INSTRUCTOR GUIDE

Financial Education Curriculum

Insurance for a Small Business

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DISCLAIMER

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Getting Started

Use this guide to help teach this training in an informative, engaging, and effective manner.

You can customize the information in *Insurance for a Small Business* to meet the needs of your audience. However, it is usually a good idea to include:

- **Introductions**. Allows you to "break the ice," create active instructor-participant dialogue, and set the tone for the session.
- **Agenda and Ground Rules**. Helps participants understand how the training will be conducted.
- **Expectations**. Gives participants the opportunity to tell you what they expect to learn from the training.
- **Objectives**. Helps participants place the information to be learned in the proper context and ensures that the content is consistent with their expectations.
- **Explanation of Participant Guide Format and Contents**. Serves to keep participants on track with the presentation.
- **What Do You Know? Form and/or Pre-Test**. Helps you and training participants to determine what they already know or do not know so you can customize the presentation accordingly.
- **Discussion Points**. Helps participants to reinforce learning.
- **What Do You Know? Form and/or Post-Test**. Helps you and training participants to gauge how well participants have learned the presentation content, giving you an indication of what content to review, if any, and what additional materials participants may want to review on their own.

Icons Guide

The following icons may be used throughout this instructor guide to indicate an activity type.

Presentation

Present information or demonstrate an idea.

Review

Refer participants to and summarize material provided in the Participant Guide.

Discussion

Facilitate a discussion about a topic as directed.

Assessment

Direct participants to take a short test.

Ask a Question

Present a problem or question for discussion.

Training Overview

Purpose

The *Insurance for a Small Business* module provides an overview of how small businesses can manage risk through insurance, as well as highlight the circumstances when insurance may be required by law.

Objectives

After completing this module, the participants will be able to:

- Identify the types of insurance required by a small business
- Identify other types of insurance a small business should consider
- Explain why insurance is important for a small business

Presentation Time

Each topic has an approximate completion time. Use the suggested times to personalize the module based on your participants' needs and the given time period. Allow extra time for activities and questions when teaching larger groups.

Materials and Equipment

The materials and equipment needed to present this module are:

- Instructor Guide
- Participant Guide
- PowerPoint slides (FDIC_SBA_INSURANCE.pptx)
- Audiovisual equipment (such as a computer with Microsoft Office PowerPoint, overhead projector, and microphone, if appropriate)

Training Discussion Points

- Discussion Point #1: Work-specific Insurance
- Discussion Point #2: Required Insurance
- Discussion Point #3: "Key Person" Policy

Instructor Notes	Presentation

5 minutes

Slide 2

Welcome

Welcome to the *Insurance for a Small Business*. By taking this training, you are taking an important step toward building a better business.

Agenda

We will discuss concepts, do group and individual activities, and have time for your questions. There will be at least one 10-minute break during the class.

Ground Rules

If you have experience or knowledge in some aspect of the material, please share your ideas with the class. One of the best ways to learn is from each other. You might be aware of some method that has worked well for you or some pitfall to avoid. Your class contribution will enhance the learning experience.

If something is not clear, please ask questions!

Introductions

Introduce yourself and share a little of your background and experience.

Record participants' expectations, questions, and concerns on chart paper. If there is anything you will not teach, tell participants where the information can be obtained. Check off their responses at the end of the training to show expectations were met.

Before we get started, I will share a little about myself and I would like to know a little bit about you. As you introduce yourself, state:

- Your expectations
- Questions and/or concerns about the training content

Participant Materials

Review Participant Guide contents and organization with participants.

Each of you has a copy of the *Insurance for a Small Business Participant Guide*. It contains information and discussion points to help you learn the material.

What questions do you have about the training overview?

Instructor Notes	Presentation

Objectives

Slide 3

After completing this module, you will be able to:

- Identify the types of insurance which are required by a small business.
- Identify other types of insurance that a small business should consider.
- Explain why insurance is important for a small business.

10 Minutes

Slide 4

Use the What Do You Know? form and/or the Pre-Test to gauge participants' prior knowledge of the content and customize your presentation, focusing on content with which they are least familiar.

What Do You Know?

Before we begin, let's determine what you know about banking services for a small business.

[*If using the What Do You Know? Form*]
The What Do You Know? form on page 4 of your participant guide lets you compare how much you know before the training and how much you learned after the training. Please take a few minutes now to complete the "Before Training" column. Which statements did you answer with "Disagree" or "Strongly Disagree?" **[*Note: If time is limited, make sure you cover these content areas.*]** We will complete the second column when we finish the training.

