

# FSPGI01

## Process straightforward new insurance claims notifications



### Overview

This unit may be suitable for you if you work for an insurer, or an intermediary or other organisation with authority to handle straightforward claims. Your work must involve processing either new or existing claims. This will involve recording accurate details of the claim and obtaining any missing information. You will need to identify any claims which are not covered by the policy and show that you have taken appropriate action when a claim falls outside your authority. Throughout you will keep the claimant up-to-date with the progress of the claim. You will need to act within your authority and pay attention to details that are critical to your work.

# FSPGI01

## Process straightforward new insurance claims notifications

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### Performance criteria

*You must be able to:*

- P1 Record details of claims accurately
- P2 Inform any party with a legitimate interest of the procedures and requirements for progressing the claim
- P3 Obtain any further information and/or documentation to take the claim forward, if necessary
- P4 Refer any situations you are not authorised to deal with to the appropriate person/department
- P5 Identify claims which are not valid and take the appropriate action
- P6 Prepare, review and/or update reserves for claims
- P7 Ensure that systems used to monitor the progress of claims are kept up to date
- P8 Provide information to the claimant or their representative which is clear, accurate and relevant to their needs within the timescales required
- P9 Handle problems or complaints associated with the claim in accordance with your organisational procedures
- P10 Keep accurate and complete records
- P11 Take appropriate action, by following agreed procedures, where fraud or potential fraud is suspected
- P12 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes
- P13 Keep the insured informed of the progress of the claim
- P14 Advise underwriters of any adverse features relating to the claim or information provided

# FSPGI01

## Process straightforward new insurance claims notifications

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 Sources of information and advice
- K4 The policy cover, terms and conditions relevant to your work including standard extensions and/or limitations
- K5 The information needed to process a claim
- K6 The limits of your authority and the action required when a claim falls outside those limits
- K7 Your organisation's customer service standards and procedures, including those for dealing with complaints
- K8 Your organisation's systems and procedures for accessing, recording and amending information
- K9 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities
- K10 Your organisation's policies and procedures for processing claims
- K11 Your organisation's procedures for handling late notification of claims
- K12 Your organisation's procedures for handling emergency claims situations
- K13 The importance of accurate cause codes and event dates in claims records
- K14 Signs of fraud in a claim and the action required
- K15 Pre-action protocols, where appropriate
- K16 Need to undertake document disclosure when a claim is repudiated or rejected

# FSPGI01

## Process straightforward new insurance claims notifications

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### Additional Information

#### Behaviours

1. You use information and knowledge effectively, efficiently and ethically
2. You keep information confidential and secure and disclose it only to those authorised to receive it
3. You use communication styles that are appropriate to different people and situations
4. You show understanding of others and deal with them in a professional manner
5. You are able to convey information clearly and in a manner that promotes understanding
6. You are able to work diligently and accurately
7. You strive to meet and exceed service level agreements and critical deadlines
8. You work to produce win/win situations with customers and for your organisation

# FSPGI01

## Process straightforward new insurance claims notifications

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<b>Relevant occupations</b>	Finance
<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

## FSPGI02

### Settle straightforward insurance claims



#### Overview

This unit may be suitable for you if you work for an insurer, or an intermediary or other organisation with authority to settle straightforward claims. Your work will involve progressing the claim application, calculating the claim's estimates, agreeing the amount of settlement, settling the claim and arranging for payment. You will liaise with customers and advise them on the status of their claim application. You will need to act within the limits of your authority and present information clearly and concisely. You will also need to pay attention to details that are critical to your work.

# FSPGI02

## Settle straightforward insurance claims

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### Performance criteria

- You must be able to:*
- P1 Identify and obtain the information you need to assess potential liability and quantum
  - P2 Reserve appropriately
  - P3 Provide accurate information on the status of, and procedures for, settling the claim to any party with a legitimate interest
  - P4 Make decisions up to the limit of your authority
  - P5 Refer any situations you are not authorised to deal with to the appropriate person/department
  - P6 Take appropriate action, by following agreed procedures, where fraud, or potential fraud, is suspected
  - P7 Review and update estimates and/or record final costs accurately
  - P8 Apply any terms, conditions and excesses correctly
  - P9 Identify opportunities for recovery and arrange for these to be pursued
  - P10 Collate and check documentation are valid before proceeding to settlement
  - P11 Agree the means of settlement
  - P12 Arrange for the settlement to be completed promptly and in the agreed manner
  - P13 Keep accurate and complete records
  - P14 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes

# FSPGI02

## Settle straightforward insurance claims

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 The policy cover, terms and conditions relevant to your work including standard extensions and/or limitations
- K4 Your organisation's estimating practices
- K5 Your organisation's customer service standards and procedures including those for dealing with complaints
- K6 Your organisation's systems and procedures for accessing, recording and amending information
- K7 Your organisation's procedures for payment of claims
- K8 The limits of your authority and the action required when a claim falls outside those limits
- K9 Your organisation's procedures for recording claims settlements
- K10 How to handle late notification of claims
- K11 Your organisation's procedures for handling emergency claims situations
- K12 Authorised sources of information, supply or repair used by your organisation to settle claims
- K13 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities
- K14 The effect of claims leakage on insurers
- K15 Signs of fraud in a claim and the action required
- K16 Your organisation's procedures for pursuing recoveries
- K17 How to advise underwriters of any adverse features



# FSPGI02

## Settle straightforward insurance claims

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### Additional Information

#### Behaviours

1. You use information and knowledge effectively, efficiently and ethically
2. You show understanding of others and deal with them in a professional manner
3. You keep information confidential and secure and disclose it only to those authorised to receive it
4. You have good time management
5. You strive to meet and exceed service level agreements and critical deadlines
6. You work to produce win/win situations with customers and for the organisation

## FSPGI02

### Settle straightforward insurance claims

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<b>Relevant occupations</b>	Finance
<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

## FSPGI03

### Deal with straightforward claims for insured losses



#### Overview

This unit may be suitable for you if you work in any type of insurance organisation that does not have claims settlement authority. Your work must involve giving customers guidance on straightforward claims and processing claims settlements received from insurers. Customers often need guidance as to whether a claim will be met in full and the best course of action for them, bearing in mind the need to keep the loss to a minimum and that a claim may have an effect upon their future insurance position. Details of the claim must be obtained and submitted to insurers or their delegated representatives, including any supporting documentation where necessary. You will check the progress of the claim, resolving any queries raised by the insurer. You will notify those concerned of the outcome. You will need to act within the limits of your authority and pay attention to details that are critical to your work.

## FSPGI03

### Deal with straightforward claims for insured losses

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#### Performance criteria

- You must be able to:*
- P1 Obtain accurate and complete information required to proceed with the claim, resolving any queries
  - P2 Refer any situations you are not authorised to deal with to the appropriate person/department
  - P3 Identify any reasons why full settlement may not be made and notify the customer of these
  - P4 Give clear guidance to customers on any necessary loss mitigation and the actions they need to take to proceed with the claim
  - P5 Submit details to insurers in a manner and timescale appropriate to the claim
  - P6 Request any information and/or documentation required to support the claim
  - P7 Advise the customer of any specialists involved with the claim where appropriate
  - P8 Monitor the progress of the claim and deal with any delays
  - P9 Handle problems or complaints associated with the claim in accordance with your organisation's procedures
  - P10 Arrange for settlement of the claim
  - P11 Keep accurate and complete records
  - P12 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes

# FSPGI03

## Deal with straightforward claims for insured losses

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 The policy cover, terms and conditions relevant to your work including standard extensions, excesses and/or limitations
- K4 Sources of information and advice
- K5 Your organisation's systems and procedures for accessing, recording and amending information
- K6 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities
- K7 Your organisation's customer service procedures including those for dealing with complaints
- K8 The limits of your authority and the action required when a claim falls outside those limits
- K9 Your organisation's procedures for processing and recording claims and claims settlements
- K10 The circumstances relevant to your work in which a claims may be repudiated or only partially met
- K11 The actions to be taken by an insured following a loss
- K12 The roles and functions of other parties involved in claims
- K13 How to deal with late reported claims
- K14 How to advise clients when claims have been rejected in full or in part

# FSPGI03

## Deal with straightforward claims for insured losses

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### Additional Information

#### Behaviours

1. You use information and knowledge effectively, efficiently and ethically
2. You show understanding of others and deal with them in a professional manner
3. You keep information confidential and secure and disclose it only to those authorised to receive it
4. You are able to convey information that promotes understanding
5. You work in a manner that enhances the business relationship

# FSPGI03

## Deal with straightforward claims for insured losses

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<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

# FSPGI04

## Deal with complex claims for uninsured losses



### Overview

This unit may be suitable for you if you work for a legal expenses insurer or any organisation involved in pursuing and recovering uninsured losses. Your work must involve processing and finalising complex uninsured loss claims. An uninsured loss is complex if it is not routine and cannot be dealt with mechanistically, for example, claims involving negotiation of liability, disputes over loss mitigation or personal injury and/or that are technically demanding involving complex legal issues or substantial financial implications. This unit involves obtaining information on the circumstances and nature of the claim and giving the customer guidance on the best solution, taking into consideration legal principles and the prospects of recovering the customer's loss. It also involves negotiation to settle the claim to give the best result for your customer and giving the customer guidance on how best to proceed further should this be necessary. You will need to present information clearly and concisely.



