online Class (Pre-Workday)	Completed	10/30/2017
Siding Identifier - Mobile Application	Online Class (Pre-Workday)	Completed	08/11/2017
2017 California Fraud Awareness Indicator Identification Overview	Online Class (Pre-Workday)	Completed	08/09/2017
Asbestos Annual Training	Online Class (Pre-Workday)	Completed	05/18/2017
Driving Safety	Online Class (Pre-Workday)	Completed	05/18/2017
Hazard Awareness	Online Class (Pre-Workday)	Completed	05/18/2017
Heat Illness Prevention	Online Class (Pre-Workday)	Completed	05/18/2017
Ladder Safety	Online Class (Pre-Workday)	Completed	05/18/2017
2017 MANDATORY COMPLIANCE-EMP-PAY POL REFRESHER-9HR00009	Curriculum (Pre-Workday)	Completed	01/16/2017
2017 Code of Conduct	Online Class (Pre-Workday)	Completed	01/16/2017
2017 Information Security Awareness and Privacy Training - Associates	Online Class (Pre-Workday)	Completed	01/16/2017
2017-2018 Workplace Violence Awareness	Online Class (Pre-Workday)	Completed	01/16/2017
Managers and Employees Pay Policies Refresher Training-2017	Online Class (Pre-Workday)	Completed	01/16/2017
Fire - Catastrophe - Claim Folder Essentials Navigation	Online Class (Pre-Workday)	Completed	11/10/2016
Remarkable Recovery	Online Class (Pre-Workday)	Completed	10/04/2016
Auto - Fire - Participant and Claim Contacts Manage Contact Information	Online Class (Pre-Workday)	Completed	09/07/2016
T2 TIMESHEET NONEXEMPT AND SALARIED NONEXEMPT EMPLOYEES-9HR00004	Curriculum (Pre-Workday)	Completed	09/06/2016
T2 Dashboard	Online Class (Pre-Workday)	Completed	09/06/2016
T2 Reports	Online Class (Pre-Workday)	Completed	09/06/2016
T2 Requesting Time Off-Non-Exempt	Online Class (Pre-Workday)	Completed	09/06/2016
T2 Time and Absence Entry	Online Class (Pre-Workday)	Completed	09/06/2016
T2 Time Management-Introduction	Online Class (Pre-Workday)	Completed	09/06/2016
T2 Using a Time Clock	Online Class (Pre-Workday)	Completed	09/06/2016
Claim Access	Online Class (Pre-Workday)	Completed	08/06/2016
Siding Identifier - Web Application	Online Class (Pre-Workday)	Completed	06/30/2016
Investigating Product Liability - Determine the Mode of Failure	Online Class (Pre-Workday)	Completed	04/14/2016
Investigating Product Liability - Determine When to Investigate a Product	Online Class (Pre-Workday)	Completed	04/14/2016
Investigating Product Liability - Secure Product Related Evidence	Online Class (Pre-Workday)	Completed	04/14/2016
Additional Living Expenses Application	Material (Pre-Workday)	Completed	03/03/2016
2016 Mandatory and Compliance Curriculum-9HR00003	Curriculum (Pre-Workday)	Completed	02/15/2016
2016 Code of Conduct	Online Class (Pre-Workday)	Completed	02/15/2016

2016 Information Security Awareness and Privacy Training - Employees	Online Class (Pre-Workday)	Completed	02/15/2016
2016 IRP Education and Certification Course - Employee	Online Class (Pre-Workday)	Completed	02/15/2016
Embracing Organizational Change	Online Class (Pre-Workday)	Completed	01/06/2016
Workplace Violence Awareness - Claims	Online Class (Pre-Workday)	Completed	10/26/2015
Antitrust Compliance Training 2015	Online Class (Pre-Workday)	Completed	10/20/2015
Workplace Violence Awareness - Claims	Online Class (Pre-Workday)	Completed	10/06/2015
EARTHQUAKE CLAIM HANDLING-9CLM000552	Curriculum (Pre-Workday)	Completed	10/02/2015
Mechanicals Training - HVAC, Plumbing, Electrical	Material (Pre-Workday)	Completed	10/02/2015
Inspect a Crawlspace or Basement for Earthquake Damage	Online Class (Pre-Workday)	Completed	10/02/2015
Inspect an Attic for Earthquake Damage	Online Class (Pre-Workday)	Completed	10/02/2015
Analyze Earthquake Policies and Endorsements	Online Class (Pre-Workday)	Completed	10/01/2015
Complete a General Earthquake Inspection	Online Class (Pre-Workday)	Completed	10/01/2015
Identify NICB Indicators of Fraud	Online Class (Pre-Workday)	Completed	10/01/2015
Utilize Experts	Online Class (Pre-Workday)	Completed	10/01/2015
Customer Service Confrontation and Conflict	Online Class (Pre-Workday)	Completed	09/29/2015
Dealing with Irrational Customers and Escalating Complaints	Online Class (Pre-Workday)	Completed	09/29/2015
Essential Skills for Professional Telephone Calls	Online Class (Pre-Workday)	Completed	09/28/2015
Driving Safety	Online Class (Pre-Workday)	Completed	08/28/2015
Information Privacy Training	Online Class (Pre-Workday)	Completed	08/25/2015
States Exp AK CA Mgr Emp Pay Policies Refresher	Online Class (Pre-Workday)	Completed	08/25/2015
Rope Access Safety Training	Session (Pre-Workday)	Completed	08/06/2015
Rope Access Safety Training Assessment	Test (Pre-Workday)	Completed	08/05/2015
Information Security Awareness-Associates	Online Class (Pre-Workday)	Completed	06/26/2015
SIU Indicator Identification Screen for Potential Fraud Management-Fire	Online Class (Pre-Workday)	Completed	05/29/2015
Fire - Salvage	Online Class (Pre-Workday)	Completed	04/06/2015
Proximity Capstone	Session (Pre-Workday)	Completed	03/30/2015
P and C Claims Productivity Tool	Session (Pre-Workday)	Completed	03/09/2015
Potential Fraud Management for Non-SIU Fire	Online Class (Pre-Workday)	Completed	03/06/2015
SCP Training	Online Class (Pre-Workday)	Completed	03/04/2015
Jurisdictional Training	Session (Pre-Workday)	Completed	03/04/2015
Summary of Loss Job Aids	Material (Pre-Workday)	Completed	03/03/2015
Auto - Fire - Cognos Reporting	Online Class (Pre-Workday)	Completed	03/03/2015
Contents Large Loss Scoping Methodology	Online Class (Pre-Workday)	Completed	03/03/2015
Fire - Send To Arbitration Forums	Online Class (Pre-Workday)	Completed	03/03/2015
Handling Option OL, ID and Debris Removal Coverage	Online Class (Pre-Workday)	Completed	03/03/2015

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Ladder Safety	Online Class (Pre-Workday)	Completed	03/03/2015
Employee Reboarding	Session (Pre-Workday)	Completed	03/03/2015
The Ownership Spirit	Session (Pre-Workday)	Completed	03/03/2015
Hail Focus-Composition Roof Damage	Material (Pre-Workday)	Completed	03/02/2015
Hail Focus-Composition Roof Repair	Material (Pre-Workday)	Completed	03/02/2015
Hail Focus-Composition Roof Replacement-Canada	Material (Pre-Workday)	Completed	03/02/2015
Hail Focus-Composition Roof Test Square	Material (Pre-Workday)	Completed	03/02/2015
Wood Roof Damage	Material (Pre-Workday)	Completed	03/02/2015
Wood Roof Repair	Material (Pre-Workday)	Completed	03/02/2015
Wood Roof Repair Vs Replace	Material (Pre-Workday)	Completed	03/02/2015
Wood Roof Replacement	Material (Pre-Workday)	Completed	03/02/2015
Hail Focus-Composition Roof Repair Vs Replace	Online Class (Pre-Workday)	Completed	03/02/2015
Hail Training - The Basics	Online Class (Pre-Workday)	Completed	03/02/2015
Commercial Insurance Form and Endorsement Training CMP	Material (Pre-Workday)	Completed	02/26/2015
Completing Quality File Notes	Online Class (Pre-Workday)	Completed	02/26/2015
Farm Ranch Claim Basics	Online Class (Pre-Workday)	Completed	02/26/2015
Loss of Income and Extra Expense-Canada	Online Class (Pre-Workday)	Completed	02/26/2015
Loss of Income and Extra Expense-Claims	Online Class (Pre-Workday)	Completed	02/26/2015
Section I Conditions	Online Class (Pre-Workday)	Completed	02/26/2015
Evaluating Loss of Rents	Session (Pre-Workday)	Completed	02/26/2015
Base Policy Contract Overview Underwriting	Material (Pre-Workday)	Completed	02/25/2015
Condominium Unitowners Policy Section I	Online Class (Pre-Workday)	Completed	02/25/2015
Estimates and Claim Handling Resources for Fire Review	Online Class (Pre-Workday)	Completed	02/25/2015
Section I Prop Not Covered and Prop Subject To Limitations	Online Class (Pre-Workday)	Completed	02/25/2015
Section I-Cov A, Cov B and Section I-Deductibles	Online Class (Pre-Workday)	Completed	02/25/2015
Section I-Covered Causes of Loss and Exclusions	Online Class (Pre-Workday)	Completed	02/25/2015
Section I-Extensions of Coverage	Online Class (Pre-Workday)	Completed	02/25/2015
Section I-Property	Online Class (Pre-Workday)	Completed	02/25/2015
ILR Information for the Fire Claim Handler	Online Class (Pre-Workday)	Completed	02/06/2015
Licensing Agreement for P and C Claims	Online Class (Pre-Workday)	Completed	02/03/2015
2015 Code of Conduct	Online Class (Pre-Workday)	Completed	01/08/2015
Excellence in Operations Management - Introduction for Associates	Online Class (Pre-Workday)	Completed	12/05/2014
Excellence in Operations Management - Manage Process Quality for Associates	Online Class (Pre-Workday)	Completed	12/05/2014
Excellence in Operations Management - Process Expense for Associates	Online Class (Pre-Workday)	Completed	12/05/2014

Antitrust Compliance Training	Online Class (Pre-Workday)	Completed	10/28/2014
Excellence in Operations Management - Manage Process Productivity for Associates	Online Class (Pre-Workday)	Completed	10/14/2014
Contractor Locator Application	Online Class (Pre-Workday)	Completed	08/28/2014
SFCTI Basic User Training	Online Class (Pre-Workday)	Completed	08/20/2014
XactContents - Putting It All Together	Online Class (Pre-Workday)	Completed	08/20/2014
UC 7942 and 7962 Phones	Online Class (Pre-Workday)	Completed	08/19/2014
XactContents - Basics	Online Class (Pre-Workday)	Completed	08/18/2014
FIRE CLAIM REPRESENTATIVE CURRICULUM-9CLM00003	Curriculum (Pre-Workday)	Completed	08/07/2014
Module IV - Determine Damages	Online Class (Pre-Workday)	Completed	08/07/2014
Conclude Coverage A	Online Class (Pre-Workday)	Completed	08/06/2014
Conclude Coverage B	Online Class (Pre-Workday)	Completed	08/06/2014
Evaluate and Conclude Coverage C	Online Class (Pre-Workday)	Completed	08/06/2014
Estimate Reconciliation	Online Class (Pre-Workday)	Completed	08/05/2014
Evaluate Coverage A and B Damages	Online Class (Pre-Workday)	Completed	08/05/2014
Complete an Estimate - Lesson 5 - Graphical Estimating in Sketch	Online Class (Pre-Workday)	Completed	08/04/2014
Complete an Estimate - Lesson 5 - Graphical Estimating in Sketch	Online Class (Pre-Workday)	Completed	08/04/2014
Overhead and Profit	Online Class (Pre-Workday)	Completed	08/04/2014
Complete an Estimate - Lesson 4 - Part 2 - Roof Sketch , Slope, Eave height, Footprint	Online Class (Pre-Workday)	Completed	08/01/2014
Cmplt an Est-L3-P3-Views, Ceiling, Level, Floor	Online Class (Pre-Workday)	Completed	07/31/2014
Cmplt an Est-L4-P1-Roof Sketch, Dimensions, More	Online Class (Pre-Workday)	Completed	07/31/2014
Comp an Estimate - Lesson 3 - Part 2 - Sketch Offsets an Subrooms Square Breaks and Reference Areas	Online Class (Pre-Workday)	Completed	07/30/2014
Complete an Estimate - Lesson 2 - Adding Coverages, Tracking Limits, F9 Notes	Online Class (Pre-Workday)	Completed	07/30/2014
Complete an Estimate - Lesson 3 - Part 1 - Sketch Preferences and Basic Sketch Room Tools	Online Class (Pre-Workday)	Completed	07/30/2014
Complete an Estimate - Lesson 1 - Part 4 - Searches Printing GCOP and Estimate Status	Online Class (Pre-Workday)	Completed	07/28/2014
Complete an Estimate - Lesson 1 - Part 5 - Summary and References, Lesson One Skill Check	Online Class (Pre-Workday)	Completed	07/28/2014
Complete an Estimate - Lesson 1 - Part 3 - Line Item Entry Variables Equations and Attachments	Online Class (Pre-Workday)	Completed	07/25/2014
Cmplt an Est-L1-P2-Group, Dim, MsngWall,Subrooms	Online Class (Pre-Workday)	Completed	07/24/2014
Complete an Estimate - Lesson 1 - Part 1 - Project Defaults and The Control Center	Online Class (Pre-Workday)	Completed	07/24/2014

Complete Contents Inventory	Online Class (Pre-Workday)	Completed	07/23/2014
Module III - Coverage Analysis	Online Class (Pre-Workday)	Completed	07/23/2014
Analyze Coverage skill check	Online Class (Pre-Workday)	Completed	07/22/2014
Rental Dwelling Policy RDP Overview	Online Class (Pre-Workday)	Completed	07/15/2014
Water Loss Scenarios	Online Class (Pre-Workday)	Completed	07/15/2014
Water Loss Scenarios	Online Class (Pre-Workday)	Completed	07/15/2014
Water Losses Resource	Online Class (Pre-Workday)	Completed	07/15/2014
Analyze Coverage skill check	Online Class (Pre-Workday)	Completed	07/14/2014
Homeowners Policy Section I - Loss Settlement and Conditions	Online Class (Pre-Workday)	Completed	07/14/2014
Homeowners Policy Section I - Section I and Section II Conditions	Online Class (Pre-Workday)	Completed	07/14/2014
Personal Articles Policy PAP Overview	Online Class (Pre-Workday)	Completed	07/14/2014
Renters Policy Overview	Online Class (Pre-Workday)	Completed	07/14/2014
Homeowners Policy Section I - Losses Insured	Online Class (Pre-Workday)	Completed	07/11/2014
Homeowners Policy Section I - Losses Not Insured	Online Class (Pre-Workday)	Completed	07/11/2014
Homeowners Policy Section I - Optional Policy Provisions	Online Class (Pre-Workday)	Completed	07/11/2014
Homeowners Policy Section I - Coverage B	Online Class (Pre-Workday)	Completed	07/10/2014
Homeowners Policy Section I - Coverage C and Additional Coverages	Online Class (Pre-Workday)	Completed	07/10/2014
FIRE - FIRST PARTY-PROPERTY - CLAIM REPRESENTATIVE-9ECS1115	Curriculum (Pre-Workday)	Completed	07/09/2014
Auto - Fire - Investigative Resources Management Frequency Search	Online Class (Pre-Workday)	Completed	07/09/2014
Auto - Fire - Physical File	Online Class (Pre-Workday)	Completed	07/09/2014
Auto - Fire - Printing Batch Prints	Online Class (Pre-Workday)	Completed	07/09/2014
Auto - Fire - Printing Bundle Print and Fax	Online Class (Pre-Workday)	Completed	07/09/2014
Auto - Fire - Third Party Associate Register TPAR Non-Estimatics	Online Class (Pre-Workday)	Completed	07/09/2014
Fire - Document Management Search View and Manage Documents	Online Class (Pre-Workday)	Completed	07/09/2014
Fire - Financials Overview Cause of Loss	Online Class (Pre-Workday)	Completed	07/09/2014
Fire - Financials Overview Financial Log Search	Online Class (Pre-Workday)	Completed	07/09/2014
Fire - Handling Financials Cause of Loss	Online Class (Pre-Workday)	Completed	07/09/2014
Fire - Handling Financials Move Payments	Online Class (Pre-Workday)	Completed	07/09/2014
Fire - Handling Financials Recurring Payments	Online Class (Pre-Workday)	Completed	07/09/2014
Fire - Investigative Resources Management Mobile Off Road Equipment	Online Class (Pre-Workday)	Completed	07/09/2014
Fire - Investigative Resources Management View AMR	Online Class (Pre-Workday)	Completed	07/09/2014
Fire - Investigative Resources Management View ISO Information	Online Class (Pre-Workday)	Completed	07/09/2014

Fire - Investigative Resources Management Watercraft	Online Class (Pre-Workday)	Completed	07/09/2014
Fire - Policy Manage Policy	Online Class (Pre-Workday)	Completed	07/09/2014
Fire - Policy Overview	Online Class (Pre-Workday)	Completed	07/09/2014
Fire - Salvage	Online Class (Pre-Workday)	Completed	07/09/2014
Fire - SFPS Online	Online Class (Pre-Workday)	Completed	07/09/2014
Fire - Tracking Impaired Product Program TIPP	Online Class (Pre-Workday)	Completed	07/09/2014
Fire - Vehicle Handling Manage Vehicle Information	Online Class (Pre-Workday)	Completed	07/09/2014
Fire- Replacement Program Manage SFRS Bill	Online Class (Pre-Workday)	Completed	07/09/2014
Fire- Replacement Program Overview	Online Class (Pre-Workday)	Completed	07/09/2014
Homeowners Policy Section I - Coverage A	Online Class (Pre-Workday)	Completed	07/09/2014
Homeowners Policy Section I - Policy Introduction and Deductibles	Online Class (Pre-Workday)	Completed	07/09/2014
Fire - Claim Folder Essentials Navigation	Online Class (Pre-Workday)	Completed	07/08/2014
Fire - Claim Folder Essentials Overview	Online Class (Pre-Workday)	Completed	07/08/2014
Fire - ECS Daily Essentials Claim Search	Online Class (Pre-Workday)	Completed	07/08/2014
Fire - ECS Daily Essentials Navigation	Online Class (Pre-Workday)	Completed	07/08/2014
Fire - ECS Daily Essentials Online Help	Online Class (Pre-Workday)	Completed	07/08/2014
Module II - Conduct a Thorough Investigation	Online Class (Pre-Workday)	Completed	07/08/2014
Hail Training Module 1 - The Basics	Online Class (Pre-Workday)	Completed	07/03/2014
Obtain a Statement	Online Class (Pre-Workday)	Completed	07/03/2014
Roof Claim Handling Inspection Methodology	Online Class (Pre-Workday)	Completed	07/03/2014
Subrogation Fundamentals - Fire Claims	Online Class (Pre-Workday)	Completed	07/03/2014
Water Damage Mitigation	Online Class (Pre-Workday)	Completed	07/03/2014
Conduct Scene Investigation skill check	Online Class (Pre-Workday)	Completed	07/01/2014
Documenting the Claim with Photographs	Online Class (Pre-Workday)	Completed	07/01/2014
Managing Relationships to Ensure A Remarkable Customer Experience	Online Class (Pre-Workday)	Completed	07/01/2014
Phone Scope a Loss	Online Class (Pre-Workday)	Completed	07/01/2014
Complete Scope of Coverage A	Online Class (Pre-Workday)	Completed	06/30/2014
Complete Scope of Coverage B	Online Class (Pre-Workday)	Completed	06/30/2014
Identify and Collect Salvage	Online Class (Pre-Workday)	Completed	06/30/2014
Identify and Obtain Evidence	Online Class (Pre-Workday)	Completed	06/30/2014
Identify and Obtain Samples	Online Class (Pre-Workday)	Completed	06/30/2014
Identify and Obtain Samples	Online Class (Pre-Workday)	Completed	06/30/2014
Identify Building Products and Related Damage	Online Class (Pre-Workday)	Completed	06/30/2014
Identify Coverage Issues	Online Class (Pre-Workday)	Completed	06/30/2014
Measure and Diagram a Scene	Online Class (Pre-Workday)	Completed	06/30/2014
Wind and Hail Damage Scenarios	Online Class (Pre-Workday)	Completed	06/30/2014

Roofing	Online Class (Pre-Workday)	Completed	06/27/2014
Water Mitigation Claim Handling Refresher	Material (Pre-Workday)	Completed	06/26/2014
Information Security Awareness - Associates	Online Class (Pre-Workday)	Completed	06/26/2014
Kitchen and Water Damage Scenarios	Online Class (Pre-Workday)	Completed	06/25/2014
Residential Cabinets Countertops and Finish Hardware	Online Class (Pre-Workday)	Completed	06/25/2014
Residential Siding Guttering Fences Decks and Exterior Paint	Online Class (Pre-Workday)	Completed	06/25/2014
Vehicle Damage Scenario	Online Class (Pre-Workday)	Completed	06/25/2014
Bleach Pipe Freeze and Smoke Damage Scenarios	Online Class (Pre-Workday)	Completed	06/24/2014
Insulation Drywall and Interior Finishes	Online Class (Pre-Workday)	Completed	06/24/2014
Residential Heat Ventilation and Air Conditioning	Online Class (Pre-Workday)	Completed	06/23/2014
Residential Interior Floor Coverings	Online Class (Pre-Workday)	Completed	06/23/2014
Vandalism Building Damage Scenario	Online Class (Pre-Workday)	Completed	06/23/2014
Residential Electrical	Online Class (Pre-Workday)	Completed	06/19/2014
Garage Fire Building Damage Scenario	Online Class (Pre-Workday)	Completed	06/18/2014
Residential Interior Trim and Stairs	Online Class (Pre-Workday)	Completed	06/18/2014
Residential Plumbing	Online Class (Pre-Workday)	Completed	06/18/2014
Residential Windows and Doors	Online Class (Pre-Workday)	Completed	06/18/2014
Residential Framing	Online Class (Pre-Workday)	Completed	06/17/2014
Concrete and Masonry	Online Class (Pre-Workday)	Completed	06/13/2014
Preparing and Writing the Estimate	Online Class (Pre-Workday)	Completed	06/13/2014
Basic Math	Online Class (Pre-Workday)	Completed	06/12/2014
Basic Residential Construction	Online Class (Pre-Workday)	Completed	06/12/2014
Insurance Fraud Basics	Material (Pre-Workday)	Completed	06/11/2014
Contact Parties to the Loss	Online Class (Pre-Workday)	Completed	06/11/2014
Fire Claim Partners and Resources	Online Class (Pre-Workday)	Completed	06/11/2014
Investigate Facts of Loss	Online Class (Pre-Workday)	Completed	06/11/2014
Navigate Your Claims Intranet Resources	Online Class (Pre-Workday)	Completed	06/11/2014
The Customer's Voice	Online Class (Pre-Workday)	Completed	06/10/2014
Our Commitment to Our Policyholders	Online Class (Pre-Workday)	Completed	06/09/2014
Welcome to the Fire Claim Rep Curriculum	Online Class (Pre-Workday)	Completed	06/09/2014
Canada's Anti-Spam Legislation	Online Class (Pre-Workday)	Completed	05/12/2014
Information Retention Program Review Tool	Online Class (Pre-Workday)	Completed	04/23/2014
Excellence in Operating Management - EOM Overview	Online Class (Pre-Workday)	Completed	04/03/2014
Getting Ready for the Future - Tools That Can Help	Online Class (Pre-Workday)	Completed	04/03/2014
Introduction to Claims Operating Models	Online Class (Pre-Workday)	Completed	04/03/2014
Change Readiness for Agents and Team Members	Online Class (Pre-Workday)	Completed	02/19/2014
2014 Code of Conduct - US Employees	Online Class (Pre-Workday)	Completed	02/03/2014