[*If using the Pre-Test*]
Take a few minutes to complete the Pre-Test beginning on page 5 of your participant guide. Which questions were you unsure of or were unable to answer? **[*Note: If time is limited, make sure you cover these content areas.*]**

As we progress through the training, you will find out if you answered each question correctly.

What Do You Know?
Insurance for a Small Business

Instructor: _____ Date: _____

This form will allow you and your instructor to find out what you know about insurance, both before and after the training. Please read each statement below. Circle the number that shows how much you agree with each statement.

	Before Training				**After** Training			
I can:	Strongly Disagree	Disagree	Agree	Strongly Agree	Strongly Disagree	Disagree	Agree	Strongly Agree
1. I can identify the types of insurance required by a small business	1	2	3	4	1	2	3	4
2. I can identify other types of insurance a small business should consider	1	2	3	4	1	2	3	4
3. I can explain why insurance is important for a small business	1	2	3	4	1	2	3	4

Pre-Test

Test your knowledge of insurance before you start the course.

1. **Why is it important to have insurance? Select all that apply.**
   - **a. Helps to manage the risks involved in running a business**
   - **b. Some insurance is required by law or regulation**
   - **c. Can protect a business from loss-of-income**
   - d. It's a tool for planning to reach new markets

2. **Liability laws _____. For this reason it is important to _____.**
   - a. Can be difficult to understand … consider purchasing surety bonds
   - b. Hardly ever change … consider purchasing surety bonds
   - **c. Can change … stay informed**
   - d. Can change … purchase flood insurance

3. **Traditional homeowner's insurance may *not* cover damage caused by a home-based business.**
   - **a. True**
   - b. False

4. **When selecting insurance which of the following questions is important to consider?**
   - a. What's *not* covered by the insurance?
   - b. Does the insurance provide for growth of the business?
   - c. Does the risk of loss justify the cost of the insurance?
   - d. Both a. and c.
   - **e. All three**: **a., b. and c.**

5. **When selecting an insurance company and agent, which of the following is important to consider?**
   - a. Size of the agency
   - b. Reviews in magazines, journals and blogs
   - c. Time of year (1st quarter vs. 3rd quarter)
   - d. Both b. and c.
   - **e. Both a. and b.**

6. **Typically, complaints about insurance (e.g., claim was not paid) are filed with which of the following?**
   - **a. State insurance department or commissioner**
   - b. Internal Revenue Service (IRS)
   - c. Federal Department of Insurance Regulation (FDIR)
   - d. Federal Deposit Insurance Corporation (FDIC)

7. **Unemployment insurance is optional for businesses with fewer than 10 employees.**
   - a. True
   - **b. False**

8. The maximum amount your insurer will pay if you have a valid policy claim is called the _____.

a. Term
b. Deductible
c. Coverage
d. Cash flow

Instructor Notes	Presentation

15 minutes

Slide 5

Insurance for a Small Business

We will cover the six key areas listed in this outline.

Slide 6

Insurance Your Business May Require

An insurance guide is often available through your state government's web site. You should also contact your state, county, and city with questions regarding obligations you may have to purchase insurance. States may provide guidelines on insurance company program requirements for small businesses (usually defined as those with 2 to 50 employees). State guidelines may also describe requirements for a *small business* itself—to provide employees with the opportunity to participate in health insurance programs, for example. Federal laws may be reflected in state laws, but it is advisable to review laws at both the federal and state level. You may also want to contact federal agencies and state divisions that apply specifically to your occupation for any requirements that may pertain to you.

Many states also require autos to be insured for liability at a minimum level, whether the autos are used for business or personal use. In a business situation, you may be required to provide additional coverage and insurance for employees who use your personal or company vehicle.

Prior to contacting state, county, and city officials regarding insurance requirements, you may want to make a list of questions. To help compile a list of questions, do some investigative work. Consider searching the internet for "small businesses and insurance requirements" in your local area. Jot down questions as they come to mind. Later go back to review the list of questions and organize them by priority.

Instructor Notes	Presentation

Slide 7

Let's discuss some insurance options to protect against liability to others for what your or your employees did (or did not do) that caused harm, injury, or a loss to someone else.

Business owners providing services should consider having **professional liability insurance** (also known as errors and omissions insurance). This type of liability coverage will generally protect your business if sued for malpractice, errors, and negligence when providing services to your customers. Depending on your profession, you may be required by your state government to carry such a policy. The issuance of certain licenses, business certificates, and registrations require you to carry work-specific insurance. Check with your state government for these requirements.

Check with your insurance agent to help decide if you should purchase a **general liability policy** to fully protect the business in the event of a claim.