# FSPGI04

## Deal with complex claims for uninsured losses

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### Performance criteria

*You must be able to:*

- P1 Record accurate information on the circumstances of the claim
- P2 Refer any situations you are not authorised to deal with to the appropriate person/department
- P3 Offer guidance which will provide the best solution for the customer, given legal principles, loss mitigation and prospects of recovery
- P4 Obtain any information and/or documentation required to progress the claim
- P5 Deal with any discrepancies in information and/or documentation
- P6 Ensure the claim is formulated and submitted to the third party correctly
- P7 Negotiate settlement of the claim in the best interests of your client and in accordance with your organisation's guidelines and procedures
- P8 Monitor and maintain progress regarding the claim, taking relevant actions to ensure that required timescales are met
- P9 Advise all interested parties of the outcome of the claim
- P10 Keep accurate and complete records
- P11 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes
- P12 Monitor and maintain progress regarding the claim, taking relevant actions to ensure that required timescales are met

# FSPGI04

## Deal with complex claims for uninsured losses

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 The policy cover, terms and conditions relevant to your work including standard and non-standard extensions, excesses and/or limitations
- K4 Your organisation's procedures for dealing with uninsured losses
- K5 Sources of information and advice
- K6 The importance of instructing and using external experts, and how to do this
- K7 Your organisation's customer service procedures including those for dealing with complaints
- K8 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities
- K9 The systems for accessing, recording and amending information
- K10 The information and/or documentation required to progress a claim
- K11 The roles and functions of other parties involved in claims
- K12 How to advise your client if the claim is rejected in full or in part
- K13 The importance of instructing and using external experts, and how to do this

# FSPGI04

## Deal with complex claims for uninsured losses

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### Additional Information

#### Behaviours

1. You use information and knowledge effectively, efficiently and ethically
2. You show respect for others in your dealings with them
3. You focus personal attention on specific details that are critical to achieving successful results
4. You keep information confidential and secure and disclose it only to those authorised to receive it
5. You negotiate effectively
6. You understand and can address complex legal and financial issues
7. You identify the range of elements in a situation and how they relate to each other
8. You identify the implications or consequences of a decision
9. You are able to convey information that promotes understanding
10. You work in a manner that enhances business relationships
11. You focus personal attention on specific details that are critical to achieving successful results
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# FSPGI04

## Deal with complex claims for uninsured losses

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<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

# FSPGI05

## Process straightforward claims for uninsured losses



### Overview

This unit may be suitable for you if you work for a legal expenses insurer or any organisation involved in pursuing and recovering straightforward uninsured losses. Your work must involve processing uninsured losses. You assist customers with the recovery of uninsured losses guiding them on the best action to take. You obtain all the information and/or documentation required to deal with the uninsured claim, and notify the third party. You will need to present information clearly and concisely and pay attention to details that are critical to your work.

# FSPGI05

## Process straightforward claims for uninsured losses

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### Performance criteria

- You must be able to:*
- P1 Obtain accurate and complete information required to progress the claim, resolving any queries
  - P2 Refer any situations you are not authorised to deal with to the appropriate person/department
  - P3 Offer customers clear guidance on the actions they need to take to proceed with the claim
  - P4 Offer guidance which will provide the best solution for the customer, taking into account legal principles, loss mitigation and prospects of recovery
  - P5 Obtain any documentation and/or information required to progress the claim
  - P6 Notify the third party of the claim, submitting all relevant documentation
  - P7 Ensure that systems used to monitor the progress of claims are kept up to date
  - P8 Refer problems and claims which are outside your authority to the appropriate person in your organisation
  - P9 Keep accurate and complete records
  - P10 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes
  - P11 Make recommendations for further action which will help the client arrive at the best settlement
  - P12 Advise all interested parties of the outcome of the claim
  - P13 Monitor and maintain progress regarding the claim, taking relevant actions to ensure that required timescales are met

# FSPGI05

## Process straightforward claims for uninsured losses

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 Sources of information and advice
- K4 The limits of your authority and the action required when a claim falls outside those limits
- K5 The policy cover, terms and conditions relevant to your work including standard extensions and/or limitations
- K6 Your organisation's procedures for dealing with uninsured losses
- K7 Your organisation's systems and procedures for accessing, recording and amending information
- K8 Your organisation's customer service procedures, including those for dealing with complaints
- K9 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities
- K10 The roles and functions of other parties involved in claims
- K11 The information and/or documentation required to progress a claim
- K12 How to advise your client if the claim is rejected in full or in part

# FSPGI05

## Process straightforward claims for uninsured losses

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### Additional Information

#### Behaviours

1. You act within the limits of your responsibility
2. You show understanding of others and deal with them in a professional manner
3. You use communication styles that are appropriate to different people and situations
4. You are able to convey information that promotes understanding
5. You work in a manner that enhances business relationships
6. You focus personal attention on specific details that are critical to achieving successful results
7. You understand and can address legal and financial issues
8. You identify the range of elements in a situation and how they relate to each other
9. You identify the implications or consequences of a decision



# FSPGI05

## Process straightforward claims for uninsured losses

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<b>Relevant occupations</b>	Finance
<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

## FSPGI06

### Deal with complex claims for insured losses



#### Overview

This unit may be suitable for you if you work in any type of insurance organisation that does not have claims settlement authority. Your work must involve giving customers guidance on complex claims and processing claims settlements. Claims are complex when they are not routine and cannot be dealt with mechanistically, for example, when a claim involves negotiation or is technically demanding. Customers often need guidance as to whether a claim will be met in full and the best course of action for them, bearing in mind the need to keep the loss to a minimum and that a claim may have an effect upon their future insurance position. Details of the claim must be obtained and submitted to insurers or their delegated representatives, including any supporting documentation where necessary. You will check the progress of the claim, resolving any queries raised by the insurer. You will negotiate settlement and notify those concerned of the outcome. You will need to present information clearly and concisely.

# FSPGI06

## Deal with complex claims for insured losses

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### Performance criteria

- You must be able to:*
- P1 Confirm that the intimation of the claim is accurate, complete and recorded correctly
  - P2 Evaluate the circumstances of the claim to assess if it is valid
  - P3 Refer any situations you are not authorised to deal with to the appropriate person/department
  - P4 Explain the likely outcomes of the claim to the customer within your organisation's timescales
  - P5 Make sure you have sufficient information to submit the claim to the insurer, requesting missing information or documentation
  - P6 Dispatch the appropriate correspondence and/or documentation within the timescales required
  - P7 Obtain all relevant information and/or documentation requested by insurers
  - P8 Resolve difficulties associated with the claim according to business agreements, legal requirements, market practices and the limit of your authority
  - P9 Negotiate settlement of the claim in the client's best interests
  - P10 Arrange interim payment where appropriate
  - P11 Finalise the claim and advise all interested parties
  - P12 Keep accurate and complete records
  - P13 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes

# FSPGI06

## Deal with complex claims for insured losses

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 The policy cover, terms and conditions relevant to your work including standard and non-standard extensions, excesses and/or limitations
- K4 Sources of advice and information
- K5 The limits of your authority and the action required when a claim falls outside those limits
- K6 Your organisation's policy and procedures regarding communicating with customers
- K7 Your organisation's customer service procedures including those for dealing with complaints
- K8 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities
- K9 How to access and amend customer records
- K10 How to handle late notification of claims
- K11 Your organisation's procedures for recording claims settlements
- K12 The roles and functions of other parties involved in claims
- K13 The actions to be taken by the insured following a loss
- K14 The documentation and/or information required to process a claim

# FSPGI06

## Deal with complex claims for insured losses

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### Additional Information

#### Behaviours

1. You keep information confidential and secure and disclose it only to those authorised to receive it
2. You show integrity, fairness and consistency in the assessments and decisions you make
3. You use information and knowledge effectively, efficiently and ethically
4. You show understanding of others and deal with them in a professional manner
5. You use communication styles that are appropriate to different people and situations
6. You are able to convey information that promotes understanding
7. You work in a manner that enhances business relationships
8. You focus personal attention on specific details that are critical to achieving successful results
9. You identify the range of elements in a situation and how they relate to each other
10. You identify the implications or consequences of a decision
11. You understand and can address complex legal and financial issues

# FSPGI06

## Deal with complex claims for insured losses

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<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

## FSPGI07

### Carry out initial assessment and investigate complex insurance claims



#### Overview

This unit may be suitable for you if you work for an insurer, an intermediary or another organisation with authority to handle complex claims. Claims are complex when they are not routine and cannot be dealt with mechanistically, for example, when a claim involves negotiation or is technically demanding. You will assess if the claim is valid and repudiate claims which should not be met. You will identify all relevant policy terms, conditions and warranties. You will identify the potential liability and notify any interested parties. You will instigate enquiries into liability, and/or quantum of damages and will place on notice any parties from whom a potential recovery may be made. You will need to pay attention to details that are critical to your work and present information clearly and concisely.