Workplace Violence Awareness - Claims	Online Class (Pre-Workday)	Completed	10/07/2013
Auto - Manage Tow Bills	Online Class (Pre-Workday)	Completed	09/10/2013
All States (Except AK, CA, CT, WA, and WI) Managers and Employees Pay Policies Refresher	Online Class (Pre-Workday)	Completed	08/06/2013
Information Security Awareness - Associate	Online Class (Pre-Workday)	Completed	06/10/2013
Remarkable and You	Online Class (Pre-Workday)	Completed	01/11/2013
2013 Code of Conduct - US Employees	Online Class (Pre-Workday)	Completed	01/08/2013
Total Loss Settlement Tool	Online Class (Pre-Workday)	Completed	11/06/2012
Information Security Awareness - Associate	Online Class (Pre-Workday)	Completed	07/03/2012
Remarkable In Action	Online Class (Pre-Workday)	Completed	05/19/2012
Annual IRP Review Tool 2012 - Associate	Online Class (Pre-Workday)	Completed	01/23/2012
2012 Code of Conduct - US Employees	Online Class (Pre-Workday)	Completed	01/12/2012
The Remarkable Journey	Online Class (Pre-Workday)	Completed	11/08/2011
Antitrust Compliance Training	Online Class (Pre-Workday)	Completed	10/10/2011
Pay Policies Refresher Training for Mgrs & Empl-U.S.-All Other States (Except AK, CA, CT, WA, & WI)	Online Class (Pre-Workday)	Completed	09/08/2011
Auto - Fire - Automatic Assignment Mobile Assignment	Online Class (Pre-Workday)	Completed	08/22/2011
Auto - Fire - Claim Groups	Online Class (Pre-Workday)	Completed	08/22/2011
Auto - Fire - Document Management Print Fax Copy and Bundle	Online Class (Pre-Workday)	Completed	08/22/2011
Auto - Fire - Investigative Resources Management SIU Claim Security	Online Class (Pre-Workday)	Completed	08/22/2011
Auto - Fire - Out of Office Notification	Online Class (Pre-Workday)	Completed	08/22/2011
Auto - Fire - Printing Claim File Print	Online Class (Pre-Workday)	Completed	08/22/2011
Auto - Fire - Subrogation	Online Class (Pre-Workday)	Completed	08/22/2011
Auto - Handling Financials Double Insured	Online Class (Pre-Workday)	Completed	08/22/2011
Auto - Handling Financials Move Payments	Online Class (Pre-Workday)	Completed	08/22/2011
Auto - Handling Financials Move Recoveries	Online Class (Pre-Workday)	Completed	08/22/2011
Auto - Investigative Resources Management Manage ISO Information	Online Class (Pre-Workday)	Completed	08/22/2011
Auto - Investigative Resources Management Manage Modeling Tasks	Online Class (Pre-Workday)	Completed	08/22/2011
Auto - Investigative Resources Management View AMR	Online Class (Pre-Workday)	Completed	08/22/2011
Auto - Policy Manage Policy	Online Class (Pre-Workday)	Completed	08/22/2011
Auto - Vehicle and Estimate Handling Manage Estimate Information	Online Class (Pre-Workday)	Completed	08/22/2011
Auto - Vehicle and Estimate Handling Vehicle Tabs Overview	Online Class (Pre-Workday)	Completed	08/22/2011
Auto/Fire - Financials Overview Check Log	Online Class (Pre-Workday)	Completed	08/22/2011

US - Auto - Fire - Participant and Claim Contacts Manage EFT Information	Online Class (Pre-Workday)	Completed	08/22/2011
US - Auto - Manage Canada Participant Statistical Information Summary	Online Class (Pre-Workday)	Completed	08/22/2011
2011 Spring Auto Catastrophe Zone Volunteer Orientation	Online Class (Pre-Workday)	Completed	06/28/2011
2011 Information Security Awareness - Associate	Online Class (Pre-Workday)	Completed	06/04/2011
ECS - Additional Functionality- Version 2.35	Online Class (Pre-Workday)	Completed	04/20/2011
Auto - Fire - Handling Financials Sight Draft	Online Class (Pre-Workday)	Completed	03/17/2011
Auto - Fire - Handling Financials Sight Draft	Online Class (Pre-Workday)	Completed	03/17/2011
Auto - Handling Financials Create Payments	Online Class (Pre-Workday)	Completed	03/17/2011
Auto - Handling Financials Record Payments	Online Class (Pre-Workday)	Completed	03/17/2011
Fire - Handling Financials Create Payments	Online Class (Pre-Workday)	Completed	03/17/2011
Fire - Handling Financials Record Payments	Online Class (Pre-Workday)	Completed	03/17/2011
Annual IRP Review Tool 2011 - Associate	Online Class (Pre-Workday)	Completed	01/24/2011
Annual IRP Review Tool 2011 - Associate	Online Class (Pre-Workday)	Completed	01/19/2011
2011 Code of Conduct - Current Employee	Online Class (Pre-Workday)	Completed	01/17/2011
ECS - Additional Functionality Version 1: 9ECS0125	Online Class (Pre-Workday)	Completed	09/30/2010
Auto - Claim Folder Essentials Navigation	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Claim Folder Essentials Overview	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Document Management Search View and Manage Documents	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - ECS Daily Essentials Claim Search	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - ECS Daily Essentials Navigation	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - ECS Daily Essentials Online Help	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - ECS Experience: A Taste of ECS Scenario I	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - ECS Experience: A Taste of ECS Scenario II	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Estimate Bills Manage Auto Estimate Bills	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Estimate Bills Overview	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Estimate Bills View Auto Estimate Bills	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Financials Overview Cause of Loss	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Financials Overview Financial Log Search	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Document Management Search View and Manage Document Packages	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - ECS Daily Essentials Log On and Desktop	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - ECS Daily Essentials Manage Alerts	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - File Notes ECS File Notes Templates	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - File Notes File History	Online Class (Pre-Workday)	Completed	09/10/2010

Auto - Fire - File Notes Manage File Notes	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - File Notes Task Notes	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Financials Overview Bulk Search	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Forms and Correspondence Search and Complete Letters and Forms	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Handling Financials Authority	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Introduction to ECS Role-Based Training and Assessments	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Manage Liability	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Manage Performer Overview	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Org Non-Steward Search and View Org Entity	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Org Non-Steward View Org Entity Information	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Participant and Claim Contacts Create a Participant from within a Claim	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Participant and Claim Contacts Create a Participant from within a Claim	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Participant and Claim Contacts Manage Contact Information	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Participant and Claim Contacts Manage Participant Associations	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Participant and Claim Contacts Manage Participant Details	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Participant and Claim Contacts Overview	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Printing Default Printer	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Printing Print Options	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Tasks Task Management	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Tasks Task Overview	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Tasks Task Totals	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Handling Financials Cause of Loss	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Handling Financials: Payments	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Policy Overview	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Rental Bills Manage a Rental Bill	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Rental Bills Navigation	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Rental Reservations	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Subrogation CRASH Inquiry	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Vehicle and Estimate Handling Handle Estimate Assignments	Online Class (Pre-Workday)	Completed	09/10/2010

Auto - Vehicle and Estimate Handling Manage Vehicle Information	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Vehicle and Estimate Handling Search for Estimating ID	Online Class (Pre-Workday)	Completed	09/10/2010
Auto/Fire - Forms and Correspondence Modify a Package	Online Class (Pre-Workday)	Completed	09/10/2010
Auto/Fire - Handling Financials Manage Consolidated Payments	Online Class (Pre-Workday)	Completed	09/10/2010
Auto/Fire - Handling Financials Suit/ADR	Online Class (Pre-Workday)	Completed	09/10/2010
Auto/Fire - Introduction to ECS: Welcome to ECS	Online Class (Pre-Workday)	Completed	09/10/2010
Auto/Fire - Miscellaneous Bills Manage Miscellaneous Bills	Online Class (Pre-Workday)	Completed	09/10/2010
US - Auto - Handling Financials Advanced Financials Functionality	Online Class (Pre-Workday)	Completed	09/10/2010
2010 Information Security Awareness-Current Associate	Online Class (Pre-Workday)	Completed	07/26/2010
EVRT Training	Online Class (Pre-Workday)	Completed	07/14/2010
Auto - ECS Knowledge Check - Property Damage - Claim Handler	Online Class (Pre-Workday)	Completed	07/08/2010
Auto - Miscellaneous Bills	Online Class (Pre-Workday)	Completed	07/08/2010
Auto - Printing	Online Class (Pre-Workday)	Completed	07/08/2010
Auto - Subrogation - Non Subrogation	Online Class (Pre-Workday)	Completed	07/08/2010
Auto - Estimate Bills	Online Class (Pre-Workday)	Completed	07/07/2010
Auto - Financials Overview	Online Class (Pre-Workday)	Completed	07/07/2010
Auto - Handling Financials I - BI/PD Claims Handlers (excluding CSAs and Section Managers)	Online Class (Pre-Workday)	Completed	07/07/2010
Auto - Handling Financials II	Online Class (Pre-Workday)	Completed	07/07/2010
Auto - Rental Bills	Online Class (Pre-Workday)	Completed	07/07/2010
Auto - Vehicle and Estimate Handling I - BI/PD Claims (excluding CSAs and Section Managers)	Online Class (Pre-Workday)	Completed	07/06/2010
Auto - Document Management	Online Class (Pre-Workday)	Completed	07/01/2010
Auto - ECS Experience: A Taste of ECS Scenario II	Online Class (Pre-Workday)	Completed	07/01/2010
Auto - Forms and Correspondence	Online Class (Pre-Workday)	Completed	07/01/2010
Auto - File Notes	Online Class (Pre-Workday)	Completed	06/30/2010
Auto - Manage Liability	Online Class (Pre-Workday)	Completed	06/30/2010
Auto - Claim Folder Essentials	Online Class (Pre-Workday)	Completed	06/22/2010
Auto - ECS Daily Essentials	Online Class (Pre-Workday)	Completed	06/22/2010
Auto - ECS Experience: A Taste of ECS Scenario I	Online Class (Pre-Workday)	Completed	06/22/2010
Auto - Introduction to ECS	Online Class (Pre-Workday)	Completed	06/22/2010
Auto - Org Non-Steward	Online Class (Pre-Workday)	Completed	06/22/2010
Auto - Participant and Claim Contacts	Online Class (Pre-Workday)	Completed	06/22/2010
Auto - Performer and Task Management	Online Class (Pre-Workday)	Completed	06/22/2010
Auto - Policy	Online Class (Pre-Workday)	Completed	06/22/2010
2010 Code of Conduct - Current Employee	Online Class (Pre-Workday)	Completed	01/14/2010
Auto - Disputed Liability	Online Class (Pre-Workday)	Completed	07/01/2009

Medicare/MMSEA Training for Non-injury Claim Handlers	Online Class (Pre-Workday)	Completed	06/24/2009
2009-2010 Information Security Awareness-Current Associate	Online Class (Pre-Workday)	Completed	06/17/2009
Medicare/MMSEA Training for Non-injury Claim Handlers	Online Class (Pre-Workday)	Completed	06/17/2009
NEW EMPLOYEE ORIENTATION-9QWLNEO	Curriculum (Pre-Workday)	Completed	03/30/2009
About Our Business	Online Class (Pre-Workday)	Completed	03/25/2009
Information Retention Program Education Course	Online Class (Pre-Workday)	Completed	03/24/2009
2009 Code of Conduct - Current Employee	Online Class (Pre-Workday)	Completed	02/10/2009
Xactimate 26 Overview	Online Class (Pre-Workday)	Completed	10/23/2008
Code of Conduct Current Employee 2008	Online Class (Pre-Workday)	Completed	02/13/2008
2008 Information Security Awareness Current Associates	Online Class (Pre-Workday)	Completed	01/28/2008
Authorized Records Review 2008	Online Class (Pre-Workday)	Completed	01/28/2008
Southern - State Farm Process Improvement Initiatives	Online Class (Pre-Workday)	Completed	03/28/2007
ADSP/Revised Select Service Agreement	Online Class (Pre-Workday)	Completed	03/13/2007
2007 Authorized Records Review	Online Class (Pre-Workday)	Completed	02/07/2007
2007 Information Security Awareness - Current Associates	Online Class (Pre-Workday)	Completed	02/05/2007
2007 Code Of Conduct - Current Employees	Online Class (Pre-Workday)	Completed	01/22/2007
Auto Claims L&D Revised Car Policy	Online Class (Pre-Workday)	Completed	10/19/2006
TEACH 1-day Classroom	Online Class (Pre-Workday)	Completed	08/29/2006
2006 Information Security Awareness Refresher Training	Online Class (Pre-Workday)	Completed	04/25/2006
Third Party Injury Claim Evaluation	Online Class (Pre-Workday)	Completed	04/18/2006
Mechanisms of Some Common Shoulder Injuries	Material (Pre-Workday)	Completed	03/09/2006
Medical Bills-Canada	Material (Pre-Workday)	Completed	03/09/2006
Medical Records	Material (Pre-Workday)	Completed	03/09/2006
The Healthcare Provider Community	Material (Pre-Workday)	Completed	03/09/2006
Mechanism of Some Intervertebral Disc Injuries	Material (Pre-Workday)	Completed	03/06/2006
Mechanisms of Some Common Spinal and Paraspinal Injuries-Canada	Material (Pre-Workday)	Completed	03/06/2006
Automobile Restraint Injuries	Material (Pre-Workday)	Completed	02/21/2006
Mechanisms of Some Common Knee Injuries	Material (Pre-Workday)	Completed	02/21/2006
Water & Wood: Illustrating Our Shared Values	Online Class (Pre-Workday)	Completed	02/16/2006
2006 Information Security Awareness Refresher Training	Online Class (Pre-Workday)	Completed	02/10/2006
Basic Legal Principles	Online Class (Pre-Workday)	Completed	02/02/2006
2006 Code of Conduct: Annual Review	Online Class (Pre-Workday)	Completed	01/10/2006
Records Management Education Course	Online Class (Pre-Workday)	Completed	03/17/2005
Send to Subrogation Template Training - Auto	Online Class (Pre-Workday)	Completed	03/03/2005
2005 Information Security Awareness Refresher Training	Online Class (Pre-Workday)	Completed	02/04/2005
2005 Code of Conduct Annual Review - U.S.	Online Class (Pre-Workday)	Completed	01/03/2005

Claims RUMBA Training	Online Class (Pre-Workday)	Completed	11/09/2004
2004 Information Security Awareness Training	Online Class (Pre-Workday)	Completed	04/14/2004
2004 Code of Conduct Annual Review - U.S.	Online Class (Pre-Workday)	Completed	04/13/2004
Salvage Document Processing	Online Class (Pre-Workday)	Completed	11/20/2003
Introduction to Windows XP	Online Class (Pre-Workday)	Completed	11/19/2003
Salvage Document Processing	Online Class (Pre-Workday)	Completed	11/10/2003
Third Party Injury Claim Evaluation	Online Class (Pre-Workday)	Completed	10/02/2003
About Our Business - Financial Service Dialogue Day	Online Class (Pre-Workday)	Completed	06/24/2003
Property Matters	Online Class (Pre-Workday)	Completed	05/01/2003
2003 Ethics Annual Review - U.S.	Online Class (Pre-Workday)	Completed	01/31/2003
2003 Information Security Awareness Training	Online Class (Pre-Workday)	Completed	01/31/2003
2002 Information Security Awareness Training	Online Class (Pre-Workday)	Completed	02/27/2002
Ethics: making Sound Choices Annual Review 2002	Online Class (Pre-Workday)	Completed	02/18/2002
DIVERSITY: Food for Thought	Online Class (Pre-Workday)	Completed	01/02/2002
About Our Business	Online Class (Pre-Workday)	Completed	12/03/2001
Emerging Markets Awareness Program	Online Class (Pre-Workday)	Completed	12/03/2001
AIC33 - Claim Handling Principles and Practices	Online Class (Pre-Workday)	Completed	12/01/2001
Inclusion Essentials	Online Class (Pre-Workday)	Completed	08/01/2001
Training for Trainers-Canada	Material (Pre-Workday)	Completed	05/04/2001
Ethics Refresher 2001	Online Class (Pre-Workday)	Completed	04/16/2001
Information Security Awareness Workshop	Online Class (Pre-Workday)	Completed	03/21/2001
Customer Service Training Program	Online Class (Pre-Workday)	Completed	08/31/2000
Ethics: Refresher 2000	Online Class (Pre-Workday)	Completed	07/05/2000
Significant Seven-Canada	Material (Pre-Workday)	Completed	02/25/2000
Strains and Sprains-Canada	Material (Pre-Workday)	Completed	02/25/2000
Knee Injuries	Online Class (Pre-Workday)	Completed	02/24/2000

J Rosas**PXA8****Claims****CCR- Fire**

Course Title	Type	Completion Status	Completion Date
Gen AI Communications Drafter for Free-Form Claims Letters	Digital Course (Workday)	Completed	09/16/2025
Water Mitigation - Category	Digital Course (Workday)	Completed	07/10/2025
Soft Skills and Conflict Resolution for Claims - Self-Directed	Digital Course (Workday)	Completed	06/12/2025
2025 Fraud Awareness Indicator Identification - P and C Claims	Digital Course (Workday)	Completed	06/06/2025
Fair Claims Settlement Practices for P and C Claims	Digital Course (Workday)	Completed	06/06/2025
Investigating Property Fraud	Digital Course (Workday)	Completed	06/06/2025
2025 Federal Drivers Privacy Protection Act - DPPA	Digital Course (Workday)	Completed	05/16/2025
Confirm ID Tool	Digital Course (Workday)	Completed	05/16/2025
Code of Conduct Course	Digital Course (Workday)	Completed	01/16/2025
Information Security Awareness and Privacy Training – Associate	Digital Course (Workday)	Completed	01/16/2025
Managers and Employees Pay Policies Refresher Training	Digital Course (Workday)	Completed	01/16/2025
Office of Foreign Assets Control Training	Digital Course (Workday)	Completed	01/16/2025
Promoting Workplace Safety and Security	Digital Course (Workday)	Completed	01/16/2025
Foundations of Workday Time and Absence Management	Digital Course (Workday)	Completed	01/15/2025
Claims Telephony Part 2- Call Function in Hercules Rep Desktop	Digital Course (Workday)	Completed	01/07/2025
2024 August Roof Monthly Review	Digital Course (Workday)	Completed	08/28/2024
itel - Xactimate Integration for Asphalt Shingle Pricing ASP	Digital Course (Workday)	Completed	08/23/2024
2024 Fraud Awareness Indicator Identification-PC Claims	Digital Course (Workday)	Completed	05/17/2024
Chapter 2 - Segment 1 - Product Description - Composition Roofs	Digital Course (Workday)	Completed	05/17/2024
Chapter 2 - Segment 2 - Installation Issues - Composition Roofs	Digital Course (Workday)	Completed	05/17/2024
Chapter 2 - Segment 3 - Weathering and Other Anomalies - Composition Roofs	Digital Course (Workday)	Completed	05/17/2024
Chapter 2 - Segment 4 - Additional Anomalies - Composition Roofs	Digital Course (Workday)	Completed	05/17/2024
Chapter 2 - Segment 5 - Damage Assessment - Composition Roofs	Digital Course (Workday)	Completed	05/17/2024
Chapter 2 - Segment 8 - Mechanical Damage - Composition Roofs	Digital Course (Workday)	Completed	05/17/2024
Chapter 2 - Segment 9 - Unintentional Mechanical Damage - Composition Roofs	Digital Course (Workday)	Completed	05/17/2024
2024 HAAG VIDEO SERIES REFRESHER	Program (Workday)	Completed	05/17/2024
2024 Fair Claims Settlement Practices	Digital Course (Workday)	Completed	05/16/2024
Investigating Questionable Water Claims	Digital Course (Workday)	Completed	05/16/2024

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2024 Confirm ID Tool	Digital Course (Workday)	Completed	03/15/2024
2024 Federal Drivers Privacy Protection Act-DPPA	Digital Course (Workday)	Completed	03/15/2024
Fire Six Month New-To-Role Skill Review	Digital Course (Workday)	Completed	02/19/2024
In Role 2024 Roof Skill Review	Digital Course (Workday)	Completed	02/19/2024
2024 Code of Conduct Course	Digital Course (Workday)	Completed	01/03/2024
2024 Information Security Awareness and Privacy Training - Associate	Digital Course (Workday)	Completed	01/03/2024
2024 IRP Education Course	Digital Course (Workday)	Completed	01/03/2024
2024 Managers and Employees Pay Policies Refresher Training	Digital Course (Workday)	Completed	01/03/2024
2024 Office of Foreign Assets Control Training	Digital Course (Workday)	Completed	01/03/2024
2024 Promoting Workplace Safety and Security	Digital Course (Workday)	Completed	01/03/2024
Residential Plumbing - Investigating Plumbing Leaks	Digital Course (Workday)	Completed	11/28/2023
Residential Plumbing - Sanitary Drainage Systems	Digital Course (Workday)	Completed	11/28/2023
Residential Plumbing - Water Supply Systems-Identification and General Overview	Digital Course (Workday)	Completed	11/28/2023
INTERMEDIATE FIRE CLAIMS	Program (Workday)	Completed	09/27/2023
Documenting a Response and Closing an ECFT Record	Digital Course (Workday)	Completed	09/20/2023
ECS MAX Update Participants Integration	Digital Course (Workday)	Completed	09/20/2023
Fire - File Notes - Task Notes	Digital Course (Workday)	Completed	09/20/2023
ENTERPRISE COMPLAINT AND FEEDBACK TOOL-NEW TO ROLE	Program (Workday)	Completed	09/20/2023
Assign and Reassign an ECFT Record	Digital Course (Workday)	Completed	09/18/2023
Attaching - Viewing - Deleting Documents in an ECFT Record	Digital Course (Workday)	Completed	09/18/2023
Create a New ECFT Record - Dates Tab	Digital Course (Workday)	Completed	09/18/2023
Create a New ECFT Record - Feedback Detail	Digital Course (Workday)	Completed	09/18/2023
Create a New ECFT Record - Involved Parties	Digital Course (Workday)	Completed	09/18/2023
Create a New ECFT Record - Persistent Data	Digital Course (Workday)	Completed	09/18/2023
Introduction to the ECFT	Digital Course (Workday)	Completed	09/18/2023
Modify an ECFT Record	Digital Course (Workday)	Completed	09/18/2023
Monitor the ECFT Console	Digital Course (Workday)	Completed	09/18/2023
Overview of an ECFT Record	Digital Course (Workday)	Completed	09/18/2023
Search for an Existing ECFT Record	Digital Course (Workday)	Completed	09/18/2023
Fire Claims Field Capstone	Course Offering (Workday)	Completed	09/15/2023
Fire Field Technical Instructor Led Training	Course Offering (Workday)	Completed	09/07/2023
Contents Large Loss Scoping Methodology	Digital Course (Workday)	Completed	09/07/2023
Driving Safety Training (Sunset)	Digital Course (Workday)	Completed	09/07/2023
Hazard Awareness	Digital Course (Workday)	Completed	09/07/2023
Fire - File Notes - ECS File Notes Templates	Digital Course (Workday)	Completed	09/06/2023
Fire - Tasks Management 2-1	Digital Course (Workday)	Completed	09/06/2023

Conduct Scene Investigation skill check	Digital Course (Workday)	Completed	09/05/2023
Enterprise Claim Access - Photos - Fire	Digital Course (Workday)	Completed	09/05/2023
Hail Focus-Composition Roof Test Square	Digital Course (Workday)	Completed	09/05/2023
Heat Illness Prevention	Digital Course (Workday)	Completed	09/05/2023
Intro to Electric Vehicles	Digital Course (Workday)	Completed	09/05/2023
Personal Protective Equipment	Digital Course (Workday)	Completed	09/05/2023
Roof Claim Handling Inspection Methodology	Digital Course (Workday)	Completed	09/05/2023
Asbestos Annual Training	Digital Course (Workday)	Completed	09/01/2023
Cold Stress Prevention Training	Digital Course (Workday)	Completed	09/01/2023
Handling Option OL ID and Debris Removal Coverage - HW-2100 Series	Digital Course (Workday)	Completed	09/01/2023
Identify and Obtain Samples	Digital Course (Workday)	Completed	09/01/2023
Identify NICB Indicators of Fraud	Digital Course (Workday)	Completed	09/01/2023
Ladder Safety	Digital Course (Workday)	Completed	09/01/2023
Measure and Diagram a Scene	Digital Course (Workday)	Completed	09/01/2023
Respiratory Protection Voluntary Use	Digital Course (Workday)	Completed	09/01/2023
XM301 - Hip Roof with Different Rafter Lengths	Digital Course (Workday)	Completed	09/01/2023
XM301 - Interiors	Digital Course (Workday)	Completed	09/01/2023
XM301 - Level Variables	Digital Course (Workday)	Completed	09/01/2023
XM301 - Slope-By-Slope Replacement	Digital Course (Workday)	Completed	09/01/2023
XM301 - Sloped Roofing	Digital Course (Workday)	Completed	09/01/2023
XACTIMATE 301 - ROOFING	Program (Workday)	Completed	09/01/2023
Xactimate X1 Eagleview Reference Guide	Digital Course (Workday)	Completed	08/31/2023
XM301 - Add Snapline Tool	Digital Course (Workday)	Completed	08/31/2023
XM301 - Elevation View Tool	Digital Course (Workday)	Completed	08/31/2023
XM301 - Gable Roof with Different Rafter Lengths	Digital Course (Workday)	Completed	08/31/2023
XM301 - Generate Exterior Walls	Digital Course (Workday)	Completed	08/31/2023
XM301 - Hip Roof with Different Pitches	Digital Course (Workday)	Completed	08/31/2023
Bleach Pipe Freeze and Smoke Damage Scenarios	Digital Course (Workday)	Completed	08/29/2023
Evaluate and Conclude Coverage C - HW-2100 Series	Digital Course (Workday)	Completed	08/29/2023
Garage Fire Building Damage Scenario	Digital Course (Workday)	Completed	08/29/2023
Kitchen and Water Damage Scenarios	Digital Course (Workday)	Completed	08/29/2023
Identify and Collect Salvage	Digital Course (Workday)	Completed	08/28/2023
Identify and Obtain Evidence	Digital Course (Workday)	Completed	08/28/2023
Identify and Obtain Evidence-Debrief	Digital Course (Workday)	Completed	08/28/2023
Investigating Product Liability - Determine the Mode of Failure	Digital Course (Workday)	Completed	08/28/2023
Investigating Product Liability - Determine When to Investigate a Product	Digital Course (Workday)	Completed	08/28/2023
Investigating Product Liability - Secure Product Related Evidence	Digital Course (Workday)	Completed	08/28/2023