In addition, while your state may not make it mandatory to provide liability coverage for directors or officers of a corporation, lawsuits could be filed in response to what a director or officer of the company did or did not do. This protection can be obtained through a D&O policy.

Your liability insurance needs change. Contact your agent to verify that you have the minimum, or greater, coverage at least once a year.

Discussion Point #1: Work-Specific Insurance

Slide 8

Insurance can be work-specific due to licensing requirements. Be sure to check federal, state, and local laws. Here are a few examples:

- Doctors—malpractice insurance
- Certified Public Accountants—liability for specific work they conduct on behalf of others and for errors
- Lawyers—malpractice insurance
- Construction companies—contractors liability insurance
- Engineers and Draftsman—errors and omissions insurance
- Lenders and Underwriters—errors and omission insurance
- Freight carriers—Automotive and liability insurance, depending on the materials being handled

Refer to participant guide.

Instructor Notes	Presentation

Required Insurance for Employers

Slide 9

Businesses with employees are required by law to pay for certain types of insurance: workers' compensation insurance, unemployment insurance, and, depending on where the business is located, disability insurance.

Nearly every state has laws regarding worker's compensation insurance. This insurance protects employees against lost income resulting from work-related illnesses or injuries. These insurance laws address amounts to be paid in, rehabilitation, retraining, beneficiaries, and medical payout limits.

Some states allow a business owner to purchase insurance through a commercial carrier or through the state Workers' Compensation Insurance program. Check on your state government's website to learn the requirements in your state and what options may be available to you to meet the requirements. For example, some state-facilitated programs may provide specific plans for sole proprietorships.

Unemployment Insurance

Slide 10

Unemployment insurance provides benefits to employees who become unemployed through no fault of their own. They must be willing and able to work and they must be actively searching for employment.

Federal laws regulate unemployment insurance, but state agencies administer the programs. Employers remit tax payments to both federal and state funds. The federal tax amount is a percentage of the income earned by the employee, up to a specified amount for the calendar year. Each state provides calculations for payroll taxes. As unemployment claims rise, the percentage of income to be remitted may also climb.

Businesses with employees are required to pay these unemployment insurance taxes under certain conditions. If your business is required to pay these taxes, you must register your business with your state's workforce agency. Information on unemployment insurance can be obtained directly from your state and the U.S. Department of Labor.

Do not take the payment of this payroll tax lightly. Some employers fail to

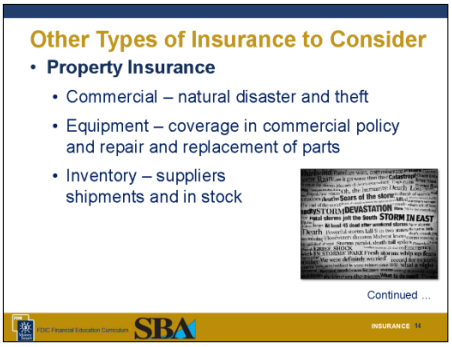
Instructor Notes	Presentation

pay the required tax when cash flow is tight and fall into trouble. Penalties and interest can be high and repeated failure to pay may result in a filing of a lien. In some states, continued nonpayment may be considered a misdemeanor or felony.

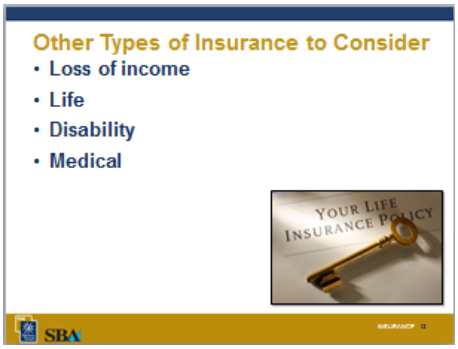
Disability Insurance

Some states require employers to provide partial wage replacement insurance coverage to their eligible employees for non-work related sickness or injury. Currently, if your employees are located in California, Hawaii, New Jersey, New York, Puerto Rico, or Rhode Island, you are likely required to purchase disability insurance.

10 Minutes



Slide 11



Slide 12

Other Types of Insurance to Consider

Property insurance for your business can replace or repair your building and its contents (such as equipment and inventory) in the event of fire, storm damage, and other types of occurrences, as listed in the policy. The definition of "property" can be broad and even include business interruption.

Even if you rent or lease a space, you may still obtain insurance on the contents of the building. Inventory coverage is based on the average inventory in the warehouse on a monthly basis. Depending on the policy, this insurance covers goods owned and in your possession, on consignment, or sold and not yet delivered. Confirm with insurance vendors on the coverage in place for stock ordered but not delivered to your location. Shipping terms may also determine responsibility for a loss.

