

## **Course Name: Pants on Fire! Ethics for Agents**

All health insurance agents need to be aware of the importance of ethics in both the sales and servicing of the policies they offer. This course is designed to educate brokers on the importance of ethical conduct, how it applies to our profession, and how to make ethical decisions.

The course includes examples of what can happen when a company or individual fails to act in an ethical manner, the steps Agents can take to create their own code of ethics, and how the ethics of the National Association of Health Underwriters can be used in our daily professional lives.

The course itself is entertaining and educational!



**Bobbi Kaelin** is the Vice President of PayPro Administrators, a TPA and payroll service company that provides administration services for brokers and their employer-clients, including FSA, HRA and other account-based plans, Plan Documents, Form 5500 filing, 1094 and 1095 Prep and filing, COBRA, Direct Billing, Consolidated Billing and more. PayPro does not offer any insurance products and works exclusively broker and their clients – so they will never compete with you or take your clients!

She has been with the company 30-something years, and during her reign of terror, she has worked in client and broker services, marketing, compliance, and plan design. She is a Continuing Education Provider (DOI) and speaks to audiences on topics that are super boring – but somehow, she makes it fun. As a side note, she often thinks she is funnier than she really is...so get out your coffee if you're in a 3-hour course.

She is a proud member of NAHU, CAHU and LAAHU. At LAAHU, she holds the highly coveted and prestigious position of Past president. Bobbi lives with her husband, and a silly pup named William Cooper, aka Billie. Her photo looks nothing like her in real life. Pick either one!