## FSPGI07

### Carry out initial assessment and investigate complex insurance claims

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#### Performance criteria

- You must be able to:*
- P1 Make an initial assessment of the validity of the claim up to the limit of your authority
  - P2 Refer any situations you are not authorised to deal with to the appropriate person/department
  - P3 Dispatch the appropriate correspondence and/or documentation within the timescales required
  - P4 Identify and request missing information and/or documentation
  - P5 Obtain the information required to assess the potential liability and/or quantum, using specialists where appropriate
  - P6 Prepare, review and/or update reserves for claims
  - P7 Notify any interested parties of the progress of the claim
  - P8 Resolve difficulties or discrepancies associated with the claim in the best interests of the customer
  - P9 Identify all terms and conditions which may apply to the claim
  - P10 Take appropriate action where you identify a reason for repudiating a claim, including providing relevant documentation
  - P11 Identify potential adverse claims features and refer them promptly to the appropriate person
  - P12 Provide detailed instructions to relevant parties in progressing the claim
  - P13 Take appropriate action, by following agreed procedures, where fraud or potential fraud is suspected
  - P14 Keep accurate and complete records at all times
  - P15 Monitor and maintain progress regarding the claim, taking relevant actions to ensure that required timescales are met
  - P16 Provide all relevant parties with the information appropriate to progressing the claim



# FSPGI07

## Carry out initial assessment and investigate complex insurance claims

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 The policy cover, terms and conditions relevant to your work including standard and non-standard extensions and/or limitations
- K4 Sources of advice and information
- K5 The limits of your authority and the action required when a claim falls outside those limits
- K6 Methods of claims assessment and investigation and the resources your organisation has to conduct these activities
- K7 Your organisation's procedures for handling emergency claims
- K8 The principles used by your organisation to estimate and set reserves
- K9 Your organisation's systems and procedures for accessing, recording and amending information
- K10 Relevant case law and quantum valuations
- K11 Your organisation's estimating practices
- K12 Your organisation's customer service procedures including those for dealing with complaints
- K13 The effects of claims leakage on insurers
- K14 Your organisation's procedures for late notification of claims
- K15 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities
- K16 The roles and functions of other parties involved in claims
- K17 Procedures for dealing with adverse features discovered during the claims process
- K18 The actions to be taken by the insured after a loss
- K19 The parties involved in progressing complex insurance claims, the information that they need from you towards ensuring effective progress and how to provide this
- K20 Signs of fraud in a claim and the action required

## **FSPGI07**

Carry out initial assessment and investigate complex insurance claims

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### **Additional Information**

#### **Behaviours**

1. You use information and knowledge effectively, efficiently and ethically
2. You keep information confidential and secure and disclose it only to those authorised to receive it
3. You negotiate effectively
4. You show understanding of others and deal with them in a professional manner

## FSPGI07

Carry out initial assessment and investigate complex insurance claims

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<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

# FSPGI08

## Settle complex insurance claims



### Overview

This unit may be suitable for you if you work for an insurer, an intermediary or another organisation with authority to settle complex claims. Claims are complex when they are not routine and cannot be dealt with mechanistically, for example, when a claim involves negotiation or is technically demanding. You will pursue any potential recoveries and will update other interested parties as they require. You will negotiate the claim according to the facts and circumstances involved. You will agree a final settlement figure, obtaining formal discharge of the claim from the claimant where this is required and you will arrange payment of the final settlement. You will need to pay attention to details that are critical to your work.

# FSPGI08

## Settle complex insurance claims

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### Performance criteria

- You must be able to:*
- P1 Obtain all information necessary to make an assessment of the claim
  - P2 Assess liability and quantum of damages based on the information obtained
  - P3 Refer any situations you are not authorised to deal with to the appropriate person/department
  - P4 Take appropriate action, by following agreed procedures, where fraud or potential fraud is suspected
  - P5 Make decisions up to the limit of your agreed authority
  - P6 Evaluate issues effectively and make appropriate decisions
  - P7 Request missing information or documentation promptly
  - P8 provide accurate information and instructions to appropriate specialists
  - P9 Evaluate the options to pursue subrogation and recovery rights, and take the appropriate action
  - P10 Provide interested parties with updated information as required
  - P11 Negotiate the liability and/or quantum of damages in accordance with your organisation's agreed parameters and your level of authority
  - P12 Process final settlement and inform interested parties
  - P13 Arrange for the settlement to be completed promptly and in the agreed manner
  - P14 Keep accurate and complete records
  - P15 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes
  - P16 Review the outcomes of any investigations regarding liability and quantum of the claim and assess their impact upon settlement of the claim
  - P17 Consider whether mediation is appropriate and make the consequent recommendations regarding any associated actions where relevant
  - P18 Review the factors that make up the claims reserve, taking action to ensure that accurate reserves are maintained where relevant

# FSPGI08

## Settle complex insurance claims

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 The policy cover, terms and conditions relevant to your work including standard and non-standard extensions and/or limitations
- K4 Your organisation's customer service procedures including those for dealing with complaints
- K5 Your organisation's procedures for recording claims settlements
- K6 Your organisation's estimating practices
- K7 The roles and functions of other parties involved in claims
- K8 Sources of advice and information
- K9 The limits of your authority and the action required when a claim falls outside those limits
- K10 The effects of claims leakage on insurers
- K11 Methods of claims assessment and investigation and the resources your organisation has to conduct these activities
- K12 Your organisation's procedures for handling emergency claims
- K13 Your organisation's systems and procedures for accessing, recording and amending information
- K14 Your organisation's procedures for late notification of claims
- K15 Your organisation's procedures for settlement of claims
- K16 Authorised sources of information, supply or repair needed, to settle claims
- K17 The importance of allocating correct cause codes and event dates
- K18 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities
- K19 The options available for settling a claim
- K20 The importance of reviewing legal precedents and how they affect the handling of a claim
- K21 The principles of effective negotiation and the factors that might be negotiated in settling insurance claims

# FSPGI08

## Settle complex insurance claims

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### Additional Information

#### Behaviours

1. You use information and knowledge effectively, efficiently and ethically
2. You show understanding of others and deal with them in a professional manner
3. You are vigilant for potential risks
4. You keep information confidential and secure and disclose it only to those authorised to receive it
5. You negotiate effectively
6. You show integrity, fairness and consistency in the assessments and decisions you make
7. You listen actively, ask questions, clarify points and check for mutual understanding
8. You present difficult ideas and problems in ways that promote understanding
9. You focus on factual evidence when considering arguments

# FSPGI08

## Settle complex insurance claims

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<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification



## FSPGI09

# Agree settlement of straightforward claims for uninsured losses



### Overview

This unit may be suitable for you if you work for a legal expenses insurer or any organisation involved in agreeing settlement of straightforward uninsured losses. Your work must involve finalising uninsured losses. You assist customers with the recovery of uninsured losses. You check that you have all documentation and/or information required to deal with the uninsured loss aspect of the claim. You pursue others, as necessary, to achieve a recovery. You will need to present information clearly and concisely and pay attention to details that are critical to your work.

# FSPGI09

## Agree settlement of straightforward claims for uninsured losses

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### Performance criteria

- You must be able to:*
- P1 Identify and obtain the information you need to agree settlement of the claim
  - P2 Ensure the claim is formulated and submitted to the third party correctly
  - P3 Monitor the progress of the claim and deal with any delays
  - P4 Refer problems and claims which are outside your authority to the appropriate person in your organisation
  - P5 Negotiate with others to resolve problems and finalise the claim in the best interests of your client and in accordance with your organisation's procedures
  - P6 Arrange for settlement of the claim
  - P7 Handle any problems or complaints associated with the claim in accordance with your organisations procedures
  - P8 Keep accurate and complete records
  - P9 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes

# FSPGI09

## Agree settlement of straightforward claims for uninsured losses

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 Sources of information and advice for dealing with complex claims and uninsured losses
- K4 The policy cover, terms and conditions relevant to your work including standard extensions, excesses and/or limitations
- K5 The limits of your authority and the action required when a claim falls outside those limits
- K6 Your organisation's procedures for dealing with uninsured losses
- K7 Your organisation's procedures for recording claims settlements
- K8 Your organisation's systems and procedures for accessing, recording and amending information
- K9 Your organisation's customer service procedures including those for dealing with complaints
- K10 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities
- K11 The roles and functions of other parties involved in claims
- K12 The information and/or documentation required to process a claim

## **FSPGI09**

### Agree settlement of straightforward claims for uninsured losses

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#### **Additional Information**

##### **Behaviours**

1. You act within the limits of your responsibility
2. You show understanding of others and deal with them in a professional manner
3. You use communication styles that are appropriate to different people and situations

# FSPGI09

## Agree settlement of straightforward claims for uninsured losses

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<b>Relevant occupations</b>	Finance
<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

# FSPGI10

## Evaluate insurance products and services



### Overview

This unit may be suitable for you if the firm in which you work is an intermediary, an insurer or an organisation working on their behalf. This unit involves evaluating a product or service offered by your employing firm and comparing it with others available in the market. It also involves identifying cover and premiums your employing firm offers that may not be relevant to the needs of customers, gaps in the products and services offered by your employing firm and any changes in the market or the needs of your customers. After your evaluation, you will prepare your recommendations for improving a product or service offered by your employing firm, and present these to the appropriate person. You will need to take pride in delivering high quality work and present information clearly and concisely.

