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## Redesigning Customer Service for Outstanding Results

Thursday, April 10, 2014 • 1-2 p.m. CT • 1 CE hour\*

Lynn E. Ochiltree, CFSP

Registration Options	Online www.nfda.org/webinars	Call 800-228-6332	Fax Form 262-789-6977
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Fees	Member First Registrant: \$119	Nonmember First Registrant: \$179			
	Member Additional Registrant CE: \$60	Nonmember Additional Registrant CE: \$105			
First Registrant <i>Includes event connection &amp; CE</i>	Individual Registrant Email required for CE	FD License No. + state/s required for CE	Academy No. (if applicable)	NFDA Mbr Fee	Nonmbr Fee
Additional Registrants for CE (Copy and attach form for more registrants requiring CE)					

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### Instructions will be sent to you via email prior to the webinar.

All events subject to change.

\*Approved by APFSP and most state licensing boards. It is your responsibility to verify event is approved for CE in the state/s in which you are licensed.

**CANCELLATION POLICY:** Full refund if cancellation received at least one business day prior to event. \$50 fee applies to cancellations received day of event. All cancellations must be in writing: FAX to NFDA, 262-789-6977.

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