Property insurance policies come in two basic forms:

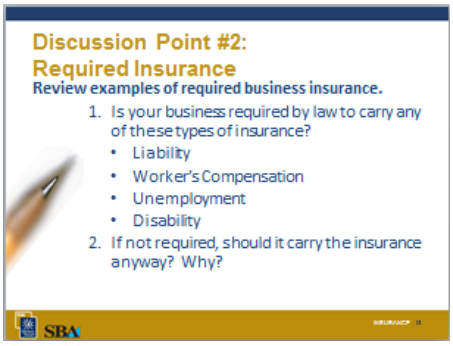
- All-risk policies covering a wide-range of incidents and perils except those noted in the policy;
- Peril-specific policies that cover losses from only those perils listed in the policy. Examples of peril-specific policies include flood, earthquake, and business interruption insurance.

All-risk policies generally cover risks faced by the average small business, while peril-specific policies are usually purchased when there is high risk of peril in a certain area. Certain risks may require additional costs to upgrade a policy, such as the risk from heavy snow falls, which may not be covered in

Instructor Notes	Presentation
	a basic policy. Consult your insurance agent or broker about the type of business property insurance best suited for your business. Flood and earthquake insurance should be considered even when it's not required, especially in areas prone to these types of disasters. Even when an earthquake does not damage a building, it can create indirect damage by causing a sprinkler system to flood a building, for example. Property insurance may cover the contents of the building, but can you or your business survive until it is back up and running? Loss-of-business income policies will replace some of the business's income if business operations are interrupted due to a covered loss, as well as certain other losses. Some policies begin paying after 30 days of the loss and others 60 days. It is important to know the policy details so you are not surprised at a time you can least afford it. Loss-of-income protection for a business can be added to a policy, but, for example, when a business is closed due to a flood and the policy does not contain flood coverage, the policy may not pay for loss of income in the event of a flood. Also, losses must be proven to be paid. Be sure to keep accurate and organized records of income and expenses. Finally, although we are not talking about them in detail during the workshop today, you may want to also consider life, disability, and medical insurance coverage.

Instructor Notes	Presentation

Discussion Point #2: Required Insurance



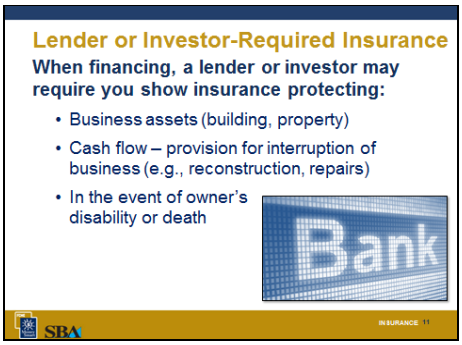
Slide 13

After the previous discussion of required insurance, please discuss the insurance requirements of your business that may be created by law.

Even if insurance is not required by law, do you think it would be a good idea to purchase it? What would happen if you did not have insurance and had a covered loss?

Refer to the participant guide.

Lender or Investor-Required Insurance



Slide 14

Financing your business creates risk for a lender or investor. To protect the bank or investor, certain insurance obligations may be spelled out in your financing agreement.

A loan may require providing the lender proof of adequate insurance coverage on a building and other property necessary for continuing operations. The requirement may include a provision for the interruption of business by providing for funds during the time of reconstruction or repairs. A bank may also require that it be listed as the "loss payee" on the policy to protect the bank's interests in the event of a claim.

Many banks and government loan programs require a "key person" policy (also known as a "key man" policy). This policy provides funds for business continuity when a person who is vital to continued operations dies or becomes ill. A policy may supply funds for a transition period in the event of the death or illness of the covered person or if he or she is called to active duty status in the military. Another option the lender may take is to stipulate that the borrower purchase a standard life insurance policy that names the bank as the primary beneficiary or a third party beneficiary. The amount of insurance coverage must be no less than the original balance of the loan.

Instructor Notes	Presentation

Discussion Point #3: "Key Person" Policy

Slide 15

1. Do you have a list of the names who could run your business or that you would trust to do so, if you were ill for an extended period of time?
2. List who would take over your business in the event of your death.
3. Do you have a plan for your business in the event of your death?
4. Is there a family member or trustee named to liquidate the assets?
5. What about employee ownership?
6. Would selling to the employees provide income to a spouse not involved in the business?
7. Do you have life insurance to cover all liabilities of the business?

Slide 16

Refer to the participant guide.

