

About Us

Since 1983, Lou Yaw has helped over 150,000 people in California become insurance agents and brokers. Complete with our own copyrighted curriculum as well as hundreds of other offerings, we provide total support for all your insurance licensing needs. Whether you are preparing to pass the State Exam for the first time, or just renewing your license, our staff of experts are always ready and available to help all our customers. Our friendly staff will provide you with excellent customer service that you deserve. Please feel free to call upon the following staff members, or leave a message for the instructors to call back during a break.

How to Reach Us

4105 South Market Court

Sacramento, CA 95834

Phone: (916)927-7299 OR (800)669-4799

FAX: (916) 927-7290

The office is open from 8am-5pm Monday through Thursday, and 8am-4:30pm on Friday.

OUR POLICIES ARE AS FOLLOWS:

Privacy Policy

Your right to privacy is important to us. America's Training Center respects your privacy. This Online Privacy Statement is made available to you in order to make you aware of how America's Training Center collects and uses identifying information for individuals who visit America's Training Center's Web site. America's Training Center is committed to taking reasonable steps to protect information provided to us. From time to time, we may use information provided to us to better serve our customer's needs. This Statement explains what information is collected, how it is collected and how it may be used. America's Training Center maintains a list of email addresses for purposes of periodically sending notices via email to people who have elected to receive them. These notices may be new product announcements, newsletters, special event announcements, related product information or other items which America's Training Center believes will be of interest to participants. The information collected and maintained for this purpose is an individual's email address, and optionally their first and last name.

Use of Information

America's Training Center will collect information that is required for the processing and issuance of training and testing certificates for the California Department of Insurance. Such information includes name, address, license number and other identifying information. America's Training Center does not share or otherwise distribute any information collected with third parties, other than as required by the California Department of Insurance.

Refund and Exchange Policy for Continuing Education Products

America's Training Center is proud of our long standing record of customer satisfaction. Each of America's Training Center products carries a 30 day money-back guarantee. If you are not completely satisfied with our products within the first 30 days of your purchase, you may by your choice either make an exchange or you may request a full refund of the amount, as long as the material is resellable, in like-new condition. All requests must be received in writing. Regular mail, email and fax notifications are acceptable.

Ordering Online

Ordering Online with us is safe and secure! We do not keep any credit card information. All money transactions are

handled with the Verisign PayFlow Payment System. Verisign will maintain all transaction records. This online system is 100% secure. A note about the Fair Credit Billing Act: Under this act, your bank limits your total loss and cannot hold you liable for more than fifty dollars of reported fraudulent charges. In the event your card has been used in a fraudulent manner, you must notify your bank or card issuer immediately and in accordance with its reporting rules and procedures.

Delivery and Shipping

After payment has been made through the checkout process and the Verisign Payment Gateway, you will receive an email with a copy of your order and, if applicable, instructions about accessing online products such as testing. Be sure your email address is correct on your order. If you have ordered physical materials such as a book, it will be shipped the same day, provided your order is placed by 2:00 pm Pacific Time. All orders are shipped via Priority Mail. Overnight deliveries are available for an extra cost. Call the office for overnight options and cost.

Prelicensing Registration Fee Policy

If America's Training Center is forced to cancel a training activity, registration fees will be refunded in full; otherwise registration fees are not refundable. Refunds will be issued within 30 days of a workshop's cancellation.