# FSPGI10

## Evaluate insurance products and services

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### Performance criteria

- You must be able to:*
- P1 Obtain and assess appropriate information to evaluate a product or service
  - P2 Identify and evaluate the differences in the features, benefits and prices of the products or services offered by your company with others available in the market
  - P3 Identify any cover and premiums your company offers that may not be relevant to the needs of customers
  - P4 Identify any changes or trends in the market or your customers' needs which necessitate changes in products or services
  - P5 Identify and evaluate gaps in the products and services offered by your company
  - P6 Analyse information about products and services and draw conclusions about the products and services you offer
  - P7 Prepare recommendations for improving products and services and support these with sufficient and valid evidence
  - P8 Present your recommendations to the appropriate people, explaining the features, benefits and any disadvantages or risks
  - P9 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes

# FSPGI10

## Evaluate insurance products and services

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 Sources of advice and information at work
- K4 The limits of your authority
- K5 The policy cover, terms and conditions relevant to your work including standard and non-standard extensions and/or limitations
- K6 Your work role and the responsibilities it places on you
- K7 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities



# FSPGI10

## Evaluate insurance products and services

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### Additional Information

#### Behaviours

1. You recognise changes in circumstances and take these into account
2. You adopt an enquiring attitude to obtain required details that are critical to your work
3. You manage business relationships and maintain effective networks
4. You work in a manner to enhance and promote professional working relationships
5. You listen actively and ask questions to ensure understanding and clarity

# FSPGI10

## Evaluate insurance products and services

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<b>Relevant occupations</b>	Finance
<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

## FSPGI11

# Process straightforward insurance business as an intermediary



### Overview

This unit will be suitable for you only if you work for an intermediary dealing with straightforward new business. Your work must involve both processing requests for and finalising insurance cover. After a quotation has been accepted, details are submitted to underwriters and, as an intermediary, you manage the new business process. Arrangements are then made for the payment of the premium and issue of the policy documentation to the customer.

# FSPGI11

## Process straightforward insurance business as an intermediary

---

### Performance criteria

- You must be able to:*
- P1 Place risks within your agreed level of responsibility, the authority given by the customer and your employer's guidelines
  - P2 Operating within your authority level, refer any situations you are not authorised to deal with to the appropriate person/department
  - P3 Submit details to insurers in a manner and timescale appropriate to the risk
  - P4 Inform the customer of the terms and the cover provided
  - P5 Process proposals for new business and obtain any relevant supplementary information and documentation required
  - P6 Refer any issues that exceed your authority level to the appropriate person
  - P7 Identify and resolve any discrepancies in the information supplied
  - P8 Keep information confidential
  - P9 Process the payment correctly and by the appropriate means
  - P10 Make sure cover documentation is accurate, legible and meets legal and regulatory requirements
  - P11 Issue insurance documentation to the customer in accordance with your employer's policy
  - P12 Make complete and accurate records at all stages
  - P13 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes

# FSPGI11

## Process straightforward insurance business as an intermediary

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 procedures including those for dealing with complaints
- K4 Your organisation's policy and procedures regarding communicating with customers
- K5 Methods of payment offered by your organisation including credit and instalment facilities
- K6 Your organisation's procedures for contacting underwriters
- K7 The appropriate procedures for referral and advice
- K8 The policy cover, terms and conditions relevant to your work including standard extensions and/or limitations
- K9 The limits of your authority and the action required when a situation falls outside those limits
- K10 Your organisation's systems and procedures for accessing, recording and amending information
- K11 The information that should be supplied by clients to enable you to process new business
- K12 The features of new business which require investigation by insurers
- K13 Sources of information and advice
- K14 Your organisation's procedures for checking and correcting policies and associated documentation
- K15 Your organisation's procedures for dealing with new business where cover is subject to conditional acceptance
- K16 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

# FSPGI11

## Process straightforward insurance business as an intermediary

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### Additional Information

#### Behaviours

1. You use information and knowledge effectively, efficiently and in the client's best interests
2. You show understanding of others and deal with them in a professional manner
3. You identify the information needs of others
4. You use communication styles that are appropriate to different people and situations
5. You carry out tasks with due regard to your organisation's policies and procedures

# FSPGI11

## Process straightforward insurance business as an intermediary

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<b>Relevant occupations</b>	Finance
<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

## FSPGI12

# Process straightforward insurance renewals as an intermediary



### Overview

This unit will be suitable for you only if you work for an intermediary firm, dealing with straightforward renewals. Your work must involve both processing and completing renewals. You will process the policies due for renewal in compliance with current regulations. You will assess whether or not to look for an alternative quotation for the customer. The renewal invitation is sent to the customer, once you have received any information or documentation needed to progress the renewal. You will then monitor the progress of the renewal, ensuring there are no delays in the process. You will check renewal documentation are accurate and release them when agreement for payment has been reached. You will need to present information clearly and concisely.



# FSPGI12

## Process straightforward insurance renewals as an intermediary

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### Performance criteria

*You must be able to:*

- P1 Deal with renewals as authorised by your employer
- P2 Commence dealing with forthcoming renewals within the timescale required by your employer and regulator
- P3 Obtain sufficient, accurate information required to proceed with the renewal
- P4 Clarify information which is unclear and obtain additional information where required
- P5 Identify any features that indicate fresh underwriting should take place and whether to re-broke the risk
- P6 Refer any situations you are not authorised to deal with to the appropriate person/department
- P7 Resolve any queries on renewal documentation
- P8 Request any information or documentation required and store these securely
- P9 Arrange for the appropriate documentation to be dispatched to the customer in the time required by the regulator and/or your employer
- P10 Request renewal instructions from your customer
- P11 Monitor the progress of the renewal and deal with any delays
- P12 Arrange for the release of renewal documentation when arrangements for payment have been agreed
- P13 Keep accurate and complete records
- P14 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes

# FSPGI12

## Process straightforward insurance renewals as an intermediary

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 The policy cover, terms and conditions relevant to your work including standard extensions and/or limitations
- K4 Sources of information and advice within your organisation relevant to renewals
- K5 The limits of your authority and the action required when a renewal falls outside those limits
- K6 Your organisation's service standards and procedures including those for dealing with complaints
- K7 Your organisation's systems and procedures for accessing, recording and amending information
- K8 Your organisation's policy and procedures for communicating with customers
- K9 The limits of your own authority and the action required if a renewal is beyond those limits
- K10 How to use rating guides and/or computer systems to calculate premiums
- K11 The information that should be supplied by clients to enable you to process renewals
- K12 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

# FSPGI12

## Process straightforward insurance renewals as an intermediary

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### Additional Information

#### Behaviours

1. You use information and knowledge effectively, efficiently and in the client's best interest
2. You adopt an enquiring attitude to obtain required details that are critical to your work

# FSPGI12

## Process straightforward insurance renewals as an intermediary

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<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

## FSPGI13

# Process straightforward mid-term insurance amendments



### Overview

This unit will be suitable for you only if you work for an intermediary. Your work must involve both processing and completing straightforward amendments to cover. Straightforward business is when it is not routine and cannot be dealt with mechanistically ie requires negotiation and/or is technically demanding involving complex legal or underwriting issues or substantial financial implications. This unit covers the work of an intermediary when a customer wishes to amend a policy. After the information has been gathered, details are submitted to underwriters if required and you manage the amendment process. Arrangements are then made for the adjustment of the premium and issue of the amendment documentation to the customer. You will need to present information clearly and concisely.