Surety Bonds

Slide 17

A surety bond is a form of guarantee for contract completion. An obligee (or business) seeks a principal (or contractor) to fulfill a contract. But the business who is hiring the contractor wants to be assured that the project will be completed as required. To insure the business a successful delivery of the contract, the contractor buys a surety bond so the surety company becomes responsible for the contractor's obligations. If the contractor defaults, the surety company can either find someone else to fulfill the contract or compensate the financial losses of the obligee. In other words, the surety assures a successful contract because it assumes all financial obligations if the contractor does not deliver. Most public construction

Instructor Notes	Presentation

contracts and some private projects require one, so if you're a construction contractor bidding on a government project, there is a good chance that you will need a surety bond.

There are three types of surety bonds:

- *Bid Bond*: Guarantees that the bidder on a contract will enter into the contract and furnish the required payment and performance bonds if awarded the contract.
- *Payment Bond*: Guarantees that suppliers and subcontractors will be paid for work performed under the contract.
- *Performance Bond*: Guarantees that the contractor will perform the contract in accordance with its terms and conditions.

Some types of businesses that are required to purchase bonds to secure licensing include car dealers, mortgage brokers, loan officers, professionals in healthcare, professionals handling or administering an estate, and construction contractors.

15 Minutes

Slide 18

Slide 19

Reasons for Insurance

Insurance manages the impact of risks on life and business. Without insurance, we would be left to bear the brunt of the costs of casualties. Whether your cash deposits in the bank are protected with FDIC insurance or you are protecting real, personal, or business property from losses, insurance can replace or repair the damages. Insurance is a precautionary measure that diminishes the adverse effects an event can have on you, your business, and your family.

Loss-of-income insurance could mean the difference between success and failure in the event of an accidental injury or illness. This income assists in making payments during those difficult times.

Purchasing required insurance and paying the premiums will keep your business running. Failure to comply with federal, state, county, and local regulations can have repercussions that damage the reputation of the owner and the business.

Disasters, system crashes, and electronic downtime will happen. Shielding your business from these effects with insurance, a plan for business continuity, and reliable system providers are constructive steps to managing

Instructor Notes	Presentation

your assets. Cash flow returns to normal in an expedited manner and losses that could have closed the doors are minimized. Business owners desire to have the best products, employees, and market reputation. However, faulty work, inadequate, or hazardous products, damages, and incidents do happen. Liability insurance minimizes these effects on the business, assists in settlements, and allows the business to continue.

Insurance and benefit packages are incentives to help retain employees. Employees may think twice about leaving your business for the competition, if they particularly appreciate the benefits your business offers. Unemployment and worker's compensation insurances afford workers support in less favorable times or when injured at work.

Location-Related Considerations

Slide 20

A couple of options are available to a home-based business owner. Many homeowners' policies allow add-on coverage (a rider, for example) for this type of business and will include liability protection from injury to a customer or employee on the premises. But, a traditional homeowner's or renter's insurance policy (without a rider) will not cover small business activity. For example, if your home were to catch fire due to a short circuit in your business equipment, your homeowner's insurance probably would not cover the damage, unless you had purchased small business coverage.

Slide 21

The other alternative is a separate business policy. This policy is beneficial to those with more than one location for business or for businesses with product manufacturing in a different location. A product or property belonging to others, which is being repaired or worked on in the home, should be covered from damages such as fire, water, and theft.

Retailer liability insurance is similar to insurance for a home-based business, but with higher degrees of coverage. Protection from theft of inventory, credit card theft, or loss of receipts and coverage for a personal vehicle used in connection with deliveries may be needed for a retailer. Separate locations could be placed under one policy, but confirm with your agent.

Commercial insurance builds on retailer insurance. Many of the same coverage types apply, but added equipment, fixtures, customer traffic, multiple locations, and additional employees may require greater coverage. Construction liability for past projects or products, medical liability,

Instructor Notes	Presentation

landlord, and numerous other profession-related protections can be included in a commercial policy. A vendor, who displays, demonstrates, or sells products from a kiosk—at festivals or gatherings, for example—may purchase policies for full time coverage or for each event. The nature of these policies is to cover liability, bodily injury, and personal injury and for advertising protection.

10 Minutes

Slide 22

Selecting a Policy

Deciding to insure is part of managing your risks. If a policy does not make sense from the standpoint of premium versus possible loss, then maybe the insurance is not feasible. If, on the other hand, the replacement cost or losses are significant and you cannot cover the costs or losses in order to continue business, it becomes a rational decision to purchase coverage.