Obtain a Statement	Digital Course (Workday)	Completed	08/28/2023
Vehicle Damage Scenario	Digital Course (Workday)	Completed	08/28/2023
Back-Up - Scenario 2	Digital Course (Workday)	Completed	08/25/2023
Back-Up of Sewer or Drain Endorsement	Digital Course (Workday)	Completed	08/25/2023
Back-Up of Sewer or Drain with a Flood Policy	Digital Course (Workday)	Completed	08/25/2023
Back-Up then Water or Flood - Scenario 4	Digital Course (Workday)	Completed	08/25/2023
Back-Up, then Surface Water or Flood - Scenario 3	Digital Course (Workday)	Completed	08/25/2023
Backup of Sewer or Drain to a Slab Home	Digital Course (Workday)	Completed	08/25/2023
Concurrent Causation and Coordination of Benefits	Digital Course (Workday)	Completed	08/25/2023
Electrical - Water and Smoke Damage	Digital Course (Workday)	Completed	08/25/2023
Fill-Up Water Loss - Scenario 1	Digital Course (Workday)	Completed	08/25/2023
Personal Property - Additional Living Expense - Tree Roots	Digital Course (Workday)	Completed	08/25/2023
Septic System - Sump Pump Failure - Back-Up of Sewer or Drain Endorsement	Digital Course (Workday)	Completed	08/25/2023
Surface Water or Flood - Scenario 5	Digital Course (Workday)	Completed	08/25/2023
Water Coverage - HVAC	Digital Course (Workday)	Completed	08/25/2023
Water Coverage - Plumbing	Digital Course (Workday)	Completed	08/25/2023
Water Coverage Introduction and QFC	Digital Course (Workday)	Completed	08/25/2023
Water Coverage Investigation	Digital Course (Workday)	Completed	08/25/2023
Water Damage Coverage Analysis - HW-2100 Series	Digital Course (Workday)	Completed	08/25/2023
Chapter 1 - Segment 1 - Hail and Wind Basics	Digital Course (Workday)	Completed	08/24/2023
Chapter 1 - Segment 2 - Impact Testing and Hail Definitions	Digital Course (Workday)	Completed	08/24/2023
Chapter 1 - Segment 3 - Wind Effects on Roofs	Digital Course (Workday)	Completed	08/24/2023
Chapter 1 - Segment 4 - Weather Data Sources	Digital Course (Workday)	Completed	08/24/2023
Chapter 2 - Segment 6 - Wind Caused Damage - Composition Roofs	Digital Course (Workday)	Completed	08/24/2023
Chapter 2 - Segment 7 - Tabs Not Sealed - Composition Roofs	Digital Course (Workday)	Completed	08/24/2023
Review - Our Commitment to Our Policyholders	Digital Course (Workday)	Completed	08/24/2023
2023 HAAG EDUCATION HAIL AND WIND ASSESSMENT VIDEO SERIES YEARLY REFRESHER	Program (Workday)	Completed	08/24/2023
HAAG EDUCATION HAIL AND WIND ASSESSMENT VIDEO SERIES	Program (Workday)	Completed	08/24/2023
Estimating Claim Handling Practices	Digital Course (Workday)	Completed	08/23/2023
Fire Claim Virtual Workshop - Roofing and Siding	Digital Course (Workday)	Completed	08/23/2023
Fire Claim Virtual Workshop-Water	Digital Course (Workday)	Completed	08/23/2023
Fire Hail and Wind Damage	Digital Course (Workday)	Completed	08/23/2023
Hail Focus-Wood Roof Damage	Digital Course (Workday)	Completed	08/23/2023
HW-2100 Section I - Coverage C and Additional Coverages	Digital Course (Workday)	Completed	08/23/2023
HW-2100 Section I - Losses Not Insured	Digital Course (Workday)	Completed	08/23/2023

Wind and Hail Damage Scenarios	Digital Course (Workday)	Completed	08/23/2023
Drywall Repair Part 2	Digital Course (Workday)	Completed	08/22/2023
Electrical - Estimates	Digital Course (Workday)	Completed	08/22/2023
Fire Claim Virtual Workshop-Estimating Practices	Digital Course (Workday)	Completed	08/22/2023
Fire Claim Virtual Workshop-Flooring	Digital Course (Workday)	Completed	08/22/2023
Fire Virtual Workshop - Drywall Paint Insulation Trim Cabinets Countertops	Digital Course (Workday)	Completed	08/22/2023
HW-2100 Section I - Coverage B	Digital Course (Workday)	Completed	08/22/2023
Complete a Scope of Coverage A	Digital Course (Workday)	Completed	08/17/2023
SFPSP CSP - Additional Info - Contractor Warranty and CNSP Contractor Network	Digital Course (Workday)	Completed	08/17/2023
SFPSP CSP - Audio - Sample Explanation and Offer Scenario	Digital Course (Workday)	Completed	08/17/2023
SFPSP CSP - Claim Handler Assignment to CNSP	Digital Course (Workday)	Completed	08/17/2023
SFPSP CSP - Claim Handler Estimate Review and Reconciliation Process	Digital Course (Workday)	Completed	08/17/2023
SFPSP CSP - Claim Handler Settle Payment with Policyholder	Digital Course (Workday)	Completed	08/17/2023
SFPSP CSP - CNSP Assignment of Contractor	Digital Course (Workday)	Completed	08/17/2023
SFPSP CSP - Contractor Services Program - Overview	Digital Course (Workday)	Completed	08/17/2023
SFPSP CSP - Eligibility and Claim Handler Explanation and Offer	Digital Course (Workday)	Completed	08/17/2023
SFPSP CSP - Inspection- Contractor Estimate- and CNSP Estimate Review Process	Digital Course (Workday)	Completed	08/17/2023
SFPSP CSP - Resources- CLA and Course Credit	Digital Course (Workday)	Completed	08/17/2023
Understanding Xactimate Pricing Components	Digital Course (Workday)	Completed	08/17/2023
SFPSP CONTRACTOR SERVICES PROGRAM CSP VIDEO SERIES	Program (Workday)	Completed	08/17/2023
2023 Confirm ID Tool	Digital Course (Workday)	Completed	08/16/2023
Accurint for Insurance eLearning Modules	Digital Course (Workday)	Completed	08/16/2023
Auto Fire - Bulk Search	Digital Course (Workday)	Completed	08/16/2023
Fire Claim Summary Screen - Overview	Digital Course (Workday)	Completed	08/16/2023
Fire Claims - Fundamentals of Self-Service Options	Digital Course (Workday)	Completed	08/16/2023
Fire Inspection Options Tool - IOT	Digital Course (Workday)	Completed	08/16/2023
Estimate Reconciliation	Digital Course (Workday)	Completed	08/15/2023
MAX Fire Settlement	Digital Course (Workday)	Completed	08/15/2023
Overhead and Profit	Digital Course (Workday)	Completed	08/15/2023
Processing Xactimate EBRCB Payments	Digital Course (Workday)	Completed	08/15/2023
Cabinets - Restoration Firms Viewpoint	Digital Course (Workday)	Completed	08/10/2023
Drywall Repair Part 1	Digital Course (Workday)	Completed	08/10/2023
Identify Building Products and Related Damage	Digital Course (Workday)	Completed	08/10/2023
Complete Scope of Personal Property	Digital Course (Workday)	Completed	08/09/2023

Determining Replacement Cost Benefits RCB for Personal Property	Digital Course (Workday)	Completed	08/09/2023
Conclude Coverage A	Digital Course (Workday)	Completed	08/07/2023
Evaluate Coverage A and B Damages Online Course	Digital Course (Workday)	Completed	08/07/2023
Insurance Fraud Basics	Digital Course (Workday)	Completed	08/07/2023
Subrogation Fundamentals - Fire Claims	Digital Course (Workday)	Completed	08/07/2023
Completing Quality File Notes	Digital Course (Workday)	Completed	08/04/2023
Contact Parties to the Loss	Digital Course (Workday)	Completed	08/04/2023
PC Claims Leadership Welcome	Course Offering (Workday)	Completed	08/03/2023
Condominium Unitowners H6-2100 Policy	Digital Course (Workday)	Completed	08/03/2023
Personal Articles Policy PAP Overview	Digital Course (Workday)	Completed	08/03/2023
Renters H4-2100 Policy	Digital Course (Workday)	Completed	08/03/2023
Fire Claim Virtual Workshop-First Party Claim Handling HW-2100S	Digital Course (Workday)	Completed	08/02/2023
HW-2100 Section I - Loss Settlement and Conditions	Digital Course (Workday)	Completed	08/02/2023
HW-2100 Section I - Optional Policy Provisions	Digital Course (Workday)	Completed	08/02/2023
HW-2100 Section 1 - Coverage A	Digital Course (Workday)	Completed	08/01/2023
HW-2100 Section I - Losses Insured	Digital Course (Workday)	Completed	08/01/2023
EOM Employee Overview	Digital Course (Workday)	Completed	07/31/2023
Estimatics and Claim Handling Resources for Fire Review	Digital Course (Workday)	Completed	07/31/2023
Fire Claim Partners and Resources	Digital Course (Workday)	Completed	07/31/2023
HW-2100 Section I - Policy Intro and Deductibles	Digital Course (Workday)	Completed	07/31/2023
Managing Relationships to Ensure A Remarkable Customer Experience	Digital Course (Workday)	Completed	07/31/2023
Navigate Your Claims Intranet Resources	Digital Course (Workday)	Completed	07/31/2023
Business Acumen State Farm Departments Seek and Find	Digital Course (Workday)	Completed	07/28/2023
Confirm ID Tool	Digital Course (Workday)	Completed	07/28/2023
Hail Training - The Basics	Digital Course (Workday)	Completed	07/28/2023
HW-2100 Section I and II Conditions	Digital Course (Workday)	Completed	07/28/2023
Recognizing Personal Property Damages by Peril	Digital Course (Workday)	Completed	07/28/2023
Chapter 3 - Segment 1 - Product Description - Tile Roofs	Digital Course (Workday)	Completed	07/27/2023
Chapter 3 - Segment 2 - Installation - Tile Roofs	Digital Course (Workday)	Completed	07/27/2023
Chapter 3 - Segment 3 - Installation Issues - Tile Roofs	Digital Course (Workday)	Completed	07/27/2023
Chapter 3 - Segment 4 - Weathering and Anomalies - Tile Roofs	Digital Course (Workday)	Completed	07/27/2023
Chapter 3 - Segment 5 - Hail Damage - Tile Roofs	Digital Course (Workday)	Completed	07/27/2023
Chapter 3 - Segment 6 - Wind Damage - Tile Roofs	Digital Course (Workday)	Completed	07/27/2023
Chapter 3 - Segment 7 - Mechanical Damage - Tile Roofs	Digital Course (Workday)	Completed	07/27/2023
Chapter 3 - Segment 8 - Repair - Tile Roofs	Digital Course (Workday)	Completed	07/27/2023
Chapter 4 - Segment 1 - Dents and Hail Damage to Metal Roofs	Digital Course (Workday)	Completed	07/27/2023
Introduction to Water Losses	Digital Course (Workday)	Completed	07/27/2023

Our Commitment to Our Policyholders	Digital Course (Workday)	Completed	07/27/2023
HAAG EDUCATION HAIL AND WIND ASSESSMENT VIDEO SERIES	Program (Workday)	Completed	07/27/2023
Chapter 1 - Segment 3 - Wind Effects on Roofs	Digital Course (Workday)	Completed	07/26/2023
Chapter 1 - Segment 4 - Weather Data Sources	Digital Course (Workday)	Completed	07/26/2023
Chapter 2 - Segment 6 - Wind Caused Damage - Composition Roofs	Digital Course (Workday)	Completed	07/26/2023
Chapter 2 - Segment 7 - Tabs Not Sealed - Composition Roofs	Digital Course (Workday)	Completed	07/26/2023
Chapter 1 - Segment 1 - Hail and Wind Basics	Digital Course (Workday)	Completed	07/25/2023
Chapter 1 - Segment 2 - Impact Testing and Hail Definitions	Digital Course (Workday)	Completed	07/25/2023
Clothes Washer Loss Investigation	Digital Course (Workday)	Completed	07/25/2023
Complete Scope of Coverage A	Digital Course (Workday)	Completed	07/25/2023
Critical Thinking for Better Judgment and Decision-Making	Digital Course (Workday)	Completed	07/25/2023
Fire Customer Empathy Simulation	Digital Course (Workday)	Completed	07/25/2023
Hail Focus-Composition Roof Damage	Digital Course (Workday)	Completed	07/25/2023
Identify Claim Coverage Issues	Digital Course (Workday)	Completed	07/25/2023
Identify Claim Coverage Issues-Debrief	Digital Course (Workday)	Completed	07/25/2023
Investigate Facts of Loss	Digital Course (Workday)	Completed	07/25/2023
Rental Dwelling Policy - Special Form 3 - Section I	Digital Course (Workday)	Completed	07/25/2023
Xactimate Coding for Technical Courses	Digital Course (Workday)	Completed	07/25/2023
2023 Fair Claims Settlement Practices	Digital Course (Workday)	Completed	07/24/2023
2023 Fraud Awareness Indicator Identification-PC Claims	Digital Course (Workday)	Completed	07/24/2023
Phone-Based Customer Service	Digital Course (Workday)	Completed	07/24/2023
2023 Federal Drivers Privacy Protection Act DPPA	Digital Course (Workday)	Completed	07/21/2023
P and C Claims Licensing and Compliance	Digital Course (Workday)	Completed	07/21/2023
2023 Code of Conduct Course	Digital Course (Workday)	Completed	07/20/2023
2023 Information Security Awareness and Privacy Training - Associate	Digital Course (Workday)	Completed	07/20/2023
2023 Pay Policies Training for Managers and Employees	Digital Course (Workday)	Completed	07/20/2023
2023 Workplace Violence Awareness	Digital Course (Workday)	Completed	07/20/2023
Office Ergonomics Training	Digital Course (Workday)	Completed	07/20/2023
2023 IRP Education Course	Digital Course (Workday)	Completed	07/19/2023
2023 Positive Workplace - Preventing Harassment and Bullying - Short Version	Digital Course (Workday)	Completed	07/19/2023
2023 COVID-19 Safe Workplace Training	Digital Course (Workday)	Completed	07/18/2023
2023 Office of Foreign Assets Control Training	Digital Course (Workday)	Completed	07/18/2023
Emergency Preparedness Training - 2023	Digital Course (Workday)	Completed	07/18/2023
T2 Dashboard	Digital Course (Workday)	Completed	07/18/2023
T2 Reports	Digital Course (Workday)	Completed	07/18/2023
T2 Requesting Time Off-Non-Exempt	Digital Course (Workday)	Completed	07/18/2023

T2 Time and Absence Entry	Digital Course (Workday)	Completed	07/18/2023
T2 TIMESHEET NONEXEMPT AND SALARIED NONEXEMPT EMPLOYEES-9HR00004	Program (Workday)	Completed	07/18/2023

P McAbee
GUMR
Claims
Home & Commercial-Proximity

Course Title	Type	Completion Status	Completion Date
Hover Interiors	Digital Course (Workday)	Completed	10/16/2025
Water Claim Handling Information Session	Course Offering (Workday)	Completed	07/17/2025
ECS MAX Update Participants Integration	Digital Course (Workday)	Completed	07/09/2025
Soft Skills and Conflict Resolution for Claims - Self-Directed	Digital Course (Workday)	Completed	07/09/2025
Annual Asbestos Training	Digital Course (Workday)	Completed	04/15/2025
Heat Illness Prevention	Digital Course (Workday)	Completed	04/15/2025
Respiratory Protection - Voluntary Use	Digital Course (Workday)	Completed	04/15/2025
Water Mitigation - Category	Digital Course (Workday)	Completed	04/15/2025
Wildfire Smoke Protection	Digital Course (Workday)	Completed	04/15/2025
2025 Confirm ID Tool	Digital Course (Workday)	Completed	03/06/2025
Chapter 4 - Segment 1 - Dents and Hail Damage to Metal Roofs	Digital Course (Workday)	Completed	03/06/2025
2025 HAAG VIDEO SERIES REFRESHER	Program (Workday)	Completed	03/06/2025
Chapter 2 - Segment 3 - Weathering and Other Anomalies - Composition Roofs	Digital Course (Workday)	Completed	03/05/2025
Chapter 2 - Segment 5 - Damage Assessment - Composition Roofs	Digital Course (Workday)	Completed	03/05/2025
Chapter 2 - Segment 6 - Wind Caused Damage - Composition Roofs	Digital Course (Workday)	Completed	03/05/2025
Chapter 2 - Segment 7 - Tabs Not Sealed - Composition Roofs	Digital Course (Workday)	Completed	03/05/2025
Chapter 2 - Segment 8 - Mechanical Damage - Composition Roofs	Digital Course (Workday)	Completed	03/05/2025
Chapter 3 - Segment 5 - Hail Damage - Tile Roofs	Digital Course (Workday)	Completed	03/05/2025
Chapter 1 - Segment 3 - Wind Effects on Roofs	Digital Course (Workday)	Completed	02/20/2025
Wind - Hail Claim Handling Information Sessions	Course Offering (Workday)	Completed	02/19/2025
2025 CA DMV Information Security Statement	Digital Course (Workday)	Completed	02/12/2025
2025 Federal Drivers Privacy Protection Act - DPPA	Digital Course (Workday)	Completed	02/12/2025
2025 Fraud Awareness Indicator Identification - P and C Claims	Digital Course (Workday)	Completed	02/12/2025
Fair Claims Settlement Practices for P and C Claims	Digital Course (Workday)	Completed	02/12/2025
Foundations of Workday Time and Absence Management	Digital Course (Workday)	Completed	02/12/2025
In Role 2025 Roof Skill Review	Digital Course (Workday)	Completed	02/12/2025
Investigating Property Fraud	Digital Course (Workday)	Completed	02/11/2025
Estimate Reconciliation - Fire Proximity Claim	Course Offering (Workday)	Completed	01/28/2025
Information Security Awareness and Privacy Training – Associate	Digital Course (Workday)	Completed	01/20/2025

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Managers and Employees Pay Policies Refresher Training	Digital Course (Workday)	Completed	01/20/2025
Office of Foreign Assets Control Training	Digital Course (Workday)	Completed	01/20/2025
Promoting Workplace Safety and Security	Digital Course (Workday)	Completed	01/20/2025
Code of Conduct Course	Digital Course (Workday)	Completed	01/06/2025
Personal Protective Equipment PPE	Digital Course (Workday)	Completed	12/19/2024
Ladder Safety Performance Assessment	Digital Course (Workday)	Completed	12/18/2024
2024 December Roof Monthly Review	Digital Course (Workday)	Completed	12/17/2024
Ladder Safety - Video	Digital Course (Workday)	Completed	12/16/2024
Cold Stress Prevention Training	Digital Course (Workday)	Completed	12/13/2024
Fire Service Scheduling FSS	Digital Course (Workday)	Completed	09/27/2024
2024 September Roof Monthly Review	Digital Course (Workday)	Completed	09/17/2024
itel - Xactimate Integration for Asphalt Shingle Pricing ASP	Digital Course (Workday)	Completed	08/29/2024
2024 August Roof Monthly Review	Digital Course (Workday)	Completed	08/22/2024
Attic Inspection Safety	Digital Course (Workday)	Completed	07/29/2024
Crawl Space Inspection Safety	Digital Course (Workday)	Completed	07/29/2024
Roof Inspection Safety - Video	Digital Course (Workday)	Completed	07/29/2024
2024 July Roof Monthly Review	Digital Course (Workday)	Completed	07/25/2024
2024 June Roof Monthly Review	Digital Course (Workday)	Completed	07/01/2024
In Role 2024 Water Skill Review	Digital Course (Workday)	Completed	06/07/2024
Chapter 2 - Segment 9 - Unintentional Mechanical Damage - Composition Roofs	Digital Course (Workday)	Completed	05/31/2024
2024 HAAG VIDEO SERIES REFRESHER	Program (Workday)	Completed	05/31/2024
Chapter 2 - Segment 2 - Installation Issues - Composition Roofs	Digital Course (Workday)	Completed	05/30/2024
Chapter 2 - Segment 4 - Additional Anomalies - Composition Roofs	Digital Course (Workday)	Completed	05/30/2024
Chapter 2 - Segment 1 - Product Description - Composition Roofs	Digital Course (Workday)	Completed	05/29/2024
2024 Fraud Awareness Indicator Identification-PC Claims	Digital Course (Workday)	Completed	04/17/2024
2024 Federal Drivers Privacy Protection Act-DPPA	Digital Course (Workday)	Completed	04/16/2024
2024 Confirm ID Tool	Digital Course (Workday)	Completed	04/08/2024
2024 Fair Claims Settlement Practices	Digital Course (Workday)	Completed	04/08/2024
In Role 2024 Roof Skill Review	Digital Course (Workday)	Completed	02/26/2024
Investigating Questionable Water Claims	Digital Course (Workday)	Completed	01/30/2024
2024 Information Security Awareness and Privacy Training - Associate	Digital Course (Workday)	Completed	01/22/2024
2024 Office of Foreign Assets Control Training	Digital Course (Workday)	Completed	01/22/2024
2024 CA DMV Information Security Statement	Digital Course (Workday)	Completed	01/16/2024
2024 IRP Education Course	Digital Course (Workday)	Completed	01/09/2024
2024 Code of Conduct Course	Digital Course (Workday)	Completed	01/08/2024
2024 Managers and Employees Pay Policies Refresher Training	Digital Course (Workday)	Completed	01/08/2024

2024 Promoting Workplace Safety and Security	Digital Course (Workday)	Completed	01/08/2024
Ladder Safety	Digital Course (Workday)	Completed	12/05/2023
Hazard Awareness	Digital Course (Workday)	Completed	11/21/2023
Water Damage Mitigation Module 5 - Introduction to Psychrometry	Digital Course (Workday)	Completed	07/17/2023
Water Damage Mitigation Module 6 - Advanced Psychrometry and Drying	Digital Course (Workday)	Completed	07/17/2023
Water Damage Mitigation Module 7 - Drying Equipment	Digital Course (Workday)	Completed	07/17/2023
Water Damage Mitigation Video Series	Program (Workday)	Completed	07/17/2023
Water Damage Mitigation Module 3 - Emergency Response Part 2	Digital Course (Workday)	Completed	07/16/2023
Water Damage Mitigation Module 4 - Emergency Response Part 3	Digital Course (Workday)	Completed	07/16/2023
Water Damage Mitigation Module 1 - Introduction and Initial Response	Digital Course (Workday)	Completed	07/05/2023
Water Damage Mitigation Module 2 - Emergency Response Part 1	Digital Course (Workday)	Completed	07/05/2023
MAX - Update Participants	Digital Course (Workday)	Completed	05/25/2023
Rope Access Safety Training Video 06 - Ladder To Roof Transition	Digital Course (Workday)	Completed	05/18/2023
Rope Access Safety Training Video 10 - Roof To Ladder Transition	Digital Course (Workday)	Completed	05/18/2023
Contents Macros	Digital Course (Workday)	Completed	05/07/2023
In Role 2023 Water Skill Review	Digital Course (Workday)	Completed	04/27/2023
MAX Fire Settlement	Digital Course (Workday)	Completed	04/13/2023
Review - Our Commitment to Our Policyholders	Digital Course (Workday)	Completed	03/31/2023
2023 HAAG EDUCATION HAIL AND WIND ASSESSMENT VIDEO SERIES YEARLY REFRESHER	Program (Workday)	Completed	03/31/2023
Chapter 1 - Segment 1 - Hail and Wind Basics	Digital Course (Workday)	Completed	03/30/2023
Chapter 1 - Segment 2 - Impact Testing and Hail Definitions	Digital Course (Workday)	Completed	03/30/2023
Chapter 1 - Segment 4 - Weather Data Sources	Digital Course (Workday)	Completed	03/30/2023
2023 Confirm ID Tool	Digital Course (Workday)	Completed	03/21/2023
Rope Access Safety Training Refresher	Course Offering (Workday)	Completed	03/06/2023
2023 COVID-19 Safe Workplace Training	Digital Course (Workday)	Completed	03/02/2023
2023 Fair Claims Settlement Practices	Digital Course (Workday)	Completed	03/02/2023
2023 Federal Drivers Privacy Protection Act DPPA	Digital Course (Workday)	Completed	03/02/2023
2023 Fraud Awareness Indicator Identification-PC Claims	Digital Course (Workday)	Completed	03/02/2023
2023 Office of Foreign Assets Control Training	Digital Course (Workday)	Completed	03/02/2023
Emergency Preparedness Training - 2023	Digital Course (Workday)	Completed	03/02/2023
Fire Roof Settlement Conversation	Digital Course (Workday)	Completed	03/02/2023
HSB Claim Handling	Digital Course (Workday)	Completed	03/02/2023
Rope Access Safety Training Video 01 - Equipment Ownership and Care	Digital Course (Workday)	Completed	03/02/2023
P and C Claims Licensing and Compliance	Digital Course (Workday)	Completed	02/20/2023