# FSPGI13

## Process straightforward mid-term insurance amendments

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### Performance criteria

- You must be able to:*
- P1 Obtain sufficient, accurate information required to proceed with the amendment
  - P2 Clarify information which is unclear and obtain additional information where required
  - P3 Refer any situations you are not authorised to deal with to the appropriate person/department
  - P4 Communicate accurate and complete information regarding the adjustment to the insurer or underwriter in the appropriate way
  - P5 Identify any features that indicate fresh underwriting should take place and decide whether to re-broke the risk
  - P6 Clarify with the customer any queries raised by the insurers and pass the information back to the insurers
  - P7 Give customers accurate information which meets their requirements
  - P8 Monitor the progress of the adjustment and deal with any delays where appropriate
  - P9 Make arrangements for any adjustment in premium
  - P10 Arrange to issue amendment documentation to the customer within the time required having checked for and rectified any discrepancies
  - P11 Keep accurate and complete records at all stages
  - P12 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes

# FSPGI13

## Process straightforward mid-term insurance amendments

---

### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 service standards and procedures including dealing with complaints
- K4 Your organisation's policy and procedures for communicating with customers
- K5 How to use rating guides and/or computer systems to calculate premiums
- K6 Your organisation's procedures for straightforward policy alteration, including any associated essential information required from the customer
- K7 The policy cover, terms and conditions relevant to your work including standard extensions and/or limitations
- K8 The limits of your authority and the action required when an amendment falls outside those limits
- K9 Your organisation's systems and procedures for accessing, recording and amending information
- K10 The limits of your own authority and the action required if an alteration is beyond those limits
- K11 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

# FSPGI13

## Process straightforward mid-term insurance amendments

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### Additional Information

#### Behaviours

1. You use information and knowledge effectively, efficiently and in your client's best interests
2. You adopt an enquiring attitude to obtain required details that are critical to your work
3. You show understanding of others and deal with them in a professional manner
4. You show a clear understanding of the demands and needs of different customers



# FSPGI13

## Process straightforward mid-term insurance amendments

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<b>Relevant occupations</b>	Finance
<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

## FSPGI14

# Process complex new insurance business as an intermediary



### Overview

This unit will be suitable for you only if you work for an intermediary and if you deal with complex new business. New business is complex where it is not routine and cannot be dealt with mechanistically eg requires negotiation and/or is technically demanding involving complex legal or underwriting issues or substantial financial implications.. Examples of complex new business may include fleets, commercial combined requiring separate underwriting, high net worth personal lines or any risks requiring additional investigation or underwriting. Your work must involve both processing requests for and finalising insurance cover. After a quotation has been accepted, details are submitted to underwriters and, as an intermediary, you manage the new business process. Arrangements are made for the payment of the premium and issue of the policy documentation to the customer. You will need to present information clearly and concisely.

# FSPGII14

## Process complex new insurance business as an intermediary

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### Performance criteria

- You must be able to:*
- P1 Place risks within your agreed level of responsibility, the authority given by the customer and your employer's guidelines
  - P2 Resolve difficulties associated with new business according to business agreements, legal requirements and the limit of your authority
  - P3 Demonstrate sound judgement and business acumen
  - P4 Refer any situations you are not authorised to deal with to the appropriate person/department
  - P5 Request any documentation and/or information required and store them securely
  - P6 Submit details to insurers in a manner and timescale appropriate to the risk
  - P7 Identify and resolve any discrepancies in the information supplied
  - P8 Agree final terms and premium and process the new business for payment
  - P9 Issue confirmation of cover
  - P10 Monitor the progress of the new business and deal with any delays
  - P11 Make sure cover documentation is accurate, legible and meets legal and regulatory requirements
  - P12 Arrange for the issue of documentation to the client
  - P13 Keep accurate and complete records at all stages
  - P14 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes

# FSPGII14

## Process complex new insurance business as an intermediary

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 procedures including dealing with complaints
- K4 Your organisation's policy and procedures regarding communicating with customers
- K5 Methods of payment offered by your organisation including credit and instalment facilities
- K6 How to calculate premiums using manual and/or automated systems
- K7 Your organisation's procedures for contacting underwriters
- K8 The policy cover, terms and conditions relevant to your work including standard and non-standard extensions and/or limitations
- K9 Your organisation's systems and procedures for accessing, recording and amending information
- K10 The information that should be supplied by clients to enable you to process new business
- K11 The features of new business which require investigation by insurers
- K12 The action required for processing a risk that is outside your authority
- K13 Your organisation's procedures for checking and correcting policies and associated documentation
- K14 Your organisation's procedures for dealing with new business where cover is subject to conditional acceptance
- K15 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

# FSPGII14

## Process complex new insurance business as an intermediary

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### Additional Information

#### Behaviours

1. You show understanding of others and deal with them in a professional manner
2. You evaluate situations and information effectively and make appropriate decisions
3. You use information and knowledge effectively, efficiently and in the client's best interests
4. You adopt an enquiring attitude to obtain required details that are critical to your work
5. You negotiate effectively

# FSPGI14

## Process complex new insurance business as an intermediary

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<b>Relevant occupations</b>	Finance
<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

# FSPGI15

## Process complex insurance renewals as an intermediary



### Overview

This unit will be suitable for you only if you work for an intermediary firm, and if you deal with complex renewals. Your work must involve both processing and completing renewals. A renewal is complex where it is not routine and cannot be dealt with mechanically ie requires negotiation and/or is technically demanding involving complex legal or underwriting issues or substantial financial implications.. The unit involves identifying policies due for renewal and checking the documentation against information received from insurers. You will solve any difficulties associated with the renewal such as where there have been major changes in terms or premiums, or where there have been changes in the risk, and will provide the best solution for your customer. You will request any documentation or information from the customer necessary to process the renewal. You will send any required documentation or information to insurers to process the renewal and will check the progress of the renewal to ensure there are no delays. You will check the renewal documentation for accuracy and resolve any inaccuracies and ambiguities, and will release the documentation when agreement for payment has been reached. You will need to present information clearly and concisely and present information clearly and concisely.

# FSPGI15

## Process complex insurance renewals as an intermediary

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### Performance criteria

- You must be able to:*
- P1 Identify accurately forthcoming renewals within the timescale required by your employer and regulator
  - P2 Request documentary evidence and/or any information required and store this securely
  - P3 Resolve difficulties associated with the renewal according to business agreements, legal requirements and the limit of your authority
  - P4 Refer any situations you are not authorised to deal with to the appropriate person/department
  - P5 Identify any features that indicate fresh underwriting should take place and/or whether to re-broke the risks when appropriate
  - P6 Monitor the progress of the renewal and deal with any delays
  - P7 Resolve any inaccuracies and/or ambiguities in renewal documentation and/or information
  - P8 Despatch the renewal documentation to the customer in the time required
  - P9 Request renewal instructions from your customer
  - P10 Arrange for the release of renewal documentation when arrangements for payment have been agreed
  - P11 Explain clearly any delays in completing the renewal and take appropriate action
  - P12 Keep accurate and complete records of all stages
  - P13 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes
  - P14 Demonstrate sound judgement and business acumen in your business decisions



# FSPGI15

## Process complex insurance renewals as an intermediary

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 procedures including dealing with complaints
- K4 Your organisation's policy and procedures regarding communicating with customers
- K5 Methods of payment offered by your organisation including credit and instalment facilities
- K6 How to calculate premiums using manual and/or automated systems
- K7 Your organisation's procedures for contacting underwriters
- K8 The limits of your authority and the action required when a renewal falls outside those limits
- K9 The policy cover, terms and conditions relevant to your work including standard and non-standard extensions and/or limitations
- K10 Your organisation's systems and procedures for accessing, recording and amending information
- K11 The information that should be supplied by clients to enable you to process renewals
- K12 How to use rating guides and/or computer systems to calculate premiums
- K13 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

# FSPGI15

## Process complex insurance renewals as an intermediary

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### Additional Information

#### Behaviours

1. You show understanding of others and deal with them in a professional manner
2. You evaluate situations and information effectively and make appropriate decisions
3. You use information and knowledge effectively, efficiently and in the client's best interest
4. You adopt an enquiring attitude to obtain required details that are critical to your work
5. You negotiate effectively

# FSPGI15

## Process complex insurance renewals as an intermediary

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<b>Relevant occupations</b>	Finance
<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

# FSPGI16

## Process complex mid-term insurance amendments



### Overview

This unit may be suitable for you only if the firm in which you work is an intermediary and you deal with complex mid term amendments. The policy may be straightforward; it is the alteration that is complex. Complex alterations are those which are not routine and cannot be dealt with mechanically ie require negotiation and/or is technically demanding involving complex legal or underwriting issues or substantial financial implications.. This will include any alteration involving significant changes to terms and conditions. This unit covers the work of an intermediary when a customer wishes to amend a policy. Your work must involve both processing requests for and finalising insurance cover. After the information has been gathered, details are submitted to underwriters if required and you manage the amendment process. Arrangements are made for the adjustment of the premium and issue of the amendment documentation to the customer. You will need to present information clearly and concisely.