Factors that affect your premium are the amount of the deductible, the coverage limits, and your credit. For now, let's focus on the first two factors.

- **Deductibles** are out of pocket expenses paid with each filed claim. The greater amount you are expected to pay, the lower your premium should be.
- Claims will have a **coverage limit** on the amount that will be paid. For instance, you may have $300,000 liability coverage per incident. Should a claim be filed, the insurer will pay up to a maximum of $300,000. Be certain the amounts are within reason for your type of business and that you are not buying coverage above or beneath your needs.

Your policy should allow for growth of the business. If you currently have one location, but plan for another, your policy should allow for this expansion. If the policy is new or recently renewed and changes are expected, discuss possible related costs with the agent. Certain policies may require time and cost to expand coverage. Ask about the impacts of your growth expectations, before you purchase a policy.

Instructor Notes	Presentation

Selecting a Company and an Agent

Slide 23

Since insurance is protection, you want to know that you are getting the best. Imagine you have made a list of your risks, your liabilities, and what you can pay. Now you are ready to shop for the best policy and agent. Consumer and business reviews in magazines, journals, and blogs on the internet are a start. Reliable and unbiased sources provide the best information, so investigate the source or writer. Learn to network with other professionals in your field. Read trade journals or publications containing information about insurance companies and small businesses.

Weighing a larger company versus a smaller one may come down to a preference, if both insurers are reputable and solid. Some individuals prefer an agent they can visit. Others may feel a larger company is more accessible by having call centers available during extended hours. Be accurate when making comparisons of quotes. Creating a spreadsheet can help to compare premiums, coverage, and deductibles. Across the top, list each item or event you expect to cover with the amount of coverage you need. On the left side, list the names of the companies providing quotes. For each company, move across the list and place a check under the coverage included in their quote. If all are equal, then which one has the best pricing? Know what *isn't* covered before purchasing the policy. Uncovered events represent risks you are willing to take.

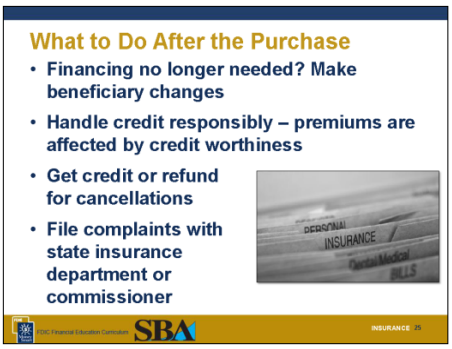
What to Do After the Purchase

Slide 24

Your policies should be kept in a safe, but accessible place. You should know exactly where to find them in the event of a claim or for review. Keeping all policies together in a paper file or scanned to an electronic file saves time.

Whether you use a day planner, card file, or electronic files keep emergency phone numbers or claim contact information close at hand. Let employees know where to find this information. If using electronic files, consider a paper copy too. If the system is down, electronic files will be inaccessible. Train staff on the steps to take and who to call. All this information should be added to your business continuity or disaster recovery plan. Meet with your agent and review your policies periodically. Add an annual reminder to your calendar to review your insurance coverages.

Instructor Notes	Presentation



Slide 25

It is a great feeling to pay off a debt. However, we often forget about the life insurance policies that list the bank as the third party beneficiary. Unless the bank completes a release form provided by the insurance company, the beneficiary cannot be changed. The form will require a notarized signature of a bank officer. Waiting longer than a few months from the debt payoff could prolong obtaining the signature. After a period of time, the loan file may be sent to an offsite storage and need to be ordered back in. Failure to obtain the release could cause added grief to a surviving spouse or beneficiary.

As you recall, we spoke of credit being a determining factor in determining the amount of an insurance premium. Paying premiums promptly also helps to keep premiums lower.

When cancelling a policy, don't forget about the amount you will be credited or refunded. You may be upgrading to a new policy from the same company. A credit from the old policy may be able to be applied to the first premium of the new policy. Otherwise, speak with your insurance representative about a refund check.

Finally, if you have a complaint, for example if a claim was not paid, you may have to file with your state insurance department or state commissioner (in some states). Every state is different, with its own process. The state will then investigate fully. In some cases the process can be quite lengthy, sometimes taking several months.