In Role 2023 Roof Skill Review	Digital Course (Workday)	Completed	02/03/2023
2023 Information Security Awareness and Privacy Training - Associate	Digital Course (Workday)	Completed	01/25/2023
2023 Code of Conduct Course	Digital Course (Workday)	Completed	01/19/2023
2023 Managers and Employees Pay Policies Refresher Training	Digital Course (Workday)	Completed	01/19/2023
2023 Workplace Violence Awareness	Digital Course (Workday)	Completed	01/19/2023
ITEL Cabinet Analysis	Digital Course (Workday)	Completed	12/05/2022
Confirm ID Tool	Digital Course (Workday)	Completed	08/29/2022
Composition Shingle Repair	Digital Course (Workday)	Completed	06/02/2022
Fair Claims Settlement Practices	Digital Course (Workday)	Completed	04/11/2022
Federal Drivers Privacy Protection Act DPPA	Digital Course (Workday)	Completed	04/11/2022
Fraud Awareness Indicator Identification - P and C Claims	Digital Course (Workday)	Completed	04/11/2022
Review - Our Commitment to Our Policyholders	Digital Course (Workday)	Completed	04/01/2022
2022 HAAG EDUCATION HAIL AND WIND ASSESSMENT VIDEO SERIES YEARLY REFRESHER	Program (Workday)	Completed	04/01/2022
Chapter 1 - Segment 4 - Weather Data Sources	Digital Course (Workday)	Completed	03/31/2022
Chapter 1 - Segment 1 - Hail and Wind Basics	Digital Course (Workday)	Completed	03/18/2022
Chapter 1 - Segment 2 - Impact Testing and Hail Definitions	Digital Course (Workday)	Completed	03/18/2022
2022 Code of Conduct Course	Digital Course (Workday)	Completed	02/09/2022
2022 COVID-19 Safe Workplace Training	Digital Course (Workday)	Completed	02/09/2022
2022 Information Security Awareness and Privacy Training – Associate	Digital Course (Workday)	Completed	02/09/2022
2022 IRP Education Course	Digital Course (Workday)	Completed	02/09/2022
2022 Managers and Employees Pay Policies Refresher Training	Digital Course (Workday)	Completed	02/09/2022
2022 Office of Foreign Assets Control Training	Digital Course (Workday)	Completed	02/09/2022
2022 Mandatory and Compliance Training for Employees	Program (Workday)	Completed	02/09/2022
2021 Federal Drivers Privacy Protection Act DPPA	Digital Course	Completed	11/29/2021
2021 Fraud Awareness Indicator Identification-PC Claims	Digital Course	Completed	11/29/2021
Hazard Awareness	Digital Course	Completed	11/29/2021
Personal Protective Equipment	Digital Course	Completed	11/29/2021
Asbestos Annual Training	Digital Course	Completed	10/28/2021
Connecting with Others - Diversity and Inclusion for Employees	Digital Course	Completed	10/28/2021
Digital Pay Knowledge Base	Digital Course	Completed	08/13/2021
Roof Estimating Study Hall	Course Offering	Completed	07/21/2021
Interior Estimating Study Hall	Course Offering	Completed	07/20/2021
Roof Surfaces Payment Schedule Endorsement	Digital Course	Completed	07/15/2021
Ladder Safety Performance Assessment	Digital Course	Completed	06/25/2021
Water Loss Skill Review	Digital Course	Completed	04/27/2021

2021 Chapter 2 - Segment 6 - Wind Caused Damage - Composition Roofs	Digital Course	Completed	03/24/2021
2021 Chapter 3 - Segment 3 - Installation Issues - Tile Roofs	Digital Course	Completed	03/24/2021
2021 HAAG EDUCATION HAIL AND WIND ASSESSMENT VIDEO SERIES REFRESHER	Program	Completed	03/24/2021
XactContents X1 Training	Course Offering	Completed	03/23/2021
2021 Chapter 2 - Segment 2 - Installation Issues - Composition Roofs	Digital Course	Completed	03/17/2021
2021 Chapter 2 - Segment 4 - Additional Anomalies - Composition Roofs	Digital Course	Completed	03/17/2021
2021 Chapter 1 - Segment 1 - Hail and Wind Basics	Digital Course	Completed	03/08/2021
2021 Chapter 1 - Segment 3 - Wind Effects on Roofs	Digital Course	Completed	03/08/2021
2021 Chapter 2 - Segment 3 - Weathering and Other Anomalies - Composition Roofs	Digital Course	Completed	03/08/2021
Roof Skill Review	Digital Course	Completed	02/02/2021
Roof Skills Review	Program	Completed	02/02/2021
2021 Information Security Awareness and Privacy Training-Associates	Digital Course	Completed	01/25/2021
2021 Managers and Employees Pay Policies Refresher Training	Digital Course	Completed	01/25/2021
2021 Office of Foreign Assets Control Training	Digital Course	Completed	01/25/2021
2021 Workplace Violence Awareness	Digital Course	Completed	01/15/2021
2021 COVID-19 Safe Workplace Training	Digital Course	Completed	01/13/2021
Connecting Customers to Self-Service	Material (Pre-Workday)	Completed	01/07/2021
2021 Code of Conduct Course	Online Class (Pre-Workday)	Completed	01/07/2021
2021 Code of Conduct Course	Digital Course	Completed	01/06/2021
Connecting Customers to Self-Service	Digital Course	Completed	01/06/2021
Asbestos Annual Training	Online Class (Pre-Workday)	Completed	11/10/2020
COVID-19 Safe Workplace Training	Online Class (Pre-Workday)	Completed	06/29/2020
HAAG EDUCATION HAIL & WIND ASSESSMENT VIDEO SERIES	Curriculum (Pre-Workday)	Completed	05/11/2020
Chapter 1 - Segment 3 - Wind Effects on Roofs	Material (Pre-Workday)	Completed	05/11/2020
Chapter 1 - Segment 4 - Weather Data Sources	Material (Pre-Workday)	Completed	05/11/2020
Chapter 2 - Segment 1 - Product Description - Composition Roofs	Material (Pre-Workday)	Completed	05/11/2020
Chapter 2 - Segment 2 - Installation Issues - Composition Roofs	Material (Pre-Workday)	Completed	05/11/2020
Chapter 2 - Segment 3 - Weathering and Other Anomalies - Composition Roofs	Material (Pre-Workday)	Completed	05/11/2020
Chapter 2 - Segment 4 - Additional Anomalies - Composition Roofs	Material (Pre-Workday)	Completed	05/11/2020
Chapter 2 - Segment 5 - Damage Assessment - Composition Roofs	Material (Pre-Workday)	Completed	05/11/2020
Chapter 2 - Segment 6 - Wind Caused Damage - Composition Roofs	Material (Pre-Workday)	Completed	05/11/2020
Chapter 2 - Segment 7 - Tabs Not Sealed - Composition Roofs	Material (Pre-Workday)	Completed	05/11/2020

Chapter 2 - Segment 8 - Mechanical Damage - Composition Roofs	Material (Pre-Workday)	Completed	05/11/2020
Chapter 2 - Segment 9 - Unintentional Mechanical Damage - Composition Roofs	Material (Pre-Workday)	Completed	05/11/2020
Chapter 3 - Segment 1 - Product Description - Tile Roofs	Material (Pre-Workday)	Completed	05/11/2020
Chapter 3 - Segment 2 - Installation - Tile Roofs	Material (Pre-Workday)	Completed	05/11/2020
Chapter 3 - Segment 3 - Installation Issues - Tile Roofs	Material (Pre-Workday)	Completed	05/11/2020
Chapter 3 - Segment 4 - Weathering and Anomalies - Tile Roofs	Material (Pre-Workday)	Completed	05/11/2020
Chapter 3 - Segment 5 - Hail Damage - Tile Roofs	Material (Pre-Workday)	Completed	05/11/2020
Chapter 3 - Segment 6 - Wind Damage - Tile	Material (Pre-Workday)	Completed	05/11/2020
Chapter 3 - Segment 7 - Mechanical Damage - Tile Roofs	Material (Pre-Workday)	Completed	05/11/2020
Chapter 3 - Segment 8 - Repair - Tile Roofs	Material (Pre-Workday)	Completed	05/11/2020
Chapter 4 - Segment 1 - Dents and Hail Damage to Metal Roofs	Material (Pre-Workday)	Completed	05/11/2020
Chapter 1 - Segment 2 - Impact Testing and Hail Definitions	Material (Pre-Workday)	Completed	05/08/2020
Chapter 1 - Segment 1 - Hail and Wind Basics	Material (Pre-Workday)	Completed	05/05/2020
Ladder Safety Performance Assessment	Material (Pre-Workday)	Completed	03/30/2020
2020 Federal Driver's Privacy Protection Act (DPPA)	Online Class (Pre-Workday)	Completed	03/13/2020
2020 Employee Code of Conduct	Online Class (Pre-Workday)	Completed	01/14/2020
2020 Information Security Awareness & Privacy Training-Associates	Online Class (Pre-Workday)	Completed	01/14/2020
2020 IRP Education Course	Online Class (Pre-Workday)	Completed	01/14/2020
2020 Managers and Employees Pay Policies Refresher Training	Online Class (Pre-Workday)	Completed	01/14/2020
Fleet Driver Safety	Material (Pre-Workday)	Completed	01/08/2020
Rope Access Safety Training	Session (Pre-Workday)	Completed	10/16/2019
Asbestos Annual Training	Online Class (Pre-Workday)	Completed	10/11/2019
Assurant CDE Training	Online Class (Pre-Workday)	Completed	10/02/2019
2019 Federal Driver's Privacy Protection Act (DPPA)	Online Class (Pre-Workday)	Completed	08/16/2019
Hail Focus-Composition Roof Damage	Material (Pre-Workday)	Completed	07/09/2019
Driving Safety	Online Class (Pre-Workday)	Completed	05/15/2019
Homeowners Policy Comparison Section I	Online Class (Pre-Workday)	Completed	05/01/2019
Ladder Safety Performance Assessment	Material (Pre-Workday)	Completed	03/05/2019
2019 Employee Code of Conduct	Online Class (Pre-Workday)	Completed	03/05/2019
2019 Information Security Awareness & Privacy Training "Associates"	Online Class (Pre-Workday)	Completed	02/25/2019
2019-2020 Workplace Violence Awareness	Online Class (Pre-Workday)	Completed	02/25/2019
Managers and Employees Pay Policies Refresher Training - 2019	Online Class (Pre-Workday)	Completed	02/25/2019
Office Ergonomics	Online Class (Pre-Workday)	Completed	02/15/2019
2018 NY State DMV Requirements Related to the Federal DPPA	Online Class (Pre-Workday)	Completed	11/14/2018
Asbestos Annual Training	Online Class (Pre-Workday)	Completed	10/31/2018

Methodology for Assessing DV in GA for Fire Claims	Online Class (Pre-Workday)	Completed	10/11/2018
SFPSP Contractor Services Program	Material (Pre-Workday)	Completed	10/08/2018
2018 NY State DMV Requirements Related to the Federal DPPA	Online Class (Pre-Workday)	Completed	10/04/2018
P and C Claims Licensing and Compliance	Online Class (Pre-Workday)	Completed	08/27/2018
Fraud Awareness Indicator Identification Overview 2018	Online Class (Pre-Workday)	Completed	08/21/2018
Large Loss Time Element Claims	Session (Pre-Workday)	Completed	07/12/2018
Evaluating Loss of Rents	Session (Pre-Workday)	Completed	07/02/2018
XactContents Debrief	Session (Pre-Workday)	Completed	06/28/2018
Quality Large Loss Interview	Session (Pre-Workday)	Completed	06/27/2018
Xactimate 28 EagleView Reference Guide	Session (Pre-Workday)	Completed	06/27/2018
Complete an Estimate Lesson 5-Debrief	Session (Pre-Workday)	Completed	06/20/2018
Roofing and Exterior Scope Sheet Job Aid	Session (Pre-Workday)	Completed	06/19/2018
Evaluating Composition Shingles - Script-ILT	Session (Pre-Workday)	Completed	06/18/2018
Evaluating Wood Roofs - Script-ILT	Session (Pre-Workday)	Completed	06/18/2018
Complete an Estimate Lesson 4-Debrief	Session (Pre-Workday)	Completed	06/07/2018
Siding Identifier - Mobile Application	Online Class (Pre-Workday)	Completed	05/02/2018
Siding Identifier - Web Application	Online Class (Pre-Workday)	Completed	05/02/2018
2018 Code of Conduct	Online Class (Pre-Workday)	Completed	04/17/2018
2018 Information Security Awareness & Privacy Training – Associates	Online Class (Pre-Workday)	Completed	04/17/2018
2018 IRP Education and Certification Course-Internal	Online Class (Pre-Workday)	Completed	04/17/2018
Ladder Safety Performance Assessment	Material (Pre-Workday)	Completed	02/28/2018
Asbestos Annual Training	Online Class (Pre-Workday)	Completed	05/31/2017
Hazard Awareness	Online Class (Pre-Workday)	Completed	05/31/2017
Heat Illness Prevention	Online Class (Pre-Workday)	Completed	05/31/2017
Ladder Safety	Online Class (Pre-Workday)	Completed	05/31/2017
Personal Protective Equipment	Online Class (Pre-Workday)	Completed	05/31/2017
Respiratory Protection Voluntary Use	Online Class (Pre-Workday)	Completed	05/31/2017
2017 MANDATORY COMPLIANCE-EMP-PAY POL REFRESHER-9HR00009	Curriculum (Pre-Workday)	Completed	01/30/2017
2017 Information Security Awareness and Privacy Training - Associates	Online Class (Pre-Workday)	Completed	01/30/2017
2017-2018 Workplace Violence Awareness	Online Class (Pre-Workday)	Completed	01/30/2017
Managers and Employees Pay Policies Refresher Training-2017	Online Class (Pre-Workday)	Completed	01/30/2017
2017 Code of Conduct	Online Class (Pre-Workday)	Completed	01/18/2017
Insurance Fraud Basics	Material (Pre-Workday)	Completed	11/29/2016
Investigating Property Fraud	Material (Pre-Workday)	Completed	11/29/2016

Fraud Awareness Indicator Identification Overview	Online Class (Pre-Workday)	Completed	11/02/2016
Remarkable Recovery	Online Class (Pre-Workday)	Completed	11/02/2016
T2 TIMESHEET NONEXEMPT AND SALARIED NONEXEMPT EMPLOYEES-9HR00004	Curriculum (Pre-Workday)	Completed	09/18/2016
T2 Dashboard	Online Class (Pre-Workday)	Completed	09/18/2016
T2 Reports	Online Class (Pre-Workday)	Completed	09/18/2016
T2 Requesting Time Off-Non-Exempt	Online Class (Pre-Workday)	Completed	09/18/2016
T2 Time and Absence Entry	Online Class (Pre-Workday)	Completed	09/18/2016
T2 Time Management-Introduction	Online Class (Pre-Workday)	Completed	09/18/2016
T2 Using a Time Clock	Online Class (Pre-Workday)	Completed	09/18/2016
Investigating Product Liability - Determine the Mode of Failure	Online Class (Pre-Workday)	Completed	07/29/2016
Investigating Product Liability - Determine When to Investigate a Product	Online Class (Pre-Workday)	Completed	07/29/2016
Investigating Product Liability - Secure Product Related Evidence	Online Class (Pre-Workday)	Completed	07/29/2016
Embracing Organizational Change	Online Class (Pre-Workday)	Completed	04/04/2016
2016 Mandatory and Compliance Curriculum-9HR00003	Curriculum (Pre-Workday)	Completed	02/11/2016
2016 Code of Conduct	Online Class (Pre-Workday)	Completed	02/11/2016
2016 Information Security Awareness and Privacy Training - Employees	Online Class (Pre-Workday)	Completed	02/11/2016
2016 IRP Education and Certification Course - Employee	Online Class (Pre-Workday)	Completed	02/11/2016
Workplace Violence Awareness - Claims	Online Class (Pre-Workday)	Completed	12/08/2015
Individual Development Plan - Employee	Session (Pre-Workday)	Completed	11/05/2015
Goal Setting - HMM QuickPath	Material (Pre-Workday)	Completed	10/13/2015
Information Privacy Training	Online Class (Pre-Workday)	Completed	09/15/2015
States Exp AK CA Mgr Emp Pay Policies Refresher	Online Class (Pre-Workday)	Completed	09/15/2015
Rope Access Safety Training	Session (Pre-Workday)	Completed	08/07/2015
Rope Access Safety Training Assessment	Test (Pre-Workday)	Completed	08/07/2015
Information Security Awareness-Associates	Online Class (Pre-Workday)	Completed	06/15/2015
P and C Claims Productivity Tool	Session (Pre-Workday)	Completed	03/09/2015
Jurisdictional Training	Session (Pre-Workday)	Completed	03/05/2015
SCP Training	Online Class (Pre-Workday)	Completed	03/04/2015
Auto - Fire - Cognos Reporting	Online Class (Pre-Workday)	Completed	03/03/2015
Auto - Fire - Printing Batch Prints	Online Class (Pre-Workday)	Completed	03/03/2015
Auto/Fire - Handling Financials Manage Consolidated Payments	Online Class (Pre-Workday)	Completed	03/03/2015
Compliance Exception Reporting	Online Class (Pre-Workday)	Completed	03/03/2015
Contents Large Loss Scoping Methodology	Online Class (Pre-Workday)	Completed	03/03/2015
Fire - Send To Arbitration Forums	Online Class (Pre-Workday)	Completed	03/03/2015

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Potential Fraud Management for Non-SIU Fire	Online Class (Pre-Workday)	Completed	03/03/2015
Summary of Loss Job Aids	Material (Pre-Workday)	Completed	03/02/2015
Completing Quality File Notes	Online Class (Pre-Workday)	Completed	03/02/2015
Handling Option OL, ID and Debris Removal Coverage	Online Class (Pre-Workday)	Completed	03/02/2015
Estimatics and Claim Handling Resources for Fire Review	Online Class (Pre-Workday)	Completed	02/27/2015
Evaluating Loss of Rents	Session (Pre-Workday)	Completed	02/27/2015
The Ownership Spirit	Session (Pre-Workday)	Completed	02/25/2015
Employee Reboarding	Session (Pre-Workday)	Completed	02/24/2015
ILR Information for the Fire Claim Handler	Online Class (Pre-Workday)	Completed	02/05/2015
2015 Code of Conduct	Online Class (Pre-Workday)	Completed	01/21/2015
Antitrust Compliance Training	Online Class (Pre-Workday)	Completed	12/27/2014
Excellence in Operations Management - Introduction for Associates	Online Class (Pre-Workday)	Completed	12/27/2014
Excellence in Operations Management - Manage Process Productivity for Associates	Online Class (Pre-Workday)	Completed	12/27/2014
Excellence in Operations Management - Manage Process Quality for Associates	Online Class (Pre-Workday)	Completed	12/27/2014
Excellence in Operations Management - Process Expense for Associates	Online Class (Pre-Workday)	Completed	12/27/2014
Introduction to Claims Operating Models	Online Class (Pre-Workday)	Completed	12/27/2014
Surviving an Active Shooter in the Workplace	Online Class (Pre-Workday)	Completed	11/03/2014
Water Mitigation Claim Handling Refresher	Material (Pre-Workday)	Completed	08/05/2014
Canada's Anti-Spam Legislation	Online Class (Pre-Workday)	Completed	06/27/2014
Information Security Awareness - Associates	Online Class (Pre-Workday)	Completed	06/16/2014
Information Retention Program Review Tool	Online Class (Pre-Workday)	Completed	05/16/2014
2014 Code of Conduct - US Employees	Online Class (Pre-Workday)	Completed	02/10/2014
XactContents - Putting It All Together	Online Class (Pre-Workday)	Completed	01/21/2014
XactContents - Basics	Online Class (Pre-Workday)	Completed	01/20/2014
Fire Hail and Wind Damage	Material (Pre-Workday)	Completed	10/06/2013
Wood Roof Damage	Material (Pre-Workday)	Completed	10/06/2013
Wood Roof Repair	Material (Pre-Workday)	Completed	10/06/2013
Wood Roof Repair Vs Replace	Material (Pre-Workday)	Completed	10/06/2013
Wood Roof Replacement	Material (Pre-Workday)	Completed	10/06/2013
Workplace Violence Awareness - Claims	Online Class (Pre-Workday)	Completed	10/06/2013
All States (Except AK, CA, CT, WA, and WI) Managers and Employees Pay Policies Refresher	Online Class (Pre-Workday)	Completed	08/12/2013
Information Security Awareness - Associate	Online Class (Pre-Workday)	Completed	06/26/2013
Fire Scene Investigations Safety Training	Online Class (Pre-Workday)	Completed	05/17/2013

Remarkable and You	Online Class (Pre-Workday)	Completed	05/09/2013
Mechanicals Training - HVAC, Plumbing, Electrical	Material (Pre-Workday)	Completed	01/29/2013
2013 Code of Conduct - US Employees	Online Class (Pre-Workday)	Completed	01/16/2013
Ladder Safety Training for Field Employees	Online Class (Pre-Workday)	Completed	01/16/2013
Using Respiratory Protection	Online Class (Pre-Workday)	Completed	09/26/2012
Information Security Awareness - Associate	Online Class (Pre-Workday)	Completed	07/31/2012
Remarkable In Action	Online Class (Pre-Workday)	Completed	02/14/2012
The Remarkable Journey	Online Class (Pre-Workday)	Completed	02/14/2012
2012 Code of Conduct - US Employees	Online Class (Pre-Workday)	Completed	02/03/2012
Annual IRP Review Tool 2012 - Associate	Online Class (Pre-Workday)	Completed	01/24/2012
ESG Live Meeting (Claims/Underwriting employees only)	Online Class (Pre-Workday)	Completed	12/13/2011
Fire Scene Investigations Safety Training	Online Class (Pre-Workday)	Completed	12/13/2011
Managing Relationships to Ensure A Remarkable Customer Experience	Online Class (Pre-Workday)	Completed	12/08/2011
Antitrust Compliance Training	Online Class (Pre-Workday)	Completed	11/06/2011
Pay Policies Refresher Training for Mgrs & Empl-U.S.-All Other States (Except AK, CA, CT, WA, & WI)	Online Class (Pre-Workday)	Completed	09/02/2011
FIRE - FIRST PARTY-PROPERTY - CLAIM REPRESENTATIVE-9ECS1115	Curriculum (Pre-Workday)	Completed	08/06/2011
Auto - Fire - Handling Financials Authority	Online Class (Pre-Workday)	Completed	08/06/2011
Auto - Fire - Handling Financials Sight Draft	Online Class (Pre-Workday)	Completed	08/06/2011
Auto - Fire - Handling Financials Sight Draft	Online Class (Pre-Workday)	Completed	08/06/2011
Auto - Fire - Investigative Resources Management Frequency Search	Online Class (Pre-Workday)	Completed	08/06/2011
Auto - Fire - Investigative Resources Management SIU Claim Security	Online Class (Pre-Workday)	Completed	08/06/2011
Auto - Fire - Physical File	Online Class (Pre-Workday)	Completed	08/06/2011
Auto - Fire - Printing Bundle Print and Fax	Online Class (Pre-Workday)	Completed	08/06/2011
Auto - Fire - Printing Claim File Print	Online Class (Pre-Workday)	Completed	08/06/2011
Auto - Fire - Printing Default Printer	Online Class (Pre-Workday)	Completed	08/06/2011
Auto - Fire - Printing Print Options	Online Class (Pre-Workday)	Completed	08/06/2011
Auto - Fire - Subrogation	Online Class (Pre-Workday)	Completed	08/06/2011
Auto/Fire - Financials Overview Check Log	Online Class (Pre-Workday)	Completed	08/06/2011
Auto/Fire - Handling Financials Suit/ADR	Online Class (Pre-Workday)	Completed	08/06/2011
ECS - Additional Functionality- Version 3.09	Online Class (Pre-Workday)	Completed	08/06/2011
Fire - Claim Handling Workflow Scenario 1	Online Class (Pre-Workday)	Completed	08/06/2011
Fire - Claim Handling Workflow Scenario 2	Online Class (Pre-Workday)	Completed	08/06/2011
Fire - Claim Handling Workflow Scenario 3	Online Class (Pre-Workday)	Completed	08/06/2011
Fire - Handling Financials Cause of Loss	Online Class (Pre-Workday)	Completed	08/06/2011
Fire - Handling Financials Create Payments	Online Class (Pre-Workday)	Completed	08/06/2011
Fire - Handling Financials Move Payments	Online Class (Pre-Workday)	Completed	08/06/2011

Fire - Handling Financials Recurring Payments	Online Class (Pre-Workday)	Completed	08/06/2011
Fire - Investigative Resources Management Mobile Off Road Equipment	Online Class (Pre-Workday)	Completed	08/06/2011
Fire - Investigative Resources Management View AMR	Online Class (Pre-Workday)	Completed	08/06/2011
Fire - Investigative Resources Management View ISO Information	Online Class (Pre-Workday)	Completed	08/06/2011
Fire - Investigative Resources Management Watercraft	Online Class (Pre-Workday)	Completed	08/06/2011
Fire - Salvage	Online Class (Pre-Workday)	Completed	08/06/2011
Fire - Tracking Impaired Product Program TIPP	Online Class (Pre-Workday)	Completed	08/06/2011
Auto - Fire - Document Management Print Fax Copy and Bundle	Online Class (Pre-Workday)	Completed	08/04/2011
Auto/Fire - Miscellaneous Bills Manage Miscellaneous Bills	Online Class (Pre-Workday)	Completed	08/04/2011
Fire - Financials Overview Cause of Loss	Online Class (Pre-Workday)	Completed	08/04/2011
Fire - Financials Overview Financial Log Search	Online Class (Pre-Workday)	Completed	08/04/2011
Fire - SFPSP: Material Purchases Report	Online Class (Pre-Workday)	Completed	08/04/2011
Fire- Replacement Program Manage SFRS Bill	Online Class (Pre-Workday)	Completed	08/04/2011
Fire- Replacement Program Overview	Online Class (Pre-Workday)	Completed	08/04/2011
Fire - SFPS Online	Online Class (Pre-Workday)	Completed	08/02/2011
Fire - SFPSP: Manage Bill	Online Class (Pre-Workday)	Completed	08/02/2011
Auto - Fire - Document Management Search View and Manage Document Packages	Online Class (Pre-Workday)	Completed	08/01/2011
Auto - Fire - Forms and Correspondence Search and Complete Letters and Forms	Online Class (Pre-Workday)	Completed	08/01/2011
Auto/Fire - Forms and Correspondence Modify a Package	Online Class (Pre-Workday)	Completed	08/01/2011
Fire - Document Management Search View and Manage Documents	Online Class (Pre-Workday)	Completed	08/01/2011
Fire - Vehicle Handling Manage Vehicle Information	Online Class (Pre-Workday)	Completed	08/01/2011
Auto - Fire - File Notes ECS File Notes Templates	Online Class (Pre-Workday)	Completed	07/31/2011
Auto - Fire - File Notes File History	Online Class (Pre-Workday)	Completed	07/31/2011
Auto - Fire - File Notes Manage File Notes	Online Class (Pre-Workday)	Completed	07/31/2011
Auto - Fire - File Notes Task Notes	Online Class (Pre-Workday)	Completed	07/31/2011
Auto - Fire - Manage Liability	Online Class (Pre-Workday)	Completed	07/31/2011
Auto - Fire - Participant and Claim Contacts Create a Participant from within a Claim	Online Class (Pre-Workday)	Completed	07/31/2011
Auto - Fire - Participant and Claim Contacts Create a Participant from within a Claim	Online Class (Pre-Workday)	Completed	07/31/2011
Auto - Fire - Participant and Claim Contacts Manage Contact Information	Online Class (Pre-Workday)	Completed	07/31/2011
Auto - Fire - Participant and Claim Contacts Manage Participant Associations	Online Class (Pre-Workday)	Completed	07/31/2011