# FSPGI16

## Process complex mid-term insurance amendments

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### Performance criteria

- You must be able to:*
- P1 Obtain sufficient information to allow you to assess the customer's needs
  - P2 Clarify information which is unclear and obtain additional information where required
  - P3 Communicate accurate and complete information regarding the adjustment to the insurer or underwriter in the appropriate way
  - P4 Resolve difficulties associated with the amendment according to business agreements, legal requirements and the limit of your authority
  - P5 Provide the customer with accurate and complete information
  - P6 Make arrangements for any adjustment in premium
  - P7 Refer any situations you are not authorised to deal with to the appropriate person/department
  - P8 Monitor the progress of the amendment and deal with any delays
  - P9 Make sure amendment documentation is accurate, legible and meets legal and regulatory requirements
  - P10 Check and issue the insurer's documentation to the customer promptly once you have received them
  - P11 Keep accurate and complete records of all stages
  - P12 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes

# FSPGI16

## Process complex mid-term insurance amendments

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 procedures, including dealing with complaints
- K4 Your organisation's policy and procedures regarding communicating with customer
- K5 How to calculate amendment premiums using manual and/or automated systems
- K6 Your organisation's procedures for contacting underwriters
- K7 The limits of your authority and the action required when an amendment falls outside those limits
- K8 The policy cover, terms and conditions relevant to your work including standard and non-standard extensions and/or limitations
- K9 Your organisation's systems and procedures for accessing, recording and amending information
- K10 The information that should be supplied by clients to enable you to process amendments
- K11 The features of amendments which require investigation by insurers
- K12 Your organisation's procedures for checking and correcting amendment documentation
- K13 Your organisation's procedures for dealing with amendments where cover is subject to conditional acceptance
- K14 Your organisation's procedures for mid term cancellations including returns of premium and return of documentation
- K15 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

# FSPGI16

## Process complex mid-term insurance amendments

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### Additional Information

#### Behaviours

1. You show understanding of others and deal with them in a professional manner
2. You evaluate situations and information effectively and make appropriate decisions
3. You use information and knowledge effectively, efficiently and in the client's best interest
4. You adopt an enquiring attitude to obtain required details that are critical to your work
5. You negotiate effectively

# FSPGI16

## Process complex mid-term insurance amendments

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<b>Relevant occupations</b>	Finance
<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification



# FSPGI17

## Evaluate risk and advise other insurance intermediaries



### Overview

This unit may be suitable for you only if the firm in which you work is an insurance intermediary. This unit covers the work of an intermediary who is placing business on behalf of other intermediaries, for example acting as a wholesale intermediary or placing business on behalf of an appointed representative. You will assess the needs of the other intermediary and analyse and evaluate all the relevant information provided. You will arrange for further investigations into the risk where these are required and then assess the material facts before proceeding. After making your assessment, you will advise the other intermediary, making sure your proposals and their implications are fully understood, and you will agree the course of action to be taken. You will need to present information clearly and concisely.

# FSPGI17

## Evaluate risk and advise other insurance intermediaries

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### Performance criteria

- You must be able to:*
- P1 Obtain all required information to assess the needs of the other intermediary and their client
  - P2 Analyse and evaluate the information
  - P3 Investigate the risk further, where this is required
  - P4 Assess the material facts and obtain any relevant documentation
  - P5 Refer any situations you are not authorised to deal with to the appropriate person/department
  - P6 Give advice in accordance with any agreement to place business on behalf of the intermediary within your agreed limits of responsibility
  - P7 Give advice which provides the best market situation for the other intermediary given the nature of the request and your employer's policies, procedures and status
  - P8 Explain your recommendations clearly and confirm that the other intermediary understands your advice
  - P9 Agree the course of action to be taken with the other intermediary
  - P10 Confirm your advice in accordance with your organisation's procedures
  - P11 Maintain confidentiality when giving advice to other intermediaries
  - P12 Protect the integrity of the relationship with your intermediary
  - P13 Keep accurate and complete records of all stages
  - P14 Demonstrate sound judgement and business acumen in your business decisions
  - P15 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes

# FSPGI17

## Evaluate risk and advise other insurance intermediaries

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 and operational standards including dealing with complaints
- K4 The importance of explaining to your client intermediary the limit of your legal liability regarding any advice provided and also, regarding their client, any reliance placed upon the advice and services provided
- K5 Sources of advice and information relevant to your work
- K6 How to analyse and evaluate information supplied by other intermediaries
- K7 Your organisation's requirements for making and recording recommendations to other intermediaries
- K8 Legal and organisational requirements for maintaining the confidentiality of information
- K9 The limits of your authority
- K10 Your organisation's procedures for contact with insurers
- K11 The policy cover, terms and conditions relevant to your work including standard and non-standard extensions and/or limitations
- K12 The information and material facts that should be supplied by other intermediaries
- K13 Your organisation's requirements relating to the application of codes, laws and regulatory requirements, as they impact on your activities

# FSPGI17

## Evaluate risk and advise other insurance intermediaries

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### Additional Information

#### Behaviours

1. You evaluate situations and information effectively and make appropriate decisions
2. You encourage the other intermediary to ask questions and seek clarification
3. You use information and knowledge effectively, efficiently and in the best interests of the other intermediary and their customer
4. You show understanding of others and deal with them in a professional manner
5. You adopt an enquiring attitude to obtain required details that are critical to your work

# FSPGI17

## Evaluate risk and advise other insurance intermediaries

<b>Developed by</b>	Financial Skills Partnership
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<b>Relevant occupations</b>	Finance
<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

# FSPGI18

## Underwrite straightforward new risks



### Overview

This unit may be suitable for you if you work for an insurer or an intermediary or other organisation with delegated authority. Your work must involve you in assessing straightforward new risks and deciding if they can be accepted. You must have the underwriting authority to accept them. This unit involves getting the required information from the customer, matching the customer's requirements to policy cover available, arranging for further investigations into the risk if they are required. All available information should be used to make an assessment of the risk and fix an equitable price. It also involves deciding whether to accept or decline the risk, suggesting (if appropriate) risk improvement measures and applying current underwriting criteria.

# FSPGI18

## Underwrite straightforward new risks

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### Performance criteria

- You must be able to:*
- P1 Accept only new risks which fall within your authority and pass others to the appropriate person
  - P2 Gather sufficient information, resolving any discrepancies, to enable you to assess the risk accurately
  - P3 Inform the customer of any risk improvements required as appropriate
  - P4 Apply current underwriting criteria to reflect the features of the risk
  - P5 Identify and clarify any differences between policy cover and the customer's requirements
  - P6 Refer any situations you are not authorised to deal with to the appropriate person/department
  - P7 Inform the customer promptly of your decision
  - P8 Agree final terms and premium
  - P9 Keep accurate and complete records at all times
  - P10 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes

# FSPGI18

## Underwrite straightforward new risks

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 The policy cover, terms and conditions relevant to your work including standard extensions and/or limitations
- K6 Your organisation's policy and procedures regarding communicating with customers
- K7 Your organisation's procedures and the circumstances for granting cover subject to conditional acceptance
- K8 The limits of your authority and the action required for underwriting a risk outside your authority
- K9 How to apply underwriting criteria
- K10 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities



# FSPGI18

## Underwrite straightforward new risks

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### Additional Information

#### Behaviours

1. You evaluate issues effectively to make appropriate decisions
2. You use information and knowledge effectively, efficiently and in your customer's best interest
3. You show understanding of others and deal with them in a professional manner
4. You disclose information only to those who need it and who are entitled to it

# FSPGI18

## Underwrite straightforward new risks

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<b>Relevant occupations</b>	Finance
<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

# FSPGI19

## Process insurance policy documentation



### Overview

This unit may be suitable for you if you work for an insurer or an intermediary or other organisation with delegated authority. Your work may involve you in providing customers with a policy or documentation as evidence of alterations. After new business and alterations have been processed, the documentation providing the evidence of the contract of insurance, or of the alteration, is prepared and issued to the customer. You will usually deal with documentation for policies with standard rates and wordings, i.e., those policies/products that are system-driven allowing little, if any, scope for individual judgement to vary the terms and conditions. You will need to present information clearly and concisely and pay attention to details that are critical to your work.

# FSPGI19

## Process insurance policy documentation

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### Performance criteria

- You must be able to:*
- P1 Enter correct information in the appropriate location
  - P2 Produce the correct documentation in accordance with your employer's procedures
  - P3 Resolve any ambiguities or discrepancies
  - P4 Issue documentation promptly to those who need it
  - P5 Incorporate standard clauses and endorsement wordings correctly
  - P6 Refer any situations you are not authorised to deal with to the appropriate person/department
  - P7 Keep accurate and complete records at all stages
  - P8 Check that the documentation is accurate
  - P9 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes

# FSPGI19

## Process insurance policy documentation

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and legal principles and regulations which affect your activities
- K2 The structure of the insurance market and the different roles, authority levels and responsibilities of the various parties within it as they impact on your activities
- K3 Relevant legal principles and regulations which affect your activities
- K4 The structure of the insurance market and the different roles, authority levels and responsibilities of the various parties within it
- K5 The policy cover, terms and conditions relevant to your work including standard extensions and/or limitations
- K6 Sources of information and advice
- K7 The limits of your authority and the actions required for situations outside your authority
- K8 Your organisation's service and timescale standards, including dealing with complaints
- K9 Your organisation's systems and procedures for recording and amending information
- K10 Your organisation's policy and procedures for communicating with customers
- K11 Your organisation's procedures for preparing schedules and relevant policy attachments
- K12 Your organisation's procedures and timescales for the issue of revised policy schedules and endorsements
- K13 Your organisation's procedures for standard policy alteration, including any associated essential information required from the customer
- K14 Your organisation's procedures for mid-term cancellations including return of premiums and return of documentation
- K15 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

# FSPGI19

## Process insurance policy documentation

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### Additional Information

#### Behaviours

1. You use information and knowledge effectively, efficiently and in your customer's best interests
2. You show understanding of others and deal with them in a professional manner
3. You disclose information only to those who need it and who are entitled to it

# FSPGI19

## Process insurance policy documentation

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<b>Relevant occupations</b>	Finance
<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

# FSPGI20

## Process straightforward insurance renewals



### Overview

This unit will be suitable for you if you work for an insurer or an intermediary or other organisation with delegated authority. Your work must include processing straightforward renewals, falling within your authority, with features indicating that fresh underwriting may be required. This may include those where claims have been made or where there are changes in circumstances. You will obtain and clarify information from the customer. You will invite renewals and issue the documentation required to comply with legislation and regulation. You will need to present information clearly and concisely.