Assuming Risk is Part of Doing Business

Slide 26

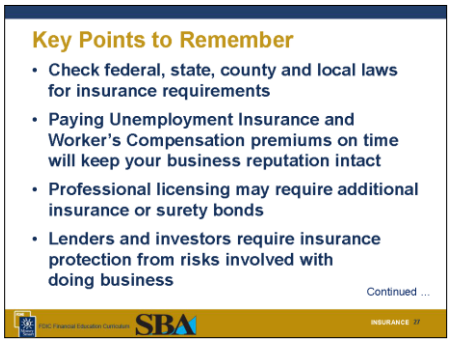
Go Outside

Everything has a risk involved with it, even staying inside with a blanket over your head. We risk not enjoying snow, rain, and sunshine. When we prepare for the weather with protective boots and coats, the outdoors is enjoyable. Without these, the weather is all we can focus on because we are cold and wet.

Insurance provides protection from the risks that hinder the productivity and cash flow of a business. When the risks are covered, owners and employees can feel secure to "go out" to focus on business growth.

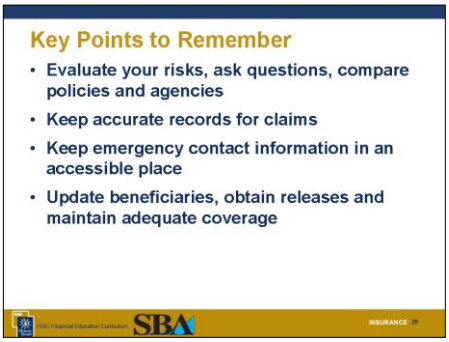
Instructor Notes	Presentation

10 Minutes



Slide 27

Slide 28



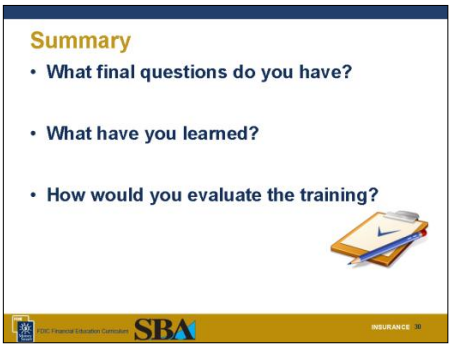
Slide 29

Key Points to Remember

- Check federal, state, county and local laws for insurance requirements
- Paying any required Unemployment Insurance, Worker's Compensation, and Disability premiums on time will keep your business reputation intact and avoid potentially costly penalties
- Professional licensing may require additional insurance or surety bonds
- Lenders and investors often require insurance protection
- Insurance
    - Minimizes the impact risks can have on your ability to continue operations
    - Impacts continued financing
    - Helps retain employees
    - Provides protection from liabilities
- Your location, facilities, autos and type of business operations determines insurance needs
- Evaluate your risks, ask questions, compare policies and agencies
- Keep accurate records for claims
- Keep emergency contact information in an accessible place
- Update beneficiaries, obtain releases and maintain adequate coverage

Instructor Notes	Presentation

Summary



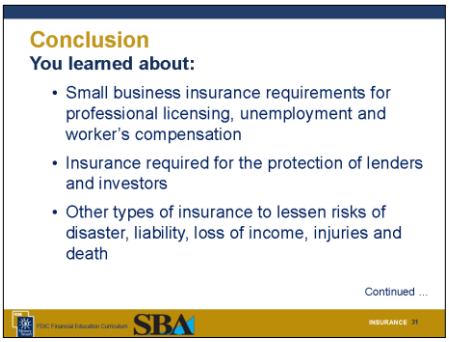
Slide 30

We have covered a lot of information. What final questions do you have? Who would like to share one thing they learned from this training?

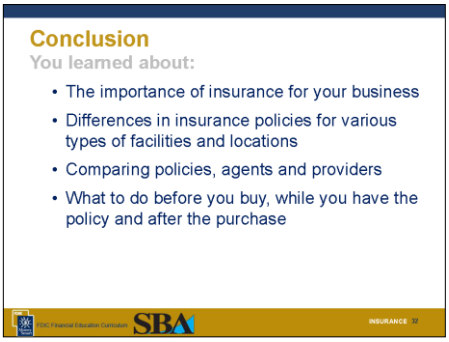
Now we will find out what you have learned by completing *[a short Post-Test that is the second to the last page in the Participant Guide and/or the "After the Training" column of the What Do You Know? form that you completed earlier]*.

We would also like your feedback about the workshop. Please complete the Evaluation Form—this is on the very last page of the Participant Guide.