Auto - Fire - Participant and Claim Contacts Manage Participant Details	Online Class (Pre-Workday)	Completed	07/31/2011
Auto - Fire - Participant and Claim Contacts Overview	Online Class (Pre-Workday)	Completed	07/31/2011
Auto - Fire - Tasks Task Totals	Online Class (Pre-Workday)	Completed	07/31/2011
Auto - Fire - Third Party Associate Register TPAR Non-Estimatics	Online Class (Pre-Workday)	Completed	07/31/2011
Fire - ECS Experience A Taste of ECS Fire Preview 2	Online Class (Pre-Workday)	Completed	07/31/2011
US - Auto - Fire - Participant and Claim Contacts Manage EFT Information	Online Class (Pre-Workday)	Completed	07/31/2011
Auto - Fire - Manage Performer Overview	Online Class (Pre-Workday)	Completed	07/27/2011
Auto - Fire - Tasks Task Management	Online Class (Pre-Workday)	Completed	07/27/2011
Auto - Fire - Tasks Task Overview	Online Class (Pre-Workday)	Completed	07/27/2011
Fire - Policy Manage Policy	Online Class (Pre-Workday)	Completed	07/27/2011
Auto - Fire - Claim Groups	Online Class (Pre-Workday)	Completed	07/26/2011
Fire - Claim Folder Essentials Navigation	Online Class (Pre-Workday)	Completed	07/26/2011
Fire - Claim Folder Essentials Overview	Online Class (Pre-Workday)	Completed	07/26/2011
Fire - Policy Overview	Online Class (Pre-Workday)	Completed	07/26/2011
Auto - Fire - ECS Daily Essentials Log On and Desktop	Online Class (Pre-Workday)	Completed	07/25/2011
Auto - Fire - ECS Daily Essentials Manage Alerts	Online Class (Pre-Workday)	Completed	07/25/2011
Auto - Fire - Org Non-Steward Search and View Org Entity	Online Class (Pre-Workday)	Completed	07/25/2011
Auto - Fire - Org Non-Steward View Org Entity Information	Online Class (Pre-Workday)	Completed	07/25/2011
Fire - ECS Daily Essentials Claim Search	Online Class (Pre-Workday)	Completed	07/25/2011
Fire - ECS Daily Essentials Navigation	Online Class (Pre-Workday)	Completed	07/25/2011
Fire - ECS Daily Essentials Online Help	Online Class (Pre-Workday)	Completed	07/25/2011
Fire - ECS Experience: A Taste of ECS Fire Preview 1	Online Class (Pre-Workday)	Completed	07/25/2011
Auto - Fire - Introduction to ECS Role-Based Training and Assessments	Online Class (Pre-Workday)	Completed	07/24/2011
Auto/Fire - Introduction to ECS: Welcome to ECS	Online Class (Pre-Workday)	Completed	07/24/2011
2011 Information Security Awareness - Associate	Online Class (Pre-Workday)	Completed	06/15/2011
Fire Claim Representative School (FCRS) Final Assessment	Online Class (Pre-Workday)	Completed	06/10/2011
Fire Claim Representative School FCRS	Session (Pre-Workday)	Completed	06/10/2011
FIRE CLAIM REPRESENTATIVE CURRICULUM-9CLM00003	Curriculum (Pre-Workday)	Completed	04/25/2011
Documenting the Claim with Photographs	Online Class (Pre-Workday)	Completed	04/25/2011
Roof Claim Handling Inspection Methodology	Online Class (Pre-Workday)	Completed	04/25/2011
FIRE CLAIM REPRESENTATIVE VIRTUAL LEARNING-9CLM00008	Curriculum (Pre-Workday)	Completed	04/22/2011
Roofing and Siding	Session (Pre-Workday)	Completed	04/22/2011
Drywall Paint Insulation Trim Cabinets Countertops	Session (Pre-Workday)	Completed	04/21/2011
Flooring	Session (Pre-Workday)	Completed	04/21/2011
Water	Session (Pre-Workday)	Completed	04/20/2011

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Estimating Practices	Session (Pre-Workday)	Completed	04/19/2011
First Party Claim Handling Skills	Session (Pre-Workday)	Completed	04/18/2011
Assessment IV - Determine Damages	Online Class (Pre-Workday)	Completed	03/28/2011
Xactimate 27.3	Online Class (Pre-Workday)	Completed	03/17/2011
Evaluate and Conclude Coverage C	Online Class (Pre-Workday)	Completed	03/15/2011
Conclude Coverage A	Online Class (Pre-Workday)	Completed	03/14/2011
Conclude Coverage B	Online Class (Pre-Workday)	Completed	03/14/2011
Estimate Reconciliation	Online Class (Pre-Workday)	Completed	03/14/2011
Evaluate Coverage A and B Damages	Online Class (Pre-Workday)	Completed	03/14/2011
Complete an Estimate - Lesson 5 - Graphical Estimating in Sketch	Online Class (Pre-Workday)	Completed	03/11/2011
Complete an Estimate - Lesson 5 - Graphical Estimating in Sketch	Online Class (Pre-Workday)	Completed	03/11/2011
Overhead and Profit	Online Class (Pre-Workday)	Completed	03/11/2011
Cmplt an Est-L4-P1-Roof Sketch, Dimensions, More	Online Class (Pre-Workday)	Completed	03/10/2011
Complete an Estimate - Lesson 4 - Part 2 - Roof Sketch , Slope, Eave height, Footprint	Online Class (Pre-Workday)	Completed	03/10/2011
Cmplt an Est-L3-P3-Views, Ceiling, Level, Floor	Online Class (Pre-Workday)	Completed	03/07/2011
Comp an Estimate - Lesson 3 - Part 2 - Sketch Offsets an Subrooms Square Breaks and Reference Areas	Online Class (Pre-Workday)	Completed	03/04/2011
Complete an Estimate - Lesson 2 - Adding Coverages, Tracking Limits, F9 Notes	Online Class (Pre-Workday)	Completed	03/04/2011
Complete an Estimate - Lesson 3 - Part 1 - Sketch Preferences and Basic Sketch Room Tools	Online Class (Pre-Workday)	Completed	03/04/2011
Complete an Estimate - Lesson 1 - Part 5 - Summary and References, Lesson One Skill Check	Online Class (Pre-Workday)	Completed	03/03/2011
Complete an Estimate - Lesson 1 - Part 4 - Searches Printing GCOP and Estimate Status	Online Class (Pre-Workday)	Completed	03/02/2011
Complete an Estimate - Lesson 1 - Part 3 - Line Item Entry Variables Equations and Attachments	Online Class (Pre-Workday)	Completed	03/01/2011
Cmplt an Est-L1-P2-Group, Dim, MsgnWall,Subrooms	Online Class (Pre-Workday)	Completed	02/25/2011
Complete an Estimate - Lesson 1 - Part 1 - Project Defaults and The Control Center	Online Class (Pre-Workday)	Completed	02/22/2011
Complete Contents Inventory	Online Class (Pre-Workday)	Completed	02/22/2011
Assessment III - Coverage Analysis	Online Class (Pre-Workday)	Completed	02/21/2011
Homeowners Policy Section I - Loss Settlement and Conditions	Online Class (Pre-Workday)	Completed	02/16/2011
Homeowners Policy Section I - Coverage A	Online Class (Pre-Workday)	Completed	02/11/2011
Homeowners Policy Section I - Policy Introduction and Deductibles	Online Class (Pre-Workday)	Completed	02/11/2011
Boatowners Policy Overview	Online Class (Pre-Workday)	Completed	02/10/2011

Rental Dwelling Policy RDP Overview	Online Class (Pre-Workday)	Completed	02/10/2011
Water Losses Resource	Online Class (Pre-Workday)	Completed	02/10/2011
Analyze Coverage skill check	Online Class (Pre-Workday)	Completed	02/09/2011
Homeowners Policy Section I - Loss Settlement and Conditions	Online Class (Pre-Workday)	Completed	02/09/2011
Homeowners Policy Section I - Section I and Section II Conditions	Online Class (Pre-Workday)	Completed	02/09/2011
Personal Articles Policy PAP Overview	Online Class (Pre-Workday)	Completed	02/09/2011
Renters Policy Overview	Online Class (Pre-Workday)	Completed	02/09/2011
Assessment II - Conduct a Thorough Investigation	Online Class (Pre-Workday)	Completed	02/08/2011
Homeowners Policy Section I - Losses Insured	Online Class (Pre-Workday)	Completed	02/08/2011
Homeowners Policy Section I - Losses Not Insured	Online Class (Pre-Workday)	Completed	02/08/2011
Homeowners Policy Section I - Optional Policy Provisions	Online Class (Pre-Workday)	Completed	02/08/2011
Homeowners Policy Section I - Coverage C and Additional Coverages	Online Class (Pre-Workday)	Completed	02/02/2011
Hail Training Module 1 - The Basics	Online Class (Pre-Workday)	Completed	02/01/2011
Homeowners Policy Section I - Coverage B	Online Class (Pre-Workday)	Completed	02/01/2011
Homeowners Policy Section I - Coverage A	Online Class (Pre-Workday)	Completed	02/01/2011
Homeowners Policy Section I - Policy Introduction and Deductibles	Online Class (Pre-Workday)	Completed	02/01/2011
Obtain a Statement	Online Class (Pre-Workday)	Completed	02/01/2011
Phone Scope a Loss	Online Class (Pre-Workday)	Completed	01/31/2011
Water Damage Mitigation	Online Class (Pre-Workday)	Completed	01/31/2011
Conduct Scene Investigation skill check	Online Class (Pre-Workday)	Completed	01/27/2011
Identify and Collect Salvage	Online Class (Pre-Workday)	Completed	01/27/2011
Complete Scope of Coverage A	Online Class (Pre-Workday)	Completed	01/26/2011
Complete Scope of Coverage B	Online Class (Pre-Workday)	Completed	01/26/2011
Identify and Obtain Evidence	Online Class (Pre-Workday)	Completed	01/26/2011
Identify and Obtain Samples	Online Class (Pre-Workday)	Completed	01/26/2011
Identify and Obtain Samples	Online Class (Pre-Workday)	Completed	01/26/2011
Identify Building Products and Related Damage	Online Class (Pre-Workday)	Completed	01/26/2011
Identify Coverage Issues	Online Class (Pre-Workday)	Completed	01/26/2011
Measure and Diagram a Scene	Online Class (Pre-Workday)	Completed	01/26/2011
Concrete and Masonry	Online Class (Pre-Workday)	Completed	01/25/2011
Roofing	Online Class (Pre-Workday)	Completed	01/25/2011
Wind and Hail Damage Scenarios	Online Class (Pre-Workday)	Completed	01/25/2011
Kitchen and Water Damage Scenarios	Online Class (Pre-Workday)	Completed	01/24/2011
Residential Cabinets Countertops and Finish Hardware	Online Class (Pre-Workday)	Completed	01/24/2011
Residential Siding Guttering Fences Decks and Exterior Paint	Online Class (Pre-Workday)	Completed	01/24/2011
Vehicle Damage Scenario	Online Class (Pre-Workday)	Completed	01/24/2011
2011 Code of Conduct - Current Employee	Online Class (Pre-Workday)	Completed	01/21/2011

Bleach Pipe Freeze and Smoke Damage Scenarios	Online Class (Pre-Workday)	Completed	01/21/2011
Insulation Drywall and Interior Finishes	Online Class (Pre-Workday)	Completed	01/21/2011
Residential Interior Floor Coverings	Online Class (Pre-Workday)	Completed	01/20/2011
Vandalism Building Damage Scenario	Online Class (Pre-Workday)	Completed	01/20/2011
Garage Fire Building Damage Scenario	Online Class (Pre-Workday)	Completed	01/18/2011
Residential Electrical	Online Class (Pre-Workday)	Completed	01/18/2011
Residential Heat Ventilation and Air Conditioning	Online Class (Pre-Workday)	Completed	01/18/2011
Residential Interior Trim and Stairs	Online Class (Pre-Workday)	Completed	01/18/2011
Residential Plumbing	Online Class (Pre-Workday)	Completed	01/18/2011
Residential Framing	Online Class (Pre-Workday)	Completed	01/17/2011
Residential Windows and Doors	Online Class (Pre-Workday)	Completed	01/17/2011
Preparing and Writing the Estimate	Online Class (Pre-Workday)	Completed	01/14/2011
Assessment I - Introduction to Fire Claims	Online Class (Pre-Workday)	Completed	01/13/2011
Basic Math	Online Class (Pre-Workday)	Completed	01/13/2011
Basic Residential Construction	Online Class (Pre-Workday)	Completed	01/13/2011
Contact Parties to the Loss	Online Class (Pre-Workday)	Completed	01/13/2011
Investigate Facts of Loss	Online Class (Pre-Workday)	Completed	01/13/2011
Navigate Your Claims Intranet Resources	Online Class (Pre-Workday)	Completed	01/13/2011
Agency & Claims The Marketing Partnership	Online Class (Pre-Workday)	Completed	01/12/2011
Fire Claim Partners and Resources	Online Class (Pre-Workday)	Completed	01/12/2011
Our Commitment to Our Policyholders	Online Class (Pre-Workday)	Completed	01/12/2011
The Customer's Voice	Online Class (Pre-Workday)	Completed	01/12/2011
Welcome to the Fire Claim Rep Curriculum	Online Class (Pre-Workday)	Completed	01/12/2011
Annual IRP Review Tool 2011 - Associate	Online Class (Pre-Workday)	Completed	01/06/2011
2010 Information Security Awareness-Current Associate	Online Class (Pre-Workday)	Completed	09/10/2010
EVRT Training	Online Class (Pre-Workday)	Completed	07/14/2010
CPCUMAT CPCU Matriculation	Online Class (Pre-Workday)	Completed	04/28/2010
2010 Code of Conduct - Current Employee	Online Class (Pre-Workday)	Completed	02/05/2010
Annual IRP Review Tool 2010	Online Class (Pre-Workday)	Completed	02/05/2010
2009-2010 Information Security Awareness-Current Associate	Online Class (Pre-Workday)	Completed	07/31/2009
Medicare/MMSEA Training for Injury Claim Handlers	Online Class (Pre-Workday)	Completed	06/19/2009
Medicare/MMSEA Training for Injury Claim Handlers	Online Class (Pre-Workday)	Completed	06/04/2009
Information Retention Program Education Course	Online Class (Pre-Workday)	Completed	04/20/2009
About Our Business	Online Class (Pre-Workday)	Completed	03/25/2009
2009 Code of Conduct - Current Employee	Online Class (Pre-Workday)	Completed	02/24/2009
TEACH - Investigation	Online Class (Pre-Workday)	Completed	02/09/2009
Authorized Records Review 2008	Online Class (Pre-Workday)	Completed	02/11/2008

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Code of Conduct Current Employee 2008	Online Class (Pre-Workday)	Completed	02/11/2008
2008 Information Security Awareness Current Associates	Online Class (Pre-Workday)	Completed	01/22/2008
Send to Subrogation Template Training	Online Class (Pre-Workday)	Completed	01/22/2008
Shared Value	Online Class (Pre-Workday)	Completed	05/07/2007
C.R.A.S.H./ Products Liab / Subrogation	Online Class (Pre-Workday)	Completed	04/12/2007
Southern - State Farm Process Improvement Initiatives	Online Class (Pre-Workday)	Completed	03/29/2007
ADSP/Revised Select Service Agreement	Online Class (Pre-Workday)	Completed	03/06/2007
2007 Authorized Records Review	Online Class (Pre-Workday)	Completed	02/16/2007
2007 Information Security Awareness - Current Associates	Online Class (Pre-Workday)	Completed	02/15/2007
2007 Code Of Conduct - Current Employees	Online Class (Pre-Workday)	Completed	02/02/2007
Auto Claims L&D Revised Car Policy	Online Class (Pre-Workday)	Completed	11/29/2006
TEACH 1-day Classroom	Online Class (Pre-Workday)	Completed	08/29/2006
TEACH - Litigation	Online Class (Pre-Workday)	Completed	08/28/2006
TEACH - Negotiation	Online Class (Pre-Workday)	Completed	08/28/2006
TEACH - Evaluation	Online Class (Pre-Workday)	Completed	08/25/2006
2006 Information Security Awareness Refresher Training	Online Class (Pre-Workday)	Completed	03/23/2006
Automobile Restraint Injuries	Material (Pre-Workday)	Completed	02/21/2006
2006 Code of Conduct: Annual Review	Online Class (Pre-Workday)	Completed	02/10/2006
Car Policy Endorsement 6127	Online Class (Pre-Workday)	Completed	05/09/2005
SOUTHERN ZONE ECF FIELD	Online Class (Pre-Workday)	Completed	03/25/2005
Send to Subrogation Template Training - Auto	Online Class (Pre-Workday)	Completed	03/01/2005
SUBROGATION - ITS A PARTNERSHIP	Online Class (Pre-Workday)	Completed	03/01/2005
Mechanisms of Some Common Shoulder Injuries	Material (Pre-Workday)	Completed	02/15/2005
Intro to Mechanism of Injury	Online Class (Pre-Workday)	Completed	02/15/2005
2005 Code of Conduct Annual Review - U.S.	Online Class (Pre-Workday)	Completed	02/07/2005
2005 Information Security Awareness Refresher Training	Online Class (Pre-Workday)	Completed	02/07/2005
Diversity & Inclusion - The Business Case	Online Class (Pre-Workday)	Completed	12/09/2004
Claims RUMBA Training	Online Class (Pre-Workday)	Completed	11/09/2004
2004 Code of Conduct Annual Review - U.S.	Online Class (Pre-Workday)	Completed	04/07/2004
2004 Information Security Awareness Training	Online Class (Pre-Workday)	Completed	04/07/2004
Burns	Material (Pre-Workday)	Completed	01/16/2004
CPCU510 Foundations of Risk Mgmt, Ins, & Prof	Online Class (Pre-Workday)	Completed	09/01/2003
About Our Business - Financial Service Dialogue Day	Online Class (Pre-Workday)	Completed	07/31/2003
2003 Ethics Annual Review - U.S.	Online Class (Pre-Workday)	Completed	02/21/2003
2003 Information Security Awareness Training	Online Class (Pre-Workday)	Completed	02/21/2003
ASSOCIATE IN CLAIMS-9AIC	Curriculum (Pre-Workday)	Completed	06/01/2002
ASSOCIATE IN CLAIMS-9AIC	Digital Course	Completed	06/01/2002

AIC36 - Liability Claims Adjusting	Online Class (Pre-Workday)	Completed	06/01/2002
Inclusion Essentials	Online Class (Pre-Workday)	Completed	03/06/2002
2002 Information Security Awareness Training	Online Class (Pre-Workday)	Completed	02/27/2002
Ethics: making Sound Choices Annual Review 2002	Online Class (Pre-Workday)	Completed	02/18/2002
AIC35 - Property Loss Adjusting	Online Class (Pre-Workday)	Completed	12/31/2001
DIVERSITY: Food for Thought	Online Class (Pre-Workday)	Completed	10/01/2001
About Our Business Table Leader Training	Online Class (Pre-Workday)	Completed	08/20/2001
Soft Tissue Injury Training	Online Class (Pre-Workday)	Completed	08/06/2001
Information Security Awareness Workshop	Online Class (Pre-Workday)	Completed	05/09/2001
Myers-Briggs Personality Indicator	Online Class (Pre-Workday)	Completed	04/11/2001
Ethics Refresher 2001	Online Class (Pre-Workday)	Completed	04/05/2001
Records Management Education Course	Online Class (Pre-Workday)	Completed	01/10/2001
AIC34 - Workers' Comp & Mng Bodily Injury Clms	Online Class (Pre-Workday)	Completed	12/01/2000
Mental Disorders	Material (Pre-Workday)	Completed	11/08/2000
Negotiation Skills	Material (Pre-Workday)	Completed	09/05/2000
UR/IME Procedures for First Party Injury Claims	Online Class (Pre-Workday)	Completed	08/31/2000
AIC33 - Claim Handling Principles and Practices	Online Class (Pre-Workday)	Completed	06/01/2000
About State Farm Leadership	Online Class (Pre-Workday)	Completed	05/25/2000
Ethics: Refresher 2000	Online Class (Pre-Workday)	Completed	05/24/2000
Stress Management	Online Class (Pre-Workday)	Completed	05/24/2000
CSS - Approaching the Difficult Customer-Canada	Material (Pre-Workday)	Completed	03/17/2000
Strains and Sprains-Canada	Material (Pre-Workday)	Completed	02/25/2000
Knee Injuries	Online Class (Pre-Workday)	Completed	02/24/2000

R Davis
GAE3
Claims
Home & Commercial-Proximity

Course Title	Type	Completion Status	Completion Date
Positive Workplace-Preventing Harassment and Bullying - Long Version	Digital Course (Workday)	Completed	09/28/2025
Water Claim Handling Information Session	Course Offering (Workday)	Completed	07/22/2025
The Americans With Disabilities Act And Other Related Employment Laws	Digital Course (Workday)	Completed	07/22/2025
Soft Skills and Conflict Resolution for Claims - Self-Directed	Digital Course (Workday)	Completed	06/21/2025
2025 Fraud Awareness Indicator Identification - P and C Claims	Digital Course (Workday)	Completed	06/19/2025
Fair Claims Settlement Practices for P and C Claims	Digital Course (Workday)	Completed	06/19/2025
Investigating Property Fraud	Digital Course (Workday)	Completed	06/19/2025
Water Mitigation - Category	Digital Course (Workday)	Completed	04/29/2025
Confirm ID Tool	Digital Course (Workday)	Completed	03/28/2025
Wind - Hail Claim Handling - Leadership Sessions	Course Offering (Workday)	Completed	03/25/2025
Chapter 1 - Segment 3 - Wind Effects on Roofs	Digital Course (Workday)	Completed	02/20/2025
Chapter 2 - Segment 3 - Weathering and Other Anomalies - Composition Roofs	Digital Course (Workday)	Completed	02/20/2025
Chapter 2 - Segment 5 - Damage Assessment - Composition Roofs	Digital Course (Workday)	Completed	02/20/2025
Chapter 2 - Segment 6 - Wind Caused Damage - Composition Roofs	Digital Course (Workday)	Completed	02/20/2025
Chapter 2 - Segment 7 - Tabs Not Sealed - Composition Roofs	Digital Course (Workday)	Completed	02/20/2025
Chapter 2 - Segment 8 - Mechanical Damage - Composition Roofs	Digital Course (Workday)	Completed	02/20/2025
Chapter 3 - Segment 5 - Hail Damage - Tile Roofs	Digital Course (Workday)	Completed	02/20/2025
Chapter 4 - Segment 1 - Dents and Hail Damage to Metal Roofs	Digital Course (Workday)	Completed	02/20/2025
2025 HAAG VIDEO SERIES REFRESHER	Program (Workday)	Completed	02/20/2025
2025 CA DMV Information Security Statement	Digital Course (Workday)	Completed	01/22/2025
2025 Federal Drivers Privacy Protection Act - DPPA	Digital Course (Workday)	Completed	01/22/2025
Fire Proximity TM Estimate Review and Reconciliation	Course Offering (Workday)	Completed	01/21/2025
Leadership Foundations of Workday Time and Absence Management	Digital Course (Workday)	Completed	01/12/2025