# FSPGI20

## Process straightforward insurance renewals

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### Performance criteria

- You must be able to:*
- P1 Deal with only those renewals falling within your authority and pass others to the appropriate person
  - P2 Commence dealing with forthcoming renewals within the timescale required by your employer and regulator
  - P3 Identify correctly any features which indicate fresh underwriting should take place
  - P4 Obtain sufficient information and/or documentation required to proceed and decide whether to accept or decline the renewal
  - P5 Clarify information which is unclear and obtain additional information where required
  - P6 Take into account the effect a decision to decline renewal will have on others and ensure adequate notification is given
  - P7 Prepare documentation and/or correspondence
  - P8 Refer any situations you are not authorised to deal with to the appropriate person/department
  - P9 Invite renewal of risks promptly and confirm any changes in terms and conditions
  - P10 Keep accurate and complete records
  - P11 Update or complete any additional records or databases required
  - P12 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes

# FSPGI20

## Process straightforward insurance renewals

---

### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 service and timescale standards
- K4 Sources of advice and information
- K5 The policy cover, terms and conditions relevant to your work including standard extensions and/or limitations
- K6 The limits of your authority and the action required when a renewal falls outside those limits
- K7 Your organisation's procedures for granting cover subject to conditional acceptance
- K8 How to access existing customer records
- K9 Your organisation's policy and procedures for communicating with customers
- K10 How to apply underwriting criteria using manual or automated systems
- K11 Your organisation's procedures for the issue of renewal documentation
- K12 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities
- K13 Relevant legal principles and regulations which affect your activities
- K14 The structure of the insurance market and the roles and responsibilities of the various parties within it

# FSPGI20

## Process straightforward insurance renewals

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### Additional Information

#### Behaviours

1. You use information and knowledge effectively, efficiently and in the client's and the insurer's best interest
2. You show understanding of others and deal with them professionally
3. You adopt an enquiring attitude to obtain required details that are critical to your work

# FSPGI20

## Process straightforward insurance renewals

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<b>Originating organisation</b>	Financial Skills Partnership
<b>Original URN</b>	FSPGI20
<b>Relevant occupations</b>	Finance
<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

# FSPGI21

## Underwrite complex new risks



### Overview

This unit will be suitable for you if you work for an insurer or an intermediary or other organisation with delegated authority. Your work must involve you in assessing complex new risks within your authority, deciding if they can be accepted. A risk is complex if it is not routine and cannot be dealt with mechanistically requires negotiation and/or is technically demanding involving complex underwriting criteria, complex risk evaluation or substantial financial implications. This unit involves getting the required information from the customer, matching the customer's requirements to policy cover available and arranging for further investigations into the risk if they are required. All available information should be used to make an assessment of the risk, and to fix an equitable price. It also involves deciding whether to accept or decline the risk, suggesting risk improvement measures (if appropriate), and applying current underwriting criteria before informing the customer of the premium and terms.

# FSPGI21

## Underwrite complex new risks

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### Performance criteria

- You must be able to:*
- P1 Accept only new risks which fall within your agreed level of responsibility and pass others to the appropriate person
  - P2 Gather sufficient information, resolving any discrepancies, to enable you to assess the risk accurately
  - P3 Advise the customer of any risk improvements required
  - P4 Decide whether to accept or decline the risk, allowing for all features and history of the risk and/or the effect your decision will have on other business
  - P5 Apply appropriate limitations or extensions of cover to reflect the features of the risk
  - P6 Identify and clarify any differences between policy cover and the customer's requirements
  - P7 Refer any situations you are not authorised to deal with to the appropriate person/department
  - P8 Take action to avoid any unnecessary delays in underwriting the risk
  - P9 Inform the customer promptly of your decision
  - P10 Agree final terms and premium
  - P11 Keep accurate and complete records at all times
  - P1 Demonstrate sound judgement and business acumen in your business decisions
  - P12 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional code

# FSPGI21

## Underwrite complex new risks

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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
- K5 Current market trends and development
- K6 The policy cover, terms and conditions relevant to your work including standard and non-standard extensions and/or limitations
- K7 The limits of your authority and the action required when underwriting falls outside those limits
- K8 Your organisation's policy and procedures regarding communicating with customers
- K9 How to determine if a proposal fits your organisation's planned profile of acceptable risk
- K10 Your organisation's procedures and the circumstances for granting cover subject to conditional acceptance
- K11 The action required for underwriting a risk that is outside your agreed level of responsibility
- K12 How to apply underwriting criteria
- K13 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

# FSPGI21

## Underwrite complex new risks

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### Additional Information

#### Behaviours

1. You evaluate issues effectively to make appropriate decisions
2. You use information and knowledge effectively, efficiently and in your customer's best interests
3. You show understanding of others and deal with them in a professional manner
4. You show awareness of the potential risks associated with any proposal
5. You disclose information only to those who need it and who are entitled to it
6. You negotiate effectively



# FSPGI21

## Underwrite complex new risks

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<b>Relevant occupations</b>	Finance
<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

## FSPGI22

# Prepare insurance policy documentation for complex new business



### Overview

This unit will be suitable for you if you work for an insurer or an intermediary or other organisation with delegated authority. This unit will be suitable for you if you prepare policies from source documentation, and/or use a central signing facility. This unit requires you to decide which policy form, wordings and attachments should be used. It involves taking the information from the source document and will require selection of those wordings which have the same meaning and implications as those negotiated. It also involves producing the documentation according to market practices and regulations and by the appropriate method. You will need to present information clearly and concisely.

## FSPGI22

### Prepare insurance policy documentation for complex new business

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#### Performance criteria

- You must be able to:*
- P1 Draft policies and endorsements within your competence and authority incorporating all information from the source documentation
  - P2 Communicate with others to ensure any ambiguities are resolved
  - P3 Incorporate any alterations made to wordings
  - P4 Use wordings which are unambiguous and which have the same meaning and implications as those negotiated
  - P5 Ensure policies meet any legal requirements
  - P6 Keep accurate and complete records at all stages
  - P7 Confirm that the documentation is accurate
  - P8 Refer any situations you are not authorised to deal with to the appropriate person/department
  - P9 Provide policy documentation to those who need it
  - P10 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes

## FSPGI22

### Prepare insurance policy documentation for complex new business

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#### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance 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 Your organisation's procedures for policy issue.
- K5 Sources of advice and information
- K6 The policy cover, terms and conditions relevant to your work including standard and non-standard extensions and/or limitations
- K7 The limits of your authority and the action required when preparation of a policy appears to exceed your authority
- K8 Your organisation's procedures and timescales for the issue of documentation
- K9 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

## FSPGI22

### Prepare insurance policy documentation for complex new business

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#### Additional Information

##### Behaviours

1. You use information and knowledge effectively, efficiently and in the customer's best interests
2. You adopt an enquiring attitude to obtain required details that are critical to your work
3. You show understanding of others and deal with them in a professional manner
4. You disclose information only to those who need it and who are entitled to it

## FSPGI22

### Prepare insurance policy documentation for complex new business

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<b>Original URN</b>	FSPGI22
<b>Relevant occupations</b>	Finance
<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

## FSPGI23

### Process complex insurance policy alterations



#### Overview

This unit will be suitable for you if you work for an insurer or for an intermediary or other organisation with delegated authority to make alterations to policies. The policy may be straightforward; it is the alteration that is complex. Complex alterations are those which are not routine and cannot be dealt with mechanistically i.e. requires negotiation and/or is technically demanding involving complex underwriting criteria, complex risk evaluation or substantial financial implications. You will establish the customer's requirements, request further information as necessary, decide if the alteration can be accepted and process the alteration. You will deal with requests for mid-term alterations to existing business by establishing what changes to the policy are required and determine a revised premium where this is necessary. You will need to present information clearly and concisely and in a way that others will understand.

