

## FSPLPI10 – SQA Unit Code H5HK 04

### Underwrite complex alterations to life, pensions and investment contracts



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#### Overview

This unit may be suitable for you if you work for, or on behalf of, an insurer or other product provider. Your work must involve dealing with requests from customers for complex alterations to existing contracts. An alteration is complex if it is not routine and cannot be dealt with mechanically. When you receive a request to make an alteration, you have to make sure that the information supplied by the customer is complete and accurate. You will request any further information you may need and decide if the alteration is acceptable. If the proposed alteration is acceptable you will apply appropriate standard and non-standard terms and conditions and inform the customer of your decision. You will need to use information and knowledge effectively, efficiently and ethically and pay attention to details that are critical to work.

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#### Performance criteria

*You must be able to:*

- P1 Deal promptly with requests for complex alterations
- P2 Check that you have sufficient details regarding the alteration to allow you to proceed
- P3 Seek clarification from the customer of information which is unclear or incomplete
- P4 Decide if requests for alterations can be accepted
- P5 Correctly apply all underwriting criteria, including standard and non-standard terms and conditions
- P6 Refer any request outside of your authority to the person who can deal with them
- P7 Inform the customer of the terms and conditions that will apply, If the alteration is acceptable
- P8 Keep accurate and complete records
- P9 Comply with legal requirements, industry regulations, ethical standards and health and safety, organisational policies and professional codes

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant legal principles and regulations which affect your activities
- K2 The structure of the insurance market and the roles and responsibilities of the various parties within it as they impact on your activities
- K3 Your organisation's customer service standards and procedures (including dealing with complaints)
- K4 Sources of advice and information at work
- K5 Your organisation's systems and procedures for recording and amending information
- K6 The cover provided by the policies you deal with, including standard and non-standard extensions and limitations
- K7 Your organisation's policy and procedures regarding communicating with customers
- K8 The information and/or documentation required to underwrite alterations to existing contracts
- K9 The limits of your authority and the action required for underwriting a risk outside your authority
- K10 How to apply underwriting criteria using standard and non-standard terms and conditions
- K11 The action required if an alteration does not meet acceptance criteria
- K12 Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including ethical standards and health and safety as they impact on your activities
- K13 Systems and procedures for accessing and amending information

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### **Additional Information**

#### **Behaviours**

1. You are vigilant for potential risks
2. You show understanding of others and deal with them in a professional manner
3. You make information available only to those who need it and have a right to it

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**Developed by** Financial Skills Partnership

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**Version number** 1

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**Date approved** September 2012

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**Indicative review date** September 2015

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**Validity** Current

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**Status** Original

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**Originating organisation** Financial Skills Partnership

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**Original URN** FSPLPI10

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**Relevant occupations** Finance

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**Suite** Life, Pensions and Investments

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**Key words** Life office; underwriting; new business; contract; documentation; financial products; financial services; contract amendments; risk; customer service