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Positive Work Environment and Labor Relations - First Line Leader	Digital Course (Workday)	Completed	01/06/2025
POSITIVE WORK ENVIRONMENT AND LABOR RELATIONS - FIRST LINE LEADER PROGRAM	Program (Workday)	Completed	01/06/2025
Information Security Awareness and Privacy Training – Associate	Digital Course (Workday)	Completed	01/04/2025
Labor Relations	Digital Course (Workday)	Completed	01/04/2025
Managers and Employees Pay Policies Refresher Training	Digital Course (Workday)	Completed	01/04/2025
Promoting Workplace Safety and Security – Management	Digital Course (Workday)	Completed	01/03/2025
Code of Conduct Course	Digital Course (Workday)	Completed	01/02/2025
Office of Foreign Assets Control Training	Digital Course (Workday)	Completed	01/02/2025
Claims Telephony Part 2- Call Function in Hercules Rep Desktop	Digital Course (Workday)	Completed	12/21/2024
Contact Center Central	Digital Course (Workday)	Completed	12/21/2024
Hazard Awareness	Digital Course (Workday)	Completed	12/17/2024
Respiratory Protection - Voluntary Use	Digital Course (Workday)	Completed	12/16/2024
Annual Asbestos Training	Digital Course (Workday)	Completed	12/14/2024
Cold Stress Prevention Training	Digital Course (Workday)	Completed	12/14/2024
Heat Illness Prevention	Digital Course (Workday)	Completed	12/14/2024
Wildfire Smoke Protection	Digital Course (Workday)	Completed	12/14/2024
2024 December Roof Monthly Review	Digital Course (Workday)	Completed	12/06/2024
Ladder Safety - Video	Digital Course (Workday)	Completed	12/02/2024
Ladder Safety Training	Digital Course (Workday)	Completed	12/02/2024
Rope Access Safety Training Video 02 - Surveying the Site	Digital Course (Workday)	Completed	11/25/2024
Rope Access Safety Training Video 03 - Anchoring Concepts	Digital Course (Workday)	Completed	11/25/2024
2024 November Roof Monthly Review	Digital Course (Workday)	Completed	11/13/2024
ServiceNow - A New Platform to Contain P and C Claims Reference Material	Digital Course (Workday)	Completed	11/04/2024
XM301 - Creating a Roof System	Digital Course (Workday)	Completed	10/11/2024
XM301 - Doors	Digital Course (Workday)	Completed	10/11/2024
XM301 - HVAC INS and PLM Macros	Digital Course (Workday)	Completed	10/11/2024
XM301 - Overview	Digital Course (Workday)	Completed	10/11/2024
XM301 - Roof System Framing	Digital Course (Workday)	Completed	10/11/2024
XM301 - Setting Parameters and Creating a Roof Level	Digital Course (Workday)	Completed	10/11/2024
XM301 - Sketch Summary Estimating	Digital Course (Workday)	Completed	10/11/2024
XM301 - Windows	Digital Course (Workday)	Completed	10/11/2024
XACTIMATE 301 - LARGE LOSS ESTIMATING	Program (Workday)	Completed	10/11/2024
Fire Service Scheduling FSS	Digital Course (Workday)	Completed	09/26/2024
2024 September Roof Monthly Review	Digital Course (Workday)	Completed	09/17/2024

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itel - Xactimate Integration for Asphalt Shingle Pricing ASP	Digital Course (Workday)	Completed	08/28/2024
2024 August Roof Monthly Review	Digital Course (Workday)	Completed	08/20/2024
Connecting Behaviors - Calibration vs Monoculturalism	Digital Course (Workday)	Completed	08/12/2024
Connecting Behaviors - Networking vs Flocking	Digital Course (Workday)	Completed	08/12/2024
Connecting Behaviors - Positive Expectancy vs Unconscious Bias	Digital Course (Workday)	Completed	08/12/2024
Connecting Behaviors - Sensitivity vs Cultural Naivete	Digital Course (Workday)	Completed	08/12/2024
Connecting with Others for Leaders - Closing	Digital Course (Workday)	Completed	08/12/2024
CONNECTING WITH OTHERS FOR LEADERS	Program (Workday)	Completed	08/12/2024
Connecting With Others for Leaders - Diversity Insights	Digital Course (Workday)	Completed	08/10/2024
Connecting with Others for Leaders - Introduction	Digital Course (Workday)	Completed	08/10/2024
Connecting with Others for Leaders - Welcome	Digital Course (Workday)	Completed	08/10/2024
2024 July Roof Monthly Review	Digital Course (Workday)	Completed	07/29/2024
Attic Inspection Safety	Digital Course (Workday)	Completed	07/29/2024
Crawl Space Inspection Safety	Digital Course (Workday)	Completed	07/29/2024
Roof Inspection Safety - Video	Digital Course (Workday)	Completed	07/29/2024
Chapter 2 - Segment 9 - Unintentional Mechanical Damage - Composition Roofs	Digital Course (Workday)	Completed	06/26/2024
2024 HAAG VIDEO SERIES REFRESHER	Program (Workday)	Completed	06/26/2024
Chapter 2 - Segment 4 - Additional Anomalies - Composition Roofs	Digital Course (Workday)	Completed	06/25/2024
2024 June Roof Monthly Review	Digital Course (Workday)	Completed	06/20/2024
Chapter 2 - Segment 1 - Product Description - Composition Roofs	Digital Course (Workday)	Completed	06/15/2024
Chapter 2 - Segment 2 - Installation Issues - Composition Roofs	Digital Course (Workday)	Completed	06/15/2024
2024 Confirm ID Tool	Digital Course (Workday)	Completed	03/02/2024
2024 Fair Claims Settlement Practices	Digital Course (Workday)	Completed	03/02/2024
2024 Federal Drivers Privacy Protection Act-DPPA	Digital Course (Workday)	Completed	03/02/2024
2024 Fraud Awareness Indicator Identification-PC Claims	Digital Course (Workday)	Completed	03/02/2024
2024 Positive Workplace-Preventing Harassment and Bullying - Short Version	Digital Course (Workday)	Completed	03/02/2024
Investigating Questionable Water Claims	Digital Course (Workday)	Completed	03/02/2024
MAX - Fire Authority Request	Digital Course (Workday)	Completed	02/11/2024
2024 CA DMV Information Security Statement	Digital Course (Workday)	Completed	01/15/2024
2024 Information Security Awareness and Privacy Training - Associate	Digital Course (Workday)	Completed	01/08/2024
2024 IRP Education Course	Digital Course (Workday)	Completed	01/08/2024
2024 Managers and Employees Pay Policies Refresher Training	Digital Course (Workday)	Completed	01/08/2024
2024 Promoting Workplace Safety and Security - Management	Digital Course (Workday)	Completed	01/08/2024
2024 Code of Conduct Course	Digital Course (Workday)	Completed	01/03/2024

2024 Office of Foreign Assets Control Training	Digital Course (Workday)	Completed	01/03/2024
Electrical - Wiring Rough-In and Repairs	Digital Course (Workday)	Completed	12/13/2023
XactContents Macros in XC	Digital Course (Workday)	Completed	12/13/2023
XM301 - Electrical Macros	Digital Course (Workday)	Completed	12/13/2023
Labor Relations Awareness	Digital Course (Workday)	Completed	11/18/2023
2023 Claim Management Guidelines	Digital Course (Workday)	Completed	11/02/2023
Psychological Safety at Work: SAFE	Digital Course (Workday)	Completed	10/14/2023
2023 Fraud Awareness Indicator Identification-PC Claims	Digital Course (Workday)	Completed	09/16/2023
XactContents Macros Introduction	Digital Course (Workday)	Completed	08/15/2023
XactContents Macros Large Loss	Digital Course (Workday)	Completed	08/15/2023
XactContents Macros Moderate Loss	Digital Course (Workday)	Completed	08/15/2023
Water Damage Mitigation Module 6 - Advanced Psychrometry and Drying	Digital Course (Workday)	Completed	07/18/2023
Water Damage Mitigation Module 7 - Drying Equipment	Digital Course (Workday)	Completed	07/18/2023
Water Damage Mitigation Video Series	Program (Workday)	Completed	07/18/2023
Water Damage Mitigation Module 3 - Emergency Response Part 2	Digital Course (Workday)	Completed	07/08/2023
Water Damage Mitigation Module 4 - Emergency Response Part 3	Digital Course (Workday)	Completed	07/08/2023
Water Damage Mitigation Module 5 - Introduction to Psychrometry	Digital Course (Workday)	Completed	07/08/2023
Water Damage Mitigation Module 1 - Introduction and Initial Response	Digital Course (Workday)	Completed	07/07/2023
Water Damage Mitigation Module 2 - Emergency Response Part 1	Digital Course (Workday)	Completed	07/07/2023
Operational Task Reporting - Finding Tasks Out of SLO	Digital Course (Workday)	Completed	06/29/2023
QlikSense - Export to Excel	Digital Course (Workday)	Completed	06/29/2023
QlikSense - Toolbar Usage	Digital Course (Workday)	Completed	06/29/2023
Roofing Product Identification	Digital Course (Workday)	Completed	06/29/2023
Roofing Product Research	Digital Course (Workday)	Completed	06/29/2023
2023 Positive Workplace - Preventing Harassment and Bullying - Short Version	Digital Course (Workday)	Completed	06/01/2023
ECS MAX Update Participants Integration	Digital Course (Workday)	Completed	05/12/2023
Coaching and Engagement Tracker	Digital Course (Workday)	Completed	05/09/2023
MAX Fire Settlement	Digital Course (Workday)	Completed	04/07/2023
Review - Our Commitment to Our Policyholders	Digital Course (Workday)	Completed	04/03/2023
2023 HAAG EDUCATION HAIL AND WIND ASSESSMENT VIDEO SERIES YEARLY REFRESHER	Program (Workday)	Completed	04/03/2023
Chapter 1 - Segment 4 - Weather Data Sources	Digital Course (Workday)	Completed	03/31/2023
Chapter 1 - Segment 2 - Impact Testing and Hail Definitions	Digital Course (Workday)	Completed	03/28/2023

Chapter 1 - Segment 1 - Hail and Wind Basics	Digital Course (Workday)	Completed	03/22/2023
MAX - Fire Settlement	Digital Course (Workday)	Completed	03/21/2023
2023 Confirm ID Tool	Digital Course (Workday)	Completed	03/03/2023
2023 Fair Claims Settlement Practices	Digital Course (Workday)	Completed	03/03/2023
2023 Federal Drivers Privacy Protection Act DPPA	Digital Course (Workday)	Completed	03/03/2023
2023 Information Security Awareness and Privacy Training - Associate	Digital Course (Workday)	Completed	03/03/2023
Emergency Preparedness Training - 2023	Digital Course (Workday)	Completed	03/03/2023
Global Opt in on Claim Summary Screen	Digital Course (Workday)	Completed	03/01/2023
2023 Workplace Violence Awareness - Management	Digital Course (Workday)	Completed	02/23/2023
HSB Claim Handling	Digital Course (Workday)	Completed	02/17/2023
Fire Roof Settlement Conversation	Digital Course (Workday)	Completed	02/08/2023
2023 Code of Conduct Course	Digital Course (Workday)	Completed	01/17/2023
2023 COVID-19 Safe Workplace Training	Digital Course (Workday)	Completed	01/17/2023
2023 Managers and Employees Pay Policies Refresher Training	Digital Course (Workday)	Completed	01/17/2023
2023 Office of Foreign Assets Control Training	Digital Course (Workday)	Completed	01/17/2023
ITEL Cabinet Analysis	Digital Course (Workday)	Completed	12/06/2022
Recognize and Respond to Labor Relations Activity	Digital Course (Workday)	Completed	09/21/2022
POSITIVE EMPLOYEE RELATIONS	Program (Workday)	Completed	09/21/2022
Arson for Profit	Digital Course (Workday)	Completed	09/20/2022
Positive Employee Relations Behaviors	Digital Course (Workday)	Completed	09/20/2022
Fraud Awareness Indicator Identification - P and C Claims	Digital Course (Workday)	Completed	09/19/2022
Introduction to Positive Employee Relations	Digital Course (Workday)	Completed	09/19/2022
Ally Skills Workshop	Course Offering (Workday)	Completed	08/31/2022
Claim Leadership Inventory Prioritization (CLIP) – Fire Core Property	Digital Course (Workday)	Completed	06/29/2022
Inclusive Practices and Talent Decisions - Part 2	Digital Course (Workday)	Completed	06/29/2022
QlikSense - Basic Filtering	Digital Course (Workday)	Completed	06/29/2022
QlikSense - Basics-Access	Digital Course (Workday)	Completed	06/28/2022
2022 CA DMV Information Security Statement	Digital Course (Workday)	Completed	06/02/2022
2022 Floor Monitor Training	Digital Course (Workday)	Completed	06/02/2022
California Homeowners Earthquake Policy - CEA June 2019 Update	Digital Course (Workday)	Completed	06/02/2022
California Predominant Cause of Loss PCOL - CEA	Digital Course (Workday)	Completed	06/02/2022
Complete a General Earthquake Inspection	Digital Course (Workday)	Completed	06/02/2022
Fire Core Property - California Jurisdictional Review	Digital Course (Workday)	Completed	06/02/2022
Inspect a Crawlspace or Basement for Earthquake Damage	Digital Course (Workday)	Completed	06/02/2022

Inspect an Attic for Earthquake Damage	Digital Course (Workday)	Completed	06/02/2022
Utilize Experts	Digital Course (Workday)	Completed	06/02/2022
CALIFORNIA EARTHQUAKE AUTHORITY CERTIFICATION	Program (Workday)	Completed	06/02/2022
GENERAL EARTHQUAKE CLAIM HANDLING	Program (Workday)	Completed	06/02/2022
Documenting the Claim with Photographs	Digital Course (Workday)	Completed	06/01/2022
Earthquake Claim Handling Resource Companywide CMP	Digital Course (Workday)	Completed	06/01/2022
Measure and Diagram a Scene	Digital Course (Workday)	Completed	06/01/2022
Subrogation Fundamentals - Fire Claims	Digital Course (Workday)	Completed	06/01/2022
Analyze Earthquake Policies and Endorsements	Digital Course (Workday)	Completed	05/31/2022
California Earthquake Training - CEA	Digital Course (Workday)	Completed	05/31/2022
Conduct Quality First Contact-Fire	Digital Course (Workday)	Completed	05/31/2022
Fair Claims Settlement Practices	Digital Course (Workday)	Completed	05/31/2022
Quality First Contact Guide - Fire - Earthquake Loss	Digital Course (Workday)	Completed	05/31/2022
Review - Our Commitment to Our Policyholders	Digital Course (Workday)	Completed	05/30/2022
2022 HAAG EDUCATION HAIL AND WIND ASSESSMENT VIDEO SERIES YEARLY REFRESHER	Program (Workday)	Completed	05/30/2022
Chapter 1 - Segment 2 - Impact Testing and Hail Definitions	Digital Course (Workday)	Completed	05/28/2022
Chapter 1 - Segment 4 - Weather Data Sources	Digital Course (Workday)	Completed	05/28/2022
Federal Drivers Privacy Protection Act DPPA	Digital Course (Workday)	Completed	05/26/2022
2022 Claim Management Guidelines	Digital Course (Workday)	Completed	05/17/2022
Inclusive Practices and Talent Decisions - Part 1	Course Offering (Workday)	Completed	04/27/2022
Ladder Safety Performance Assessment	Digital Course (Workday)	Completed	04/23/2022
Chapter 1 - Segment 1 - Hail and Wind Basics	Digital Course (Workday)	Completed	04/08/2022
Claim Leadership Inventory Prioritization (CLIP) – Fire Core Property	Digital Course (Workday)	Completed	03/30/2022
Confirm ID Tool	Digital Course (Workday)	Completed	03/07/2022
Building Championship Teams	Course Offering (Workday)	Completed	02/03/2022
Asbestos Annual Training	Digital Course (Workday)	Completed	02/03/2022
2022 Positive Workplace - Preventing Harassment and Bullying - Short Version	Digital Course (Workday)	Completed	02/01/2022
2022 IRP Education Course	Digital Course (Workday)	Completed	01/09/2022
2022 Managers and Employees Pay Policies Refresher Training	Digital Course (Workday)	Completed	01/09/2022
2022 COVID-19 Safe Workplace Training	Digital Course (Workday)	Completed	01/08/2022
2022 Mandatory and Compliance Training for Employees	Program (Workday)	Completed	01/08/2022
2022 Code of Conduct Course	Digital Course (Workday)	Completed	01/05/2022
2022 Information Security Awareness and Privacy Training – Associate	Digital Course (Workday)	Completed	01/05/2022

2022 Office of Foreign Assets Control Training	Digital Course (Workday)	Completed	01/05/2022
Hazard Awareness	Digital Course	Completed	12/15/2021
Personal Protective Equipment	Digital Course	Completed	12/15/2021
Connecting with Others - Diversity and Inclusion for Employees	Digital Course	Completed	12/14/2021
Xactimate Unit Price Study Hall	Course Offering	Completed	11/18/2021
Digital Pay Knowledge Base	Digital Course	Completed	08/17/2021
2021 Floor Monitor Training	Digital Course	Completed	07/21/2021
2021 Fraud Awareness Indicator Identification-PC Claims	Digital Course	Completed	07/21/2021
2021 CA Fair Claims Settlement Practices Regulations	Digital Course	Completed	07/19/2021
2021 Federal Drivers Privacy Protection Act DPPA	Digital Course	Completed	06/30/2021
Fire Proximity-Deployed Art of Conversation	Course Offering	Completed	06/11/2021
2021 Claim Management Guidelines	Digital Course	Completed	04/05/2021
2021 CA DMV Information Security Statement	Digital Course	Completed	03/09/2021
2021 HAAG EDUCATION HAIL AND WIND ASSESSMENT VIDEO SERIES REFRESHER	Program	Completed	03/02/2021
2021 Chapter 2 - Segment 1 - Product Description - Composition Roofs	Digital Course	Completed	02/17/2021
2021 Chapter 2 - Segment 2 - Installation Issues - Composition Roofs	Digital Course	Completed	02/17/2021
2021 Chapter 2 - Segment 3 - Weathering and Other Anomalies - Composition Roofs	Digital Course	Completed	02/17/2021
2021 Chapter 2 - Segment 4 - Additional Anomalies - Composition Roofs	Digital Course	Completed	02/17/2021
2021 Chapter 2 - Segment 5 - Damage Assessment - Composition Roofs	Digital Course	Completed	02/17/2021
2021 Chapter 2 - Segment 6 - Wind Caused Damage - Composition Roofs	Digital Course	Completed	02/17/2021
2021 Chapter 2 - Segment 7 - Tabs Not Sealed - Composition Roofs	Digital Course	Completed	02/17/2021
Asbestos Annual Training	Digital Course	Completed	02/16/2021
Roof Skill Review	Digital Course	Completed	02/12/2021
Roof Skills Review	Program	Completed	02/12/2021
2021 Code of Conduct Course	Digital Course	Completed	01/14/2021
2021 COVID-19 Safe Workplace Training	Digital Course	Completed	01/14/2021
2021 Information Security Awareness and Privacy Training-Associates	Digital Course	Completed	01/14/2021
2021 Managers and Employees Pay Policies Refresher Training	Digital Course	Completed	01/14/2021

2021 Office of Foreign Assets Control Training	Digital Course	Completed	01/14/2021
2021 Workplace Violence Awareness-Management	Digital Course	Completed	01/14/2021
Connecting Customers to Self-Service	Digital Course	Completed	01/08/2021
Connecting Customers to Self-Service	Material (Pre-Workday)	Completed	01/08/2021
Investigating Additional Living Expense Fraud	Digital Course	Completed	10/26/2020
Investigating Additional Living Expense Fraud	Material (Pre-Workday)	Completed	10/26/2020
ENTERPRISE COMPLAINT AND FEEDBACK TOOL-REFRESHER	Curriculum (Pre-Workday)	Completed	10/10/2020
Documenting a Response and Closing an ECFT Record - Refresher	Material (Pre-Workday)	Completed	10/10/2020
Modify an ECFT Record - Refresher	Material (Pre-Workday)	Completed	10/10/2020
Overview of an ECFT Record - Refresher	Material (Pre-Workday)	Completed	10/10/2020
Search for an Existing ECFT Record - Refresher	Material (Pre-Workday)	Completed	10/10/2020
Floor Monitor Training 2020	Online Class (Pre-Workday)	Completed	09/11/2020
Roof Surfaces Payment Schedule Endorsement	Material (Pre-Workday)	Completed	07/07/2020
HAAG EDUCATION HAIL & WIND ASSESSMENT VIDEO SERIES	Curriculum (Pre-Workday)	Completed	06/27/2020
Chapter 3 - Segment 4 - Weathering and Anomalies - Tile Roofs	Material (Pre-Workday)	Completed	06/27/2020
Chapter 3 - Segment 5 - Hail Damage - Tile Roofs	Material (Pre-Workday)	Completed	06/27/2020
Chapter 3 - Segment 6 - Wind Damage - Tile	Material (Pre-Workday)	Completed	06/27/2020
Chapter 3 - Segment 7 - Mechanical Damage - Tile Roofs	Material (Pre-Workday)	Completed	06/27/2020
Chapter 3 - Segment 8 - Repair - Tile Roofs	Material (Pre-Workday)	Completed	06/27/2020
Chapter 4 - Segment 1 - Dents and Hail Damage to Metal Roofs	Material (Pre-Workday)	Completed	06/27/2020
Chapter 2 - Segment 6 - Wind Caused Damage - Composition Roofs	Material (Pre-Workday)	Completed	06/26/2020
Chapter 2 - Segment 8 - Mechanical Damage - Composition Roofs	Material (Pre-Workday)	Completed	06/26/2020
Chapter 2 - Segment 9 - Unintentional Mechanical Damage - Composition Roofs	Material (Pre-Workday)	Completed	06/26/2020
Chapter 3 - Segment 1 - Product Description - Tile Roofs	Material (Pre-Workday)	Completed	06/26/2020
Chapter 3 - Segment 2 - Installation - Tile Roofs	Material (Pre-Workday)	Completed	06/26/2020
Chapter 3 - Segment 3 - Installation Issues - Tile Roofs	Material (Pre-Workday)	Completed	06/26/2020
Chapter 2 - Segment 2 - Installation Issues - Composition Roofs	Material (Pre-Workday)	Completed	06/24/2020
Chapter 2 - Segment 5 - Damage Assessment - Composition Roofs	Material (Pre-Workday)	Completed	06/24/2020
Chapter 2 - Segment 7 - Tabs Not Sealed - Composition Roofs	Material (Pre-Workday)	Completed	06/24/2020
COVID-19 Safe Workplace Training	Online Class (Pre-Workday)	Completed	06/24/2020

Team Manager Estimate Review	Session (Pre-Workday)	Completed	05/14/2020
Chapter 1 - Segment 1 - Hail and Wind Basics	Material (Pre-Workday)	Completed	05/09/2020
Chapter 1 - Segment 2 - Impact Testing and Hail Definitions	Material (Pre-Workday)	Completed	05/09/2020
Chapter 1 - Segment 3 - Wind Effects on Roofs	Material (Pre-Workday)	Completed	05/09/2020
Chapter 1 - Segment 4 - Weather Data Sources	Material (Pre-Workday)	Completed	05/09/2020
Chapter 2 - Segment 1 - Product Description - Composition Roofs	Material (Pre-Workday)	Completed	05/09/2020
Chapter 2 - Segment 3 - Weathering and Other Anomalies - Composition Roofs	Material (Pre-Workday)	Completed	05/09/2020
Chapter 2 - Segment 4 - Additional Anomalies - Composition Roofs	Material (Pre-Workday)	Completed	05/09/2020
Degreed Demo Sessions	Session (Pre-Workday)	Completed	04/30/2020
2020 Fraud Awareness Indicator Identification Overview	Online Class (Pre-Workday)	Completed	03/04/2020
2020 Managers and Employees Pay Policies Refresher Training	Online Class (Pre-Workday)	Completed	03/04/2020
California Fair Claim Settlement Practices Regulations 2020	Online Class (Pre-Workday)	Completed	03/04/2020
Claim Management Guidelines	Material (Pre-Workday)	Completed	02/21/2020
2020 CA DMV Information Security Statement	Online Class (Pre-Workday)	Completed	02/19/2020
2020 Federal Driver's Privacy Protection Act (DPPA)	Online Class (Pre-Workday)	Completed	02/19/2020
2020 Information Security Awareness & Privacy Training-Associates	Online Class (Pre-Workday)	Completed	02/19/2020
2020 IRP Education Course	Online Class (Pre-Workday)	Completed	02/19/2020
Asbestos Annual Training	Online Class (Pre-Workday)	Completed	02/19/2020
Positive Workplace: Preventing Harassment and Bullying - Fundamentals	Online Class (Pre-Workday)	Completed	02/19/2020
2020 Employee Code of Conduct	Online Class (Pre-Workday)	Completed	01/30/2020
Water Losses Resource	Online Class (Pre-Workday)	Completed	12/20/2019
Floor Monitor Training Refresher	Online Class (Pre-Workday)	Completed	12/05/2019
ENTERPRISE COMPLAINT AND FEEDBACK TOOL-NEW TO ROLE	Curriculum (Pre-Workday)	Completed	11/23/2019
Assign and Reassign an ECFT Record	Material (Pre-Workday)	Completed	11/23/2019
Attaching - Viewing - Deleting Documents in an ECFT Record	Material (Pre-Workday)	Completed	11/23/2019
Create a New ECFT Record - Dates Tab	Material (Pre-Workday)	Completed	11/23/2019
Create a New ECFT Record - Feedback Detail	Material (Pre-Workday)	Completed	11/23/2019
Create a New ECFT Record - Involved Parties	Material (Pre-Workday)	Completed	11/23/2019
Create a New ECFT Record - Persistent Data	Material (Pre-Workday)	Completed	11/23/2019
Documenting a Response and Closing an ECFT Record	Material (Pre-Workday)	Completed	11/23/2019
Modify an ECFT Record	Material (Pre-Workday)	Completed	11/23/2019