# FSPGI23

## Process complex insurance policy alterations

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### Performance criteria

*You must be able to:*

- P1 Deal with new requests for alterations promptly
- P2 Deal only with alterations for which you are authorised and pass others to the appropriate person
- P3 Identify the details you need to proceed with the request and confirm that you have all these details
- P4 Clarify any information which is unclear and obtain additional information where required to eliminate any ambiguities
- P5 Identify and take into account any existing business
- P6 Identify any features in the request which indicate it should be declined or referred and proceed accordingly
- P7 Apply underwriting criteria
- P8 Refer any situations you are not authorised to deal with to the appropriate person/department
- P9 Provide a quotation with appropriate terms to the customer
- P10 Ensure that all requirements are clearly understood and, when necessary, you obtain confirmation that these have been acted upon
- P11 Suggest alternative products or actions if the customer declines the quotation
- P12 Clearly explain when cover has been granted and confirm any special conditions
- P13 Arrange for accurate documentation to be provided to those who need it
- P14 Keep accurate and complete records at all stages
- P15 Demonstrate sound judgement and business acumen in your business decisions
- P16 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes



# FSPGI23

## Process complex insurance policy alterations

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 Sources of information and advice
- K4 The policy cover, terms and conditions relevant to your work including standard and non-standard extensions and/or limitations
- K5 Your organisation's service and timescale standards
- K6 Your organisation's systems and procedures for recording and amending information
- K7 How to access existing business customer records
- K8 Your organisation's policy and procedures for communicating with customers
- K9 The limits of your authority and the action required when an alteration appears to exceed your authority
- K10 How to apply underwriting criteria
- K11 The information required to carry out the proposed alteration
- K12 Your organisation's procedures for processing mid-term adjustments and return of documentation, where appropriate
- K13 Your organisation's procedures for granting cover subject to conditional acceptance
- K14 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

# FSPGI23

## Process complex insurance policy alterations

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### Additional Information

#### Behaviours

1. You use information and knowledge effectively, efficiently and in the customer's best interest
2. You adopt an enquiring attitude to obtain required details that are critical to your work
3. You show understanding of others and deal with them in a professional manner
4. You disclose information only to those who need it
5. You show awareness of the potential risks associated with any proposal

# FSPGI23

## Process complex insurance policy alterations

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<b>Relevant occupations</b>	Finance
<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

# FSPGI24

## Process complex insurance renewals



### Overview

This unit will be suitable for you if you work for an insurer or an intermediary or other organisation with delegated authority. A renewal is complex where it is not routine and cannot be dealt with mechanistically ie requires negotiation and/or is technically demanding involving complex underwriting criteria, complex risk evaluation or substantial financial implications. You will determine renewal terms by taking into account fresh underwriting information such as the claims history - making allowance for all features of the risk. This may involve proposing risk improvement measures. You will consult with other interested parties if appropriate to the circumstances and to your job role. You will suggest alternative products and services when these are appropriate. You may negotiate on terms with the customer, invite the renewal and arrange for the customer to be issued with the required documentation. You will need to present information clearly and concisely.

# FSPGI24

## Process complex insurance renewals

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### Performance criteria

- You must be able to:*
- P1 Review policies and identify risks requiring re underwriting within the limit of your authority and pass others to the appropriate person
  - P2 Obtain accurate information required including any claims history and estimates for outstanding claims to decide whether to accept or decline renewals
  - P3 Clarify any information that is ambiguous or unclear
  - P4 Make allowance for all features and history of the risk and propose appropriate risk improvement measures
  - P5 Decide whether to accept or decline the risk, allowing for all features and history of the risk and the effect your decision will have on other business
  - P6 Apply underwriting criteria
  - P7 Notify and consult with other interested parties when appropriate to the circumstances
  - P8 Refer any situations you are not authorised to deal with to the appropriate person/department
  - P9 Confirm when cover has been granted and explain clearly any special conditions
  - P10 Arrange for accurate and complete documentation and correspondence to be prepared and issued
  - P11 Keep complete and accurate records
  - P12 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes

# FSPGI24

## Process complex insurance renewals

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 Sources of information and advice
- K4 The policy cover, terms and conditions relevant to your work including standard and non-standard extensions and/or limitations
- K5 Your organisation's service and timescale standards
- K6 Your organisation's policy and procedures for communicating with customers
- K7 The limits of your authority and the action required when a renewal falls outside those limits
- K8 Your organisation's procedures for processing renewals and associated documentation
- K9 Your organisation's procedures for the issue of revised policy schedules
- K10 How to access existing customer records
- K11 Your organisation's procedures and the circumstances for granting cover subject to conditional acceptance
- K12 How to apply underwriting criteria
- K13 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

# FSPGI24

## Process complex insurance renewals

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### Additional Information

#### Behaviours

1. You show understanding of others and deal with them in a professional manner
2. You evaluate situations and information effectively and make appropriate decisions
3. You use information and knowledge effectively, efficiently and in the client's and insurer's best interest
4. You adopt an enquiring attitude to obtain required details that are critical to your work
5. You negotiate effectively

# FSPGI24

## Process complex insurance renewals

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<b>Relevant occupations</b>	Finance
<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification



# FSPGI25

## Review underwriting decisions to accept risks



### Overview

This unit will be suitable for you if you work for an insurer or an intermediary or other organisation with delegated authority. Your work will involve checking quotations given to customers. Quotations which have been provided are checked to make sure that the underwriter's guidelines have been correctly applied, underwriting authority has not been exceeded and that the quotation is valid. Where a quotation is dependent upon the customer supplying documentation or other evidence, this is also checked and any differences between the material facts supplied by the customer at the time of the quote and the information provided by the evidence will be referred to the person able to deal with these.

# FSPGI25

## Review underwriting decisions to accept risks

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### Performance criteria

- You must be able to:*
- P1 Promptly review quotations which fall within your authority and pass others to the appropriate person
  - P2 Confirm that you have all the documentation and information you need to proceed
  - P3 Identify any differences in the details received from the customer and the material facts on which the quotation was based
  - P4 Identify quotations which fall outside your organisation's guidelines and take the appropriate action
  - P5 Refer any situations you are not authorised to deal with to the appropriate person/department
  - P6 Determine whether underwriting guidelines have been applied correctly and that the underwriting authority has not been exceeded
  - P7 Validate quotations which meet requirements
  - P8 Demonstrate sound judgement and business acumen in your business decisions
  - P9 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes

# FSPGI25

## Review underwriting decisions to accept risks

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 service and timescale standards
- K4 Sources of advice and information
- K5 The policy cover, terms and conditions relevant to your work including standard and non-standard extensions and/or limitations
- K6 The limits of your authority and the action required when a quotation falls outside those limits
- K7 The underwriting criteria for the quotations you are authorised to review
- K8 Your organisation's procedures for granting cover subject to conditional acceptance
- K9 How to access existing customer records
- K10 Your organisation's policy and procedures for communicating with customers
- K11 How to determine if a proposal fits your organisation's planned profile of acceptable risk
- K12 How to check the correct premium has been charged
- K13 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities

# FSPGI25

## Review underwriting decisions to accept risks

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### Additional Information

#### Behaviours

1. You evaluate issues effectively and make appropriate decisions
2. You use information and knowledge effectively, efficiently and in the customer's best interests
3. You show awareness of the potential risks associated with any proposal
4. You adopt an enquiring attitude to obtain required details that are critical to your work
5. You show understanding of others and deal with them in a professional manner
6. You disclose information only to those who need it

# FSPGI25

## Review underwriting decisions to accept risks

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<b>Developed by</b>	Financial Skills Partnership
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<b>Suite</b>	General Insurance
<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification

## FSPGI26

### Underwrite straightforward policy alterations



#### Overview

This unit will be suitable for you if you work for an insurer or an intermediary or other organisation with delegated authority. Your work must involve clarifying with customers the nature of the proposed alteration, requesting any further information you may need, deciding if the alteration can be accepted and carrying out the processing of the alteration. Dealing with requests for mid-term alterations to existing business on behalf of the insurer involves establishing what change, if any, to the policy is required, and calculating a revised premium where this is necessary.

# FSPGI26

## Underwrite straightforward policy alterations

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### Performance criteria

- You must be able to:*
- P1 Deal promptly with requests for alterations
  - P2 Check you have sufficient details relating to the request to allow you to proceed
  - P3 Identify and clarify non-standard requests accurately
  - P4 Clarify any information which is unclear, and obtain any additional information where required
  - P5 Disclose confidential information only to those authorised to receive it
  - P6 Identify appropriate information from the current customer record
  - P7 Apply all underwriting criteria correctly
  - P8 Deal with those alterations for which you are authorised and promptly refer all others to the person authorised to deal with them
  - P9 Inform the customer that you have granted cover once the alteration is accepted and confirm any special conditions
  - P10 Ensure customers receive any documentation required to meet their needs and legal requirements
  - P11 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes

# FSPGI26

## Underwrite straightforward policy alterations

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### Knowledge and understanding

*You need to know and understand:*

- K1 Relevant insurance and 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 The policy cover, terms and conditions relevant to your work including standard extensions and/or limitations
- K6 Your organisation's policy and procedures regarding communicating with customers
- K7 How to access existing business customer records
- K8 Your organisation's procedures for processing mid-term adjustments and the return of documentation where appropriate
- K9 The limits of your authority and the action required for underwriting a risk outside your authority
- K10