Conclusion



Slide 31



Slide 32

You learned about:

- Small business insurance requirements for professional licensing, unemployment, and worker's compensation
- Insurance required for the protection of lenders and investors
- Other types of insurance to lessen risks of disaster, liability, loss of income, injuries, and death
- The importance of insurance for your business
- Differences in insurance policies for various types of facilities and locations
- Comparing policies, agents, and providers
- What to do before you buy, while you have the policy, and after the purchase

For Further Information

Federal Deposit Insurance Corporation (FDIC)

http://www.fdic.gov

The Federal Deposit Insurance Corporation (FDIC) preserves and promotes public confidence in the U.S. financial system by insuring deposits in banks and thrift institutions for at least $250,000; by identifying, monitoring and addressing risks to the deposit insurance funds; and by limiting the effect on the economy and the financial system when a bank or thrift institution fails.

The FDIC encourages bank lending to creditworthy small businesses. The FDIC also encourages small businesses that may have an inquiry or concern about the availability of credit to contact the FDIC Small Business Hotline at 1-855-FDIC-BIZ or http://www.fdic.gov/smallbusiness. Another FDIC web site, http://www.fdic.gov/buying/goods, provides resources to assist small businesses that may want to do business with the FDIC.

U.S. Small Business Administration (SBA)

http://www.sba.gov

SBA Answer Desk: 1-800-827-5722

The U.S. Small Business Administration (SBA) web site provides resources, answers to frequently asked questions and other significant information for small business owners.

U.S. Financial Literacy and Education Commission

http://www.mymoney.gov

1-888-My-Money (696-6639)

MyMoney.gov is the federal government's one-stop web site that provides financial education resources from more than 20 federal agencies.

Post-Test

Now that you've gone through the training, check what you've learned.

1. **Which of the following is NOT a type of insurance?**
   a. Liability
   b. Surety bond
   c. Unemployment
   d. Loss payee

2. **Some licenses or permits may require specifically the purchase of what type of insurance?**
   a. Surety bond
   b. Loss payee
   c. Unemployment
   d. Property

3. **A "bid bond" may be required to submit a bid to the government.**
   a. True
   b. False

4. **Which of the following are reasons for having insurance? Select all that apply.**
   a. Manage the risks involved in business
   b. Protection of assets–cash and property
   c. Protection from loss-of-income
   d. Protection from aggressive competitors
   e. Legal and regulatory requirements

5. **Which of the following is a "location-related" consideration when purchasing insurance?**
   a. Business sells products from a kiosk
   b. Business is home-based
   c. Business is retail shop
   d. Both b. and c.
   e. All three: **a., b. and c.**

6. **Which of the following might be important to remember to do when making the final payment of a loan?**
   a. Remove the bank as a third party beneficiary from your life insurance
   b. Contact the state insurance department or commissioner
   c. Apply for a premium refund if you have liability insurance
   d. Purchase key person insurance

7. **Typical homeowner's insurance will cover damage caused by a home-based business.**
   a. True
   b. False

8. The amount that must be paid by the insured before insurance pays the remainder of a claim is called a _____.

a. Term
b. Policy
c. Coverage limit
d. Deductible

9. Which of the following should be done *after* purchasing insurance? Select all that apply.

a. Keep emergency phone numbers readily accessible
b. Maintain insurance-related procedures in a business continuity plan
c. For policy cancellations, get credited or get a refund
d. Meet with an insurance agent periodically to review policies

Evaluation Form

Your feedback is important. Please fill out this evaluation form on the *Insurance for a Small Business* training.

Training Rating

1. Overall, I felt the training was (check one):
   [ ] Excellent
   [ ] Very Good
   [ ] Good
   [ ] Fair
   [ ] Poor

Please indicate the degree to which you agree by circling a number.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2. I achieved the training objectives.	1	2	3	4	5
3. The instructions were clear and easy to follow.	1	2	3	4	5
4. The PowerPoint slides were clear.	1	2	3	4	5
5. The PowerPoint slides enhanced my learning.	1	2	3	4	5
6. The time allocation was correct for this training.	1	2	3	4	5
7. The instructor was knowledgeable and well-prepared.	1	2	3	4	5
8. The participants had ample opportunity to exchange experiences and ideas.	1	2	3	4	5

Please indicate the degree of knowledge/skill by circling a number.	None				Advanced
9. My knowledge/skill level of the subject matter **before taking the training**.	1	2	3	4	5
10. My knowledge/skill level of the subject matter **upon completion of the training**.	1	2	3	4	5

Instructor Rating

11. Instructor Name:

Please use the response scale to rate your instructor by circling a number.	Poor	Fair	Good	Very Good	Excellent
12. Made the subject understandable	1	2	3	4	5
13. Encouraged questions	1	2	3	4	5
14. Provided technical knowledge	1	2	3	4	5

15. What was the most useful part of the training?

_____

_____

_____

16. What was the least useful part of the training and how could it be improved?

_____

_____

_____