Monitor the ECFT Console	Material (Pre-Workday)	Completed	11/23/2019
Overview of an ECFT Record	Material (Pre-Workday)	Completed	11/23/2019
Search for an Existing ECFT Record	Material (Pre-Workday)	Completed	11/23/2019
Assurant CDE Training	Online Class (Pre-Workday)	Completed	10/14/2019
Introduction to the ECFT	Material (Pre-Workday)	Completed	10/09/2019
Fraud Awareness Indicator Identification Overview 2019	Online Class (Pre-Workday)	Completed	08/02/2019
2019 CA DMV Information Security Statement	Online Class (Pre-Workday)	Completed	07/02/2019
2019 Federal Driver's Privacy Protection Act (DPPA)	Online Class (Pre-Workday)	Completed	07/02/2019
California Fair Claims Settlement Practices Regulations 2019	Online Class (Pre-Workday)	Completed	07/02/2019
Pay Policies Training for Managers and Employees - US	Online Class (Pre-Workday)	Completed	03/31/2019
2019 Information Security Awareness & Privacy Training â€” Associates	Online Class (Pre-Workday)	Completed	03/21/2019
2019-2020 â€” Workplace Violence Awareness - Management	Online Class (Pre-Workday)	Completed	03/03/2019
Floor Monitor Training Refresher	Online Class (Pre-Workday)	Completed	03/03/2019
Floor Monitor Training	Session (Pre-Workday)	Completed	02/26/2019
2019 Employee Code of Conduct	Online Class (Pre-Workday)	Completed	02/13/2019
Asbestos Annual Training	Online Class (Pre-Workday)	Completed	02/13/2019
Managers and Employees Pay Policies Refresher Training - 2019	Online Class (Pre-Workday)	Completed	02/13/2019
Influence Learning Track	Material (Pre-Workday)	Completed	01/10/2019
Asbestos Annual Training	Online Class (Pre-Workday)	Completed	11/04/2018
SFPSP Contractor Services Program	Material (Pre-Workday)	Completed	08/20/2018
2018 External Claim Resource Claim Management Guidelines	Session (Pre-Workday)	Completed	08/10/2018
Rope Access Safety Training Refresher	Session (Pre-Workday)	Completed	07/17/2018
Rope Access Safety Training Assessment Refresher	Test (Pre-Workday)	Completed	07/17/2018
2018 CA DMV Information Security Statement	Online Class (Pre-Workday)	Completed	06/21/2018
2018 NY State DMV Requirements Related to the Federal DPPA	Online Class (Pre-Workday)	Completed	06/21/2018
California Fair Claims Settlement Practices Regulations - 2018	Online Class (Pre-Workday)	Completed	06/21/2018
Fraud Awareness Indicator Identification Overview 2018	Online Class (Pre-Workday)	Completed	06/21/2018
P and C Claims Licensing and Compliance	Online Class (Pre-Workday)	Completed	06/12/2018
Claims Word Processing Self-Service Tool	Online Class (Pre-Workday)	Completed	05/21/2018
Ladder Safety Performance Assessment	Material (Pre-Workday)	Completed	05/14/2018
Managing Harassment Refresher 2018	Online Class (Pre-Workday)	Completed	02/23/2018
2018 Code of Conduct	Online Class (Pre-Workday)	Completed	02/03/2018
2018 Information Security Awareness & Privacy Training â€” Associates	Online Class (Pre-Workday)	Completed	02/03/2018
2018 IRP Education and Certification Course-Internal	Online Class (Pre-Workday)	Completed	02/03/2018

Methodology for Assessing DV in GA for Fire Claims	Online Class (Pre-Workday)	Completed	02/03/2018
Office Ergonomics	Online Class (Pre-Workday)	Completed	12/09/2017
Reskill Agent through a Skill Group in CAR	Material (Pre-Workday)	Completed	12/07/2017
California Management Sexual Harassment Training	Material (Pre-Workday)	Completed	10/22/2017
Pedestrian Staged Accidents	Material (Pre-Workday)	Completed	10/01/2017
Asbestos Annual Training	Online Class (Pre-Workday)	Completed	10/01/2017
Cold Stress Prevention	Online Class (Pre-Workday)	Completed	10/01/2017
Driving Safety	Online Class (Pre-Workday)	Completed	10/01/2017
Fire - Catastrophe - Claim Folder Essentials Navigation	Online Class (Pre-Workday)	Completed	10/01/2017
Hazard Awareness	Online Class (Pre-Workday)	Completed	10/01/2017
Heat Illness Prevention	Online Class (Pre-Workday)	Completed	10/01/2017
Ladder Safety	Online Class (Pre-Workday)	Completed	10/01/2017
Office Ergonomics	Online Class (Pre-Workday)	Completed	10/01/2017
Personal Protective Equipment	Online Class (Pre-Workday)	Completed	10/01/2017
Respiratory Protection Voluntary Use	Online Class (Pre-Workday)	Completed	10/01/2017
Siding Identifier - Mobile Application	Online Class (Pre-Workday)	Completed	10/01/2017
Siding Identifier - Web Application	Online Class (Pre-Workday)	Completed	10/01/2017
2017 California Fraud Awareness Indicator Identification Overview	Online Class (Pre-Workday)	Completed	09/21/2017
2017 NY State DMV Requirements Related to Federal DPPA	Online Class (Pre-Workday)	Completed	09/21/2017
California Fair Claims Settlement Practices Regulations - 2017	Online Class (Pre-Workday)	Completed	08/01/2017
Floor Monitor Training	Session (Pre-Workday)	Completed	06/14/2017
Introduction to Phone Scoping Training	Online Class (Pre-Workday)	Completed	06/09/2017
Building Rapport with Customers	Material (Pre-Workday)	Completed	05/06/2017
Expressing Empathy	Material (Pre-Workday)	Completed	05/06/2017
Connecting with Others-Diversity and Inclusion for Leaders	Material (Pre-Workday)	Completed	05/05/2017
Call Avoidance Behavior Management	Online Class (Pre-Workday)	Completed	05/03/2017
2017 MANDATORY COMPLIANCE-MANAGEMENT-9HR00011	Curriculum (Pre-Workday)	Completed	02/17/2017
2017 Code of Conduct	Online Class (Pre-Workday)	Completed	02/17/2017
2017 Information Security Awareness and Privacy Training - Associates	Online Class (Pre-Workday)	Completed	02/17/2017
2017-2018 Workplace Violence Awareness - Management	Online Class (Pre-Workday)	Completed	02/17/2017
Essential Skills for Incoming Call Center Mgmt	Session (Pre-Workday)	Completed	02/13/2017
Homeowners Policy Comparison Section I	Online Class (Pre-Workday)	Completed	02/02/2017
Homeowners Policy Comparison Section I	Online Class (Pre-Workday)	Completed	02/02/2017
Homeowners Policy Comparison Section II	Online Class (Pre-Workday)	Completed	02/01/2017
Managers and Employees Pay Policies Refresher Training-2017	Online Class (Pre-Workday)	Completed	01/20/2017

Property Coverages and Named Perils	Online Class (Pre-Workday)	Completed	12/01/2016
Additional Coverages and Conditions	Online Class (Pre-Workday)	Completed	11/29/2016
Perils Insured Against for Coverage A and B and Exclusions	Online Class (Pre-Workday)	Completed	11/29/2016
California Fraud Awareness Indicator Identification Overview	Online Class (Pre-Workday)	Completed	11/21/2016
Fire - Claim Folder Essentials Navigation	Online Class (Pre-Workday)	Completed	11/21/2016
Introduction to Data Loss Protection and the DLP Tool	Online Class (Pre-Workday)	Completed	11/17/2016
Operational Task Reporting	Session (Pre-Workday)	Completed	11/17/2016
Fire - Request Review	Online Class (Pre-Workday)	Completed	11/15/2016
Insurance Fraud Basics	Material (Pre-Workday)	Completed	10/29/2016
Introduction to Insurance Fraud Investigation	Material (Pre-Workday)	Completed	10/29/2016
2016 Performance Assessment 2016 - A Deeper Dive	Session (Pre-Workday)	Completed	10/14/2016
Remarkable Recovery Leadership Orientation	Session (Pre-Workday)	Completed	10/10/2016
Applying Texas PPOC to Fire Claims	Session (Pre-Workday)	Completed	10/04/2016
California Fair Claims Settlement Practices Regulations - 2016	Online Class (Pre-Workday)	Completed	09/27/2016
Understanding Texas Prompt Payment of Claims Statute	Online Class (Pre-Workday)	Completed	09/26/2016
Understanding Texas Prompt Payment of Claims Statute	Online Class (Pre-Workday)	Completed	09/26/2016
T2 TIMESHEET NONEXEMPT AND SALARIED NONEXEMPT EMPLOYEES-9HR00004	Curriculum (Pre-Workday)	Completed	09/19/2016
T2 Requesting Time Off-Non-Exempt	Online Class (Pre-Workday)	Completed	09/19/2016
T2 Time and Absence Entry	Online Class (Pre-Workday)	Completed	09/19/2016
T2 Using a Time Clock	Online Class (Pre-Workday)	Completed	09/19/2016
Remarkable Recovery	Online Class (Pre-Workday)	Completed	09/15/2016
T2 MANAGER and ASSIGNED DELEGATES-9HR00006	Curriculum (Pre-Workday)	Completed	08/29/2016
T2 SALARIED EXEMPT EMPLOYEES-9HR00005	Curriculum (Pre-Workday)	Completed	08/29/2016
T2 Absence Entry	Online Class (Pre-Workday)	Completed	08/29/2016
T2 Approving and Rejecting Time-Off Requests	Online Class (Pre-Workday)	Completed	08/29/2016
T2 Dashboard	Online Class (Pre-Workday)	Completed	08/29/2016
T2 Dashboard-Manager	Online Class (Pre-Workday)	Completed	08/29/2016
T2 Reports	Online Class (Pre-Workday)	Completed	08/29/2016
T2 Reports-Manager	Online Class (Pre-Workday)	Completed	08/29/2016
T2 Requesting Time Off-Exempt	Online Class (Pre-Workday)	Completed	08/29/2016
T2 Time Management-Introduction	Online Class (Pre-Workday)	Completed	08/29/2016
T2 Working with Employee Timesheets	Online Class (Pre-Workday)	Completed	08/29/2016
T2 Working with Schedules	Online Class (Pre-Workday)	Completed	08/29/2016
Insightment - Understanding Your Way to Results	Session (Pre-Workday)	Completed	08/22/2016
Claim Access	Online Class (Pre-Workday)	Completed	07/27/2016
ADA Training for Management and HR	Online Class (Pre-Workday)	Completed	06/27/2016

Investigating Product Liability - Determine the Mode of Failure	Online Class (Pre-Workday)	Completed	06/13/2016
Investigating Product Liability - Determine When to Investigate a Product	Online Class (Pre-Workday)	Completed	06/13/2016
Investigating Product Liability - Secure Product Related Evidence	Online Class (Pre-Workday)	Completed	06/13/2016
Quality Large Loss Review	Session (Pre-Workday)	Completed	04/13/2016
Additional Living Expenses Application	Material (Pre-Workday)	Completed	02/24/2016
Embracing Organizational Change	Online Class (Pre-Workday)	Completed	02/15/2016
2016 Mandatory and Compliance Curriculum-9HR00003	Curriculum (Pre-Workday)	Completed	02/09/2016
2016 IRP Education and Certification Course - Employee	Online Class (Pre-Workday)	Completed	02/09/2016
2016 Information Security Awareness and Privacy Training - Employees	Online Class (Pre-Workday)	Completed	02/08/2016
2016 Code of Conduct	Online Class (Pre-Workday)	Completed	02/02/2016
Workplace Violence Awareness-Enhanced Guidance for Leaders	Online Class (Pre-Workday)	Completed	12/01/2015
Workplace Violence Awareness - Claims	Online Class (Pre-Workday)	Completed	11/16/2015
Antitrust Compliance Training 2015	Online Class (Pre-Workday)	Completed	11/09/2015
LDS-2015 Performance Assessment	Session (Pre-Workday)	Completed	11/04/2015
States Exp AK CA Mgr Emp Pay Policies Refresher	Online Class (Pre-Workday)	Completed	08/10/2015
Information Privacy Training	Online Class (Pre-Workday)	Completed	07/27/2015
Information Security Awareness-Associates	Online Class (Pre-Workday)	Completed	07/15/2015
SIU Indicator Identification Screen for Potential Fraud Management-Fire	Online Class (Pre-Workday)	Completed	05/27/2015
Rope Access Safety Training	Session (Pre-Workday)	Completed	04/15/2015
Rope Access Safety Training Assessment	Test (Pre-Workday)	Completed	04/15/2015
Fire - Salvage	Online Class (Pre-Workday)	Completed	04/09/2015
Excellence in Operations Management Boot Camp	Online Class (Pre-Workday)	Completed	03/25/2015
Employee Movement Tool EMT	Online Class (Pre-Workday)	Completed	03/05/2015
Employee Movement Tool EMT	Session (Pre-Workday)	Completed	03/05/2015
Remarkable Leadership	Session (Pre-Workday)	Completed	02/27/2015
Coaching in the Moment	Session (Pre-Workday)	Completed	02/23/2015
Leadership Reboarding Program	Session (Pre-Workday)	Completed	02/23/2015
The Ownership Spirit	Session (Pre-Workday)	Completed	02/22/2015
Contents Large Loss Scoping Methodology	Online Class (Pre-Workday)	Completed	02/11/2015
Handling Option OL, ID and Debris Removal Coverage	Online Class (Pre-Workday)	Completed	02/11/2015
Summary of Loss Job Aids	Material (Pre-Workday)	Completed	02/09/2015
Completing Quality File Notes	Online Class (Pre-Workday)	Completed	02/09/2015
Estimates and Claim Handling Resources for Fire Review	Online Class (Pre-Workday)	Completed	02/09/2015

Navigate Your Claims Intranet Resources	Online Class (Pre-Workday)	Completed	02/09/2015
Evaluating Loss of Rents	Session (Pre-Workday)	Completed	02/09/2015
ILR Information for the Fire Claim Handler	Online Class (Pre-Workday)	Completed	02/05/2015
Licensing Agreement for P and C Claims	Online Class (Pre-Workday)	Completed	02/05/2015
Key Leadership Behaviors	Online Class (Pre-Workday)	Completed	01/09/2015
2015 Code of Conduct	Online Class (Pre-Workday)	Completed	01/06/2015
Antitrust Compliance Training	Online Class (Pre-Workday)	Completed	12/02/2014
Leadership Dialog Sessions	Online Class (Pre-Workday)	Completed	10/28/2014
Managing Harassment Refresher 2014	Online Class (Pre-Workday)	Completed	10/22/2014
Reskill Agent through a Skill Group in CAR	Material (Pre-Workday)	Completed	09/15/2014
Process Ownership Foundational Training	Online Class (Pre-Workday)	Completed	09/05/2014
1 A Introduction to Positive Employee Relations	Online Class (Pre-Workday)	Completed	07/09/2014
1 B Positive Employee Relations	Online Class (Pre-Workday)	Completed	07/09/2014
1 C Recognize and Respond to Labor Relations Activity	Online Class (Pre-Workday)	Completed	07/09/2014
Information Security Awareness - Associates	Online Class (Pre-Workday)	Completed	07/09/2014
Water Mitigation Claim Handling Refresher	Material (Pre-Workday)	Completed	06/13/2014
Canada's Anti-Spam Legislation	Online Class (Pre-Workday)	Completed	05/12/2014
Information Retention Program Review Tool	Online Class (Pre-Workday)	Completed	04/14/2014
Auto - Fire - Cognos Reporting	Online Class (Pre-Workday)	Completed	02/26/2014
Excellence in Operating Management - EOM Overview	Online Class (Pre-Workday)	Completed	02/10/2014
Getting Ready for the Future - Tools That Can Help	Online Class (Pre-Workday)	Completed	02/10/2014
Introduction to Claims Operating Models	Online Class (Pre-Workday)	Completed	02/10/2014
2014 Code of Conduct - US Employees with Supervisory Responsibilities	Online Class (Pre-Workday)	Completed	01/09/2014
Compliance Exception Reporting	Online Class (Pre-Workday)	Completed	12/23/2013
Auto - Fire - Produce Claim File - Single Claim	Online Class (Pre-Workday)	Completed	12/10/2013
Workplace Violence Awareness - Management-Canada	Online Class (Pre-Workday)	Completed	10/01/2013
Wood Roof Damage	Material (Pre-Workday)	Completed	09/23/2013
All States (Except AK, CA, CT, WA, and WI) Managers and Employees Pay Policies Refresher	Online Class (Pre-Workday)	Completed	08/05/2013
Comprehensive Marketplace Leadership Discussion	Session (Pre-Workday)	Completed	07/09/2013
Coaching in the Moment	Session (Pre-Workday)	Completed	07/01/2013
Information Security Awareness - Associate	Online Class (Pre-Workday)	Completed	06/06/2013
Leading Teams with Emotional Intelligence	Session (Pre-Workday)	Completed	04/10/2013
Changing Dynamics	Online Class (Pre-Workday)	Completed	03/12/2013
2013 Independent Adjuster Fire Fee Schedule Virtual Classroom	Online Class (Pre-Workday)	Completed	02/18/2013
Change Management	Material (Pre-Workday)	Completed	02/15/2013

Understanding Our Business Curriculum Overview	Online Class (Pre-Workday)	Completed	02/15/2013
2013 Code of Conduct - US Employees with Supervisory Responsibilities	Online Class (Pre-Workday)	Completed	01/09/2013
Remarkable and You	Online Class (Pre-Workday)	Completed	01/04/2013
Execution Workshop	Session (Pre-Workday)	Completed	12/18/2012
Change Readiness Workshop	Material (Pre-Workday)	Completed	12/12/2012
Remarkable - Engaging Your Team Leadership	Online Class (Pre-Workday)	Completed	07/27/2012
Information Security Awareness - Associate	Online Class (Pre-Workday)	Completed	07/02/2012
Managing Harassment Refresher 2012	Online Class (Pre-Workday)	Completed	03/29/2012
UC 7942 and 7962 Phones	Online Class (Pre-Workday)	Completed	03/15/2012
NFIP - WYO Flood Policies, Procedures, and Coding Review	Online Class (Pre-Workday)	Completed	03/05/2012
Remarkable In Action	Online Class (Pre-Workday)	Completed	02/20/2012
2012 Code of Conduct - US Employees with Supervisory Responsibilities	Online Class (Pre-Workday)	Completed	01/23/2012
Hail Damage Awareness	Online Class (Pre-Workday)	Completed	01/09/2012
High Potential MG3 Development Group Experience	Online Class (Pre-Workday)	Completed	01/06/2012
Career Management	Material (Pre-Workday)	Completed	01/03/2012
Coaching	Material (Pre-Workday)	Completed	01/03/2012
Annual IRP Review Tool 2012 - Management	Online Class (Pre-Workday)	Completed	01/03/2012
Virtual Teams	Online Class (Pre-Workday)	Completed	01/03/2012
EOS: A Tool for Organizational Improvement	Online Class (Pre-Workday)	Completed	12/13/2011
Leading People	Material (Pre-Workday)	Completed	11/29/2011
The Remarkable Journey	Online Class (Pre-Workday)	Completed	11/21/2011
Completing an MCAR - Fire	Online Class (Pre-Workday)	Completed	11/15/2011
Leading and Communicating Change	Online Class (Pre-Workday)	Completed	10/22/2011
Leadership Shark Experience	Online Class (Pre-Workday)	Completed	10/11/2011
Amendatory Endorsement Training	Online Class (Pre-Workday)	Completed	10/06/2011
Antitrust Compliance Training	Online Class (Pre-Workday)	Completed	10/04/2011
Incredible Ethics	Online Class (Pre-Workday)	Completed	09/26/2011
Auto - Fire - Document Management Print Fax Copy and Bundle	Online Class (Pre-Workday)	Completed	09/21/2011
Auto - Fire - Document Management Search View and Manage Document Packages	Online Class (Pre-Workday)	Completed	09/21/2011
Auto - Fire - Investigative Resources Management and Auditing Search Export History	Online Class (Pre-Workday)	Completed	09/21/2011
Auto - Fire - Investigative Resources Management Frequency Search	Online Class (Pre-Workday)	Completed	09/21/2011

Auto - Fire - Investigative Resources Management SIU Claim Security	Online Class (Pre-Workday)	Completed	09/21/2011
Auto - Fire - Physical File	Online Class (Pre-Workday)	Completed	09/21/2011
Auto - Fire - Printing Batch Prints	Online Class (Pre-Workday)	Completed	09/21/2011
Auto - Fire - Printing Bundle Print and Fax	Online Class (Pre-Workday)	Completed	09/21/2011
Auto - Fire - Printing Claim File Print	Online Class (Pre-Workday)	Completed	09/21/2011
Auto - Fire - Reporting Reporting Tool Details	Online Class (Pre-Workday)	Completed	09/21/2011
Auto - Fire - Reporting Reporting Tool Overview	Online Class (Pre-Workday)	Completed	09/21/2011
Auto - Fire - Subrogation	Online Class (Pre-Workday)	Completed	09/21/2011
Auto/Fire - Financials Overview Check Log	Online Class (Pre-Workday)	Completed	09/21/2011
Auto/Fire - Handling Financials Manage Consolidated Payments	Online Class (Pre-Workday)	Completed	09/21/2011
Fire - Claim Handling Workflow Scenario 1	Online Class (Pre-Workday)	Completed	09/21/2011
Fire - Claim Handling Workflow Scenario 2	Online Class (Pre-Workday)	Completed	09/21/2011
Fire - Claim Handling Workflow Scenario 3	Online Class (Pre-Workday)	Completed	09/21/2011
Fire - Financials Overview Cause of Loss	Online Class (Pre-Workday)	Completed	09/21/2011
Fire - Financials Overview Financial Log Search	Online Class (Pre-Workday)	Completed	09/21/2011
Fire - Handling Financials Cause of Loss	Online Class (Pre-Workday)	Completed	09/21/2011
Fire - Handling Financials Move Payments	Online Class (Pre-Workday)	Completed	09/21/2011
Fire - Handling Financials Recurring Payments	Online Class (Pre-Workday)	Completed	09/21/2011
Fire - Investigative Resources Management Mobile Off Road Equipment	Online Class (Pre-Workday)	Completed	09/21/2011
Fire - Investigative Resources Management View AMR	Online Class (Pre-Workday)	Completed	09/21/2011
Fire - Investigative Resources Management View ISO Information	Online Class (Pre-Workday)	Completed	09/21/2011
Fire - Investigative Resources Management Watercraft	Online Class (Pre-Workday)	Completed	09/21/2011
Fire - Salvage	Online Class (Pre-Workday)	Completed	09/21/2011
Fire - Tracking Impaired Product Program TIPP	Online Class (Pre-Workday)	Completed	09/21/2011
Auto - Fire - Claim Groups	Online Class (Pre-Workday)	Completed	09/20/2011
Auto - Fire - Out of Office Notification	Online Class (Pre-Workday)	Completed	09/20/2011
Auto - Fire - Third Party Associate Register TPAR Non-Estimatics	Online Class (Pre-Workday)	Completed	09/20/2011
Fire - Document Management Search View and Manage Documents	Online Class (Pre-Workday)	Completed	09/20/2011
Fire - ECS Experience A Taste of ECS Fire Preview 2	Online Class (Pre-Workday)	Completed	09/20/2011
Fire - ECS Management Essentials Org Entity Details Manage Performer	Online Class (Pre-Workday)	Completed	09/20/2011
Fire - Policy Manage Policy	Online Class (Pre-Workday)	Completed	09/20/2011
Fire - Policy Overview	Online Class (Pre-Workday)	Completed	09/20/2011
Fire - SFPS Online	Online Class (Pre-Workday)	Completed	09/20/2011

Fire - SFPSP: Manage Bill	Online Class (Pre-Workday)	Completed	09/20/2011
Fire - SFPSP: Material Purchases Report	Online Class (Pre-Workday)	Completed	09/20/2011
Fire - Vehicle Handling Manage Vehicle Information	Online Class (Pre-Workday)	Completed	09/20/2011
Fire- Replacement Program Manage SFRS Bill	Online Class (Pre-Workday)	Completed	09/20/2011
Fire- Replacement Program Overview	Online Class (Pre-Workday)	Completed	09/20/2011
US - Auto - Fire - Participant and Claim Contacts Manage EFT Information	Online Class (Pre-Workday)	Completed	09/20/2011
The Ever Changing Customer Experience	Online Class (Pre-Workday)	Completed	09/15/2011
Fire - Claim Folder Essentials Navigation	Online Class (Pre-Workday)	Completed	09/12/2011
Fire - Claim Folder Essentials Overview	Online Class (Pre-Workday)	Completed	09/12/2011
Fire - ECS Daily Essentials Claim Search	Online Class (Pre-Workday)	Completed	09/12/2011
Fire - ECS Daily Essentials Navigation	Online Class (Pre-Workday)	Completed	09/12/2011
Fire - ECS Daily Essentials Online Help	Online Class (Pre-Workday)	Completed	09/12/2011
Fire - ECS Experience: A Taste of ECS Fire Preview 1	Online Class (Pre-Workday)	Completed	09/12/2011
Managing Relationships to Ensure A Remarkable Customer Experience	Online Class (Pre-Workday)	Completed	09/07/2011
Pay Policies Refresher Training for Mgrs & Empl-U.S.-All Other States (Except AK, CA, CT, WA, & WI)	Online Class (Pre-Workday)	Completed	08/25/2011
Ethics to a T - Trust & Truth	Online Class (Pre-Workday)	Completed	08/23/2011
Budget/Salary Estimate Training	Online Class (Pre-Workday)	Completed	07/08/2011
Xactimate 27.3	Online Class (Pre-Workday)	Completed	06/20/2011
2011 Information Security Awareness - Associate	Online Class (Pre-Workday)	Completed	06/15/2011
Excellence in Operations Management Overview - Managing Process Quality	Online Class (Pre-Workday)	Completed	05/15/2011
Excellence in Operations Management - Managing Process Productivity	Online Class (Pre-Workday)	Completed	05/13/2011
Excellence in Operations Management Overview - Introduction	Online Class (Pre-Workday)	Completed	05/13/2011
Excellence in Operations Management Overview - Managing Process Expense	Online Class (Pre-Workday)	Completed	05/13/2011
Workplace Violence Awareness - Management-Canada	Online Class (Pre-Workday)	Completed	04/25/2011
Leading Change	Online Class (Pre-Workday)	Completed	04/15/2011
LOMA307 - Bus and Fin Con for Prof	Online Class (Pre-Workday)	Completed	03/25/2011
LOMA320 - Insurance Marketing	Online Class (Pre-Workday)	Completed	03/24/2011
Auto - Fire - Handling Financials Sight Draft	Online Class (Pre-Workday)	Completed	03/17/2011
Auto - Fire - Handling Financials Sight Draft	Online Class (Pre-Workday)	Completed	03/17/2011
Auto - Handling Financials Create Payments	Online Class (Pre-Workday)	Completed	03/17/2011
Auto - Handling Financials Record Payments	Online Class (Pre-Workday)	Completed	03/17/2011

Fire - Handling Financials Create Payments	Online Class (Pre-Workday)	Completed	03/17/2011
Fire - Handling Financials Record Payments	Online Class (Pre-Workday)	Completed	03/17/2011
DMAIC for Teams	Online Class (Pre-Workday)	Completed	03/14/2011
Effectively Writing Significant Business Results-Canada	Session (Pre-Workday)	Completed	03/11/2011
Introduction to Lean	Online Class (Pre-Workday)	Completed	03/10/2011
The Eight Types of Waste	Online Class (Pre-Workday)	Completed	03/10/2011
2011 Code of Conduct - Employees with Supervisory Responsibilities	Online Class (Pre-Workday)	Completed	01/18/2011
Annual IRP Review Tool 2011 - Management	Online Class (Pre-Workday)	Completed	01/06/2011
Managing Harassment Refresher 2010	Online Class (Pre-Workday)	Completed	12/13/2010
Auto - Automatic Assignment: Auto Estimatics Hub	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Automatic Assignment: Auto Estimatics Individual	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Automatic Assignment: Auto Regular	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Claim Folder Essentials Navigation	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Claim Folder Essentials Overview	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - ECS Daily Essentials Claim Search	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - ECS Daily Essentials Navigation	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - ECS Daily Essentials Online Help	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - ECS Experience: A Taste of ECS Scenario I	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - ECS Experience: A Taste of ECS Scenario II	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - ECS Management Essentials Manage Confidentiality	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - ECS Management Essentials Org Entity Details Manage Performer	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Financials Overview Cause of Loss	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Financials Overview Financial Log Search	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Automatic Assignment Navigate Org to Manage Assignment Profiles	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Automatic Assignment Subrogation	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - ECS Daily Essentials Log On and Desktop	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - ECS Daily Essentials Manage Alerts	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - ECS Management Essentials Steward Functionality Overview	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Entity Scheduler	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - File Notes ECS File Notes Templates	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - File Notes File History	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - File Notes Manage File Notes	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - File Notes Task Notes	Online Class (Pre-Workday)	Completed	09/10/2010

Auto - Fire - Financials Overview Bulk Search	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Forms and Correspondence Search and Complete Letters and Forms	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Handling Financials Authority	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Introduction to ECS Role-Based Training and Assessments	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Manage Liability	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Manage Performer Overview	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Org Non-Steward Search and View Org Entity	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Org Non-Steward View Org Entity Information	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Participant and Claim Contacts Create a Participant from within a Claim	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Participant and Claim Contacts Create a Participant from within a Claim	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Participant and Claim Contacts Manage Contact Information	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Participant and Claim Contacts Manage Participant Associations	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Participant and Claim Contacts Manage Participant Details	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Participant and Claim Contacts Overview	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Printing Default Printer	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Printing Print Options	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Reporting Task Reporting Tool	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Security Access a Security Profile	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Security Lock / Unlock Account	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Security Manage Individual Security Profile	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Security View Security History	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Tasks Task Management	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Tasks Task Overview	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Fire - Tasks Task Totals	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Handling Financials Cause of Loss	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Handling Financials: Payments	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Investigative Resources Management Manage ISO Information	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Medical Bill Handling Overview Review Bill Details Non-IBT	Online Class (Pre-Workday)	Completed	09/10/2010

Auto - Policy Overview	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Rental Bills Manage a Rental Bill	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Rental Bills Navigation	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Rental Reservations	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Subrogation CRASH Inquiry	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Vehicle and Estimate Handling Handle Estimate Assignments	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Vehicle and Estimate Handling Manage Vehicle Information	Online Class (Pre-Workday)	Completed	09/10/2010
Auto - Vehicle and Estimate Handling Search for Estimating ID	Online Class (Pre-Workday)	Completed	09/10/2010
Auto/Fire - Forms and Correspondence Modify a Package	Online Class (Pre-Workday)	Completed	09/10/2010
Auto/Fire - Handling Financials Suit/ADR	Online Class (Pre-Workday)	Completed	09/10/2010
Auto/Fire - Introduction to ECS: Welcome to ECS	Online Class (Pre-Workday)	Completed	09/10/2010
Auto/Fire - Miscellaneous Bills Manage Miscellaneous Bills	Online Class (Pre-Workday)	Completed	09/10/2010
US - Auto - Medical Bill Handling Overview Review Invoice Bill Tracker IBT	Online Class (Pre-Workday)	Completed	09/10/2010
2010 Information Security Awareness-Management and Associates with Supervisor	Online Class (Pre-Workday)	Completed	07/26/2010
Harassment vs Respect	Online Class (Pre-Workday)	Completed	06/14/2010
ECS - Beyond the Click Training	Online Class (Pre-Workday)	Completed	05/17/2010
Auto - File Notes	Online Class (Pre-Workday)	Completed	05/13/2010
Auto - Forms and Correspondence	Online Class (Pre-Workday)	Completed	05/13/2010
Hail Training Module 1 - The Basics	Online Class (Pre-Workday)	Completed	05/12/2010
Auto - ECS Daily Essentials	Online Class (Pre-Workday)	Completed	05/06/2010
Auto - ECS Daily Essentials	Online Class (Pre-Workday)	Completed	05/04/2010
Auto - ECS Experience: A Taste of ECS Scenario I	Online Class (Pre-Workday)	Completed	05/04/2010
Auto - ECS Experience: A Taste of ECS Scenario II	Online Class (Pre-Workday)	Completed	05/04/2010
Auto - ECS Knowledge Check - Property Damage - Claim Team Manager/CSSS	Online Class (Pre-Workday)	Completed	05/04/2010
Auto - Entity Scheduler	Online Class (Pre-Workday)	Completed	05/04/2010
Auto - Estimate Bills	Online Class (Pre-Workday)	Completed	05/04/2010
Auto - File Notes - Template Administrators	Online Class (Pre-Workday)	Completed	05/04/2010
Auto - Financials Overview	Online Class (Pre-Workday)	Completed	05/04/2010
Auto - Forms and Correspondence	Online Class (Pre-Workday)	Completed	05/04/2010
Auto - Handling Financials I - Consolidated Claims (excluding CSAs and Section Managers)	Online Class (Pre-Workday)	Completed	05/04/2010
Auto - Introduction to ECS	Online Class (Pre-Workday)	Completed	05/04/2010

Auto - Investigative Resources Management - Non- SIU	Online Class (Pre-Workday)	Completed	05/04/2010
Auto - Manage Liability	Online Class (Pre-Workday)	Completed	05/04/2010
Auto - Medical Bill Handling Overview - Claims Non-Medical	Online Class (Pre-Workday)	Completed	05/04/2010
Auto - Miscellaneous Bills	Online Class (Pre-Workday)	Completed	05/04/2010
Auto - Org Non-Steward	Online Class (Pre-Workday)	Completed	05/04/2010
Auto - Performer and Task Management	Online Class (Pre-Workday)	Completed	05/04/2010
Auto - Printing	Online Class (Pre-Workday)	Completed	05/04/2010
Auto - Rental Bills	Online Class (Pre-Workday)	Completed	05/04/2010
Auto - Reporting	Online Class (Pre-Workday)	Completed	05/04/2010
Auto - Subrogation - Non Subrogation	Online Class (Pre-Workday)	Completed	05/04/2010
Auto - ECS Daily Essentials	Online Class (Pre-Workday)	Completed	05/03/2010
Auto - ECS Experience: A Taste of ECS Scenario II	Online Class (Pre-Workday)	Completed	05/03/2010
Auto - File Notes - Template Administrators	Online Class (Pre-Workday)	Completed	05/03/2010
Auto - Financials Overview	Online Class (Pre-Workday)	Completed	05/03/2010
Auto - Forms and Correspondence	Online Class (Pre-Workday)	Completed	05/03/2010
Auto - Manage Liability	Online Class (Pre-Workday)	Completed	05/03/2010
Auto - Participant and Claim Contacts	Online Class (Pre-Workday)	Completed	05/03/2010
Auto - Vehicle and Estimate Handling I - BI/PD Claims (excluding CSAs and Section Managers)	Online Class (Pre-Workday)	Completed	05/03/2010
CPCUMAT CPCU Matriculation	Online Class (Pre-Workday)	Completed	04/28/2010
TACMAT - The American College Matriculation	Online Class (Pre-Workday)	Completed	04/28/2010
Auto Claim Representative School - Policy and PD	Online Class (Pre-Workday)	Completed	04/23/2010
Auto - Automatic Assignment Overview - Claim Management (excluding Subrogation and Estimatics)	Online Class (Pre-Workday)	Completed	04/06/2010
Auto - ECS Management Essentials	Online Class (Pre-Workday)	Completed	04/06/2010
Auto - ECS Management Essentials - Claim Team Managers/CSSS	Online Class (Pre-Workday)	Completed	04/06/2010
Auto - Entity Scheduler	Online Class (Pre-Workday)	Completed	04/06/2010
Auto - Performer and Task Management	Online Class (Pre-Workday)	Completed	04/06/2010
Auto - Policy	Online Class (Pre-Workday)	Completed	04/06/2010
Auto - Claim Folder Essentials	Online Class (Pre-Workday)	Completed	04/05/2010
Auto - ECS Experience: A Taste of ECS Scenario I	Online Class (Pre-Workday)	Completed	04/05/2010
Auto - Org Non-Steward	Online Class (Pre-Workday)	Completed	04/05/2010
Auto - Security	Online Class (Pre-Workday)	Completed	04/05/2010
Auto - ECS Daily Essentials	Online Class (Pre-Workday)	Completed	04/04/2010
Auto - ECS Experience: A Taste of ECS Scenario I	Online Class (Pre-Workday)	Completed	04/04/2010
Auto - Introduction to ECS	Online Class (Pre-Workday)	Completed	04/02/2010

Introduction to Coverage Questions	Online Class (Pre-Workday)	Completed	03/16/2010
Managing Harassment Refresher 2010	Online Class (Pre-Workday)	Completed	03/11/2010
2010 Code of Conduct-Employees with Supervisory Responsibilities	Online Class (Pre-Workday)	Completed	01/27/2010
Owning Your Message	Online Class (Pre-Workday)	Completed	01/13/2010
Annual IRP Review Tool 2010	Online Class (Pre-Workday)	Completed	01/12/2010
Analytics - ECS	Online Class (Pre-Workday)	Completed	12/18/2009
Bill Management (Non-Medical) - ECS	Online Class (Pre-Workday)	Completed	12/18/2009
File Notes & File History - ECS	Online Class (Pre-Workday)	Completed	12/18/2009
Financials - ECS	Online Class (Pre-Workday)	Completed	12/18/2009
Forms & Correspondence - ECS	Online Class (Pre-Workday)	Completed	12/18/2009
Implementation & Conversion - ECS	Online Class (Pre-Workday)	Completed	12/18/2009
Investigative Resources - ECS	Online Class (Pre-Workday)	Completed	12/18/2009
Training - ECS	Online Class (Pre-Workday)	Completed	12/18/2009
Auto Estimatics - ECS	Online Class (Pre-Workday)	Completed	12/11/2009
Automatic Assignment - ECS	Online Class (Pre-Workday)	Completed	12/11/2009
Business Rules - ECS	Online Class (Pre-Workday)	Completed	12/11/2009
Document Management - ECS	Online Class (Pre-Workday)	Completed	12/11/2009
ECS Basics	Online Class (Pre-Workday)	Completed	12/11/2009
ECS Security	Online Class (Pre-Workday)	Completed	12/11/2009
Intro to Enterprise Claims System (ECS)	Online Class (Pre-Workday)	Completed	12/11/2009
Org - ECS Presentation	Online Class (Pre-Workday)	Completed	12/11/2009
Task Assistant - ECS	Online Class (Pre-Workday)	Completed	12/11/2009
Crucial Conversations	Material (Pre-Workday)	Completed	11/12/2009
EOS: A Tool for Organizational Improvement	Online Class (Pre-Workday)	Completed	11/06/2009
Essential Skills for Incoming Call Center Mgmt	Material (Pre-Workday)	Completed	11/04/2009
Ethics and Compliance	Online Class (Pre-Workday)	Completed	10/14/2009
Prior Damage Training	Online Class (Pre-Workday)	Completed	10/07/2009
Fire - Theory of Liability	Online Class (Pre-Workday)	Completed	10/01/2009
Fire - Theory of Liability	Online Class (Pre-Workday)	Completed	09/14/2009
Disputed Liability	Online Class (Pre-Workday)	Completed	08/26/2009
Communicate to GROW: Business & Financial Acumen I	Online Class (Pre-Workday)	Completed	08/24/2009
Salvage Handling Overview	Online Class (Pre-Workday)	Completed	08/17/2009
Business and Financial Acumen Survey I	Online Class (Pre-Workday)	Completed	07/20/2009
Business and Financial Acumen Survey II	Online Class (Pre-Workday)	Completed	07/18/2009
2009-2010 Information Security Awareness-Management and Associates with Supervisory Responsibility	Online Class (Pre-Workday)	Completed	06/22/2009

Auto Claim Representative Comprehensive Exam II	Online Class (Pre-Workday)	Completed	06/22/2009
LDRPS Enterprise Business Continuity Planning	Online Class (Pre-Workday)	Completed	06/22/2009
Car Policy (9800A) Training	Online Class (Pre-Workday)	Completed	06/16/2009
Auto Claim Representative Comprehensive Exam I	Online Class (Pre-Workday)	Completed	06/04/2009
Secure Messaging	Online Class (Pre-Workday)	Completed	05/20/2009
Information Retention Program Education Course	Online Class (Pre-Workday)	Completed	02/23/2009
2009 Code of Conduct - Employees with Supervisory Responsibilities	Online Class (Pre-Workday)	Completed	01/16/2009
Achieving Results Through Employee Engagement	Online Class (Pre-Workday)	Completed	01/07/2009
Microsoft Outlook 2007 New Features	Online Class (Pre-Workday)	Completed	12/01/2008
Surviving an Active Shooter in the Workplace	Online Class (Pre-Workday)	Completed	11/10/2008
Workplace Violence Awareness - Claims	Online Class (Pre-Workday)	Completed	11/10/2008
OG 70-96	Online Class (Pre-Workday)	Completed	10/09/2008
Personalized Customer Care - Living About State Farm	Online Class (Pre-Workday)	Completed	08/28/2008
Central Zone Fire Claims Leadership Technical Training 2008	Online Class (Pre-Workday)	Completed	08/21/2008
Managing Harassment Refresher	Online Class (Pre-Workday)	Completed	05/24/2008
Authorized Records Review 2008	Online Class (Pre-Workday)	Completed	02/25/2008
Fire Electronic Estimatic and Claim Handling Practices	Online Class (Pre-Workday)	Completed	02/21/2008
Code of Conduct Current Employee 2008	Online Class (Pre-Workday)	Completed	02/15/2008
PSP Training for FCC	Online Class (Pre-Workday)	Completed	01/24/2008
Send to Subrogation Template Training	Online Class (Pre-Workday)	Completed	01/24/2008
2008 Information Security Awareness Management and Associates with Supervisory Responsibility	Online Class (Pre-Workday)	Completed	01/23/2008
Claims Management CentreVu Training	Online Class (Pre-Workday)	Completed	11/14/2007
Workplace Violence Awareness - Management-Canada	Online Class (Pre-Workday)	Completed	11/07/2007
XM 25 Training	Online Class (Pre-Workday)	Completed	05/21/2007
Fire Claims Construction Scheduling	Online Class (Pre-Workday)	Completed	03/14/2007
2007 Authorized Records Review	Online Class (Pre-Workday)	Completed	02/22/2007
2007 Code Of Conduct - Employees with Supervisory Responsibilities	Online Class (Pre-Workday)	Completed	02/19/2007
2007 Information Security Awareness - Management/Associates with Supervisory Responsibilities	Online Class (Pre-Workday)	Completed	02/19/2007
Management Basics: Preventing Harassment	Online Class (Pre-Workday)	Completed	01/15/2007
Management Basics: Employment Law	Online Class (Pre-Workday)	Completed	11/01/2006
Promoting Safety And Security In The Workplace	Online Class (Pre-Workday)	Completed	11/01/2006
2006 Information Security Awareness Refresher Training	Online Class (Pre-Workday)	Completed	04/06/2006

2006 Code Of Conduct: Employees with Supervisory Responsibilities	Online Class (Pre-Workday)	Completed	01/10/2006
Zone Development Leaders- ZDL	Online Class (Pre-Workday)	Completed	12/31/2005
LDRPS Continuity Planning Training (Classroom)	Online Class (Pre-Workday)	Completed	11/08/2005
Restorative Structural Drying	Online Class (Pre-Workday)	Completed	04/16/2005
Send to Subrogation Template Training - Fire	Online Class (Pre-Workday)	Completed	03/28/2005
2005 Information Security Awareness Refresher Training	Online Class (Pre-Workday)	Completed	03/23/2005
2005 Code of Conduct Annual Review - U.S.	Online Class (Pre-Workday)	Completed	01/07/2005
Zone Development Leaders- ZDL	Online Class (Pre-Workday)	Completed	12/31/2004
Managing Performance Problems Program	Material (Pre-Workday)	Completed	10/14/2004
Defensive Driving	Online Class (Pre-Workday)	Completed	06/15/2004
Your Voice in Government Pac NW	Online Class (Pre-Workday)	Completed	05/13/2004
2004 Code of Conduct Annual Review - U.S.	Online Class (Pre-Workday)	Completed	04/16/2004
LINKAGE LEADERSHIP SERIES- MICHAEL ABRASHAFF	Online Class (Pre-Workday)	Completed	03/16/2004
Coaching Clinic	Material (Pre-Workday)	Completed	03/10/2004
2004 Information Security Awareness Training	Online Class (Pre-Workday)	Completed	01/19/2004
Zone Development Leaders- ZDL	Online Class (Pre-Workday)	Completed	12/31/2003
Estimate Review, Comparision & Reconciliaton	Online Class (Pre-Workday)	Completed	12/29/2003
Myers-Briggs Personality Profile	Online Class (Pre-Workday)	Completed	12/04/2003
Myers-Briggs Type Indicator-Canada	Material (Pre-Workday)	Completed	11/05/2003
Change Education Leadership Workshop I	Online Class (Pre-Workday)	Completed	10/14/2003
Commercial Business Interruption Course	Online Class (Pre-Workday)	Completed	10/03/2003
Glad I Could Help	Online Class (Pre-Workday)	Completed	09/24/2003
Introduction to IDPs	Online Class (Pre-Workday)	Completed	09/24/2003
IDL: Executive Edge	Online Class (Pre-Workday)	Completed	06/03/2003
Linkage Leadership IDL: Rudolph Guiliani	Online Class (Pre-Workday)	Completed	03/20/2003
Enterprise Customer Relationship Management	Online Class (Pre-Workday)	Completed	03/19/2003
2003 Ethics Annual Review - U.S.	Online Class (Pre-Workday)	Completed	03/17/2003
2003 Information Security Awareness Training	Online Class (Pre-Workday)	Completed	03/17/2003
Office Ergonomics - Web-Based	Online Class (Pre-Workday)	Completed	01/21/2003
2002 Advanced Leadership Series Completion	Online Class (Pre-Workday)	Completed	12/24/2002
Linkage Leadership IDL-John Kotter on Leading Change	Online Class (Pre-Workday)	Completed	12/10/2002
Exec Dev - Living Leadership	Online Class (Pre-Workday)	Completed	11/13/2002
Living Leadership: The New Future	Online Class (Pre-Workday)	Completed	11/13/2002
Xactimate 2000	Online Class (Pre-Workday)	Completed	11/08/2002
Soft Tissue Injury Training	Online Class (Pre-Workday)	Completed	10/22/2002
eRFP for Approvers	Online Class (Pre-Workday)	Completed	08/12/2002

Phase II Training Management	Online Class (Pre-Workday)	Completed	07/25/2002
2002 Information Security Awareness Training	Online Class (Pre-Workday)	Completed	03/12/2002
Promoting Safety And Security In The Workplace	Online Class (Pre-Workday)	Completed	03/07/2002
Back Training	Online Class (Pre-Workday)	Completed	02/15/2002
Ethics: making Sound Choices Annual Review 2002	Online Class (Pre-Workday)	Completed	01/31/2002
2001 Advanced Leadership Series Completion	Online Class (Pre-Workday)	Completed	12/11/2001
CSS: Maintaining the Lifetime Customer-Canada	Material (Pre-Workday)	Completed	07/31/2001
Leadership Workshop	Online Class (Pre-Workday)	Completed	07/26/2001
Developing Others	Online Class (Pre-Workday)	Completed	07/12/2001
Management Basics: Coaching Guide	Online Class (Pre-Workday)	Completed	07/12/2001
Management Basics: Structured Interviewing Guide	Online Class (Pre-Workday)	Completed	07/12/2001
Management Basics: Performance Results Guide	Online Class (Pre-Workday)	Completed	07/12/2001
Mgmt. Basics: Perform. & Rewards: Salary Admin.	Online Class (Pre-Workday)	Completed	07/12/2001
Introduction to Management: Day in the Life	Online Class (Pre-Workday)	Completed	07/07/2001
Introduction to Management: Getting Started	Online Class (Pre-Workday)	Completed	07/07/2001
Introduction to Management: Making Decision	Online Class (Pre-Workday)	Completed	07/07/2001
Management Basics: Orientation to Labor Relations	Online Class (Pre-Workday)	Completed	07/07/2001
Management Basics: Performance Management	Online Class (Pre-Workday)	Completed	07/07/2001
Ethics Refresher 2001	Online Class (Pre-Workday)	Completed	04/30/2001
Management Basics: Performance Management	Online Class (Pre-Workday)	Completed	04/10/2001
About Our Business	Online Class (Pre-Workday)	Completed	04/03/2001
CSS - Approaching the Difficult Customer-Canada	Material (Pre-Workday)	Completed	03/29/2001
Hand Safety	Online Class (Pre-Workday)	Completed	01/30/2001
Diversity Awareness 3 Day Workshop	Online Class (Pre-Workday)	Completed	01/25/2001
LEADERSHIP DEVELOPMENT - NEW SUPERVISORS SERIES-9ET8000	Curriculum (Pre-Workday)	Completed	01/01/2001
Records Management Education Course	Online Class (Pre-Workday)	Completed	12/26/2000
Respiratory Protection	Online Class (Pre-Workday)	Completed	12/21/2000
Hazard Communication (HazCom)	Online Class (Pre-Workday)	Completed	12/18/2000
Personal Protective Equipment	Online Class (Pre-Workday)	Completed	12/18/2000
Information Security Awareness Workshop	Online Class (Pre-Workday)	Completed	12/15/2000
Hazard Communication (HazCom)	Online Class (Pre-Workday)	Completed	11/30/2000
Leadership Assessment	Online Class (Pre-Workday)	Completed	10/19/2000
Mentor Training	Online Class (Pre-Workday)	Completed	10/09/2000
Back Training	Online Class (Pre-Workday)	Completed	09/16/2000
Emergency Procedure Manual Training	Online Class (Pre-Workday)	Completed	09/16/2000
Fire Safety Awareness	Online Class (Pre-Workday)	Completed	09/16/2000

Slips, Trips, and Falls	Online Class (Pre-Workday)	Completed	09/16/2000
Advanced Leadership Series	Online Class (Pre-Workday)	Completed	08/29/2000
PCLA - Property Claims Law Associate	Online Class (Pre-Workday)	Completed	07/31/2000
Fire Claim Management Course	Online Class (Pre-Workday)	Completed	07/21/2000
Ethics: Refresher 2000	Online Class (Pre-Workday)	Completed	07/20/2000
Fire CMC Series-Leadership Principles Segment	Online Class (Pre-Workday)	Completed	07/13/2000
Knee Injuries	Online Class (Pre-Workday)	Completed	06/09/2000
Fire Estimatics Management Course	Online Class (Pre-Workday)	Completed	04/14/2000
Life Professional Underwriter School	Online Class (Pre-Workday)	Completed	04/07/2000
Disc Injuries	Online Class (Pre-Workday)	Completed	02/02/2000
Management Basics: Performance Management	Online Class (Pre-Workday)	Completed	01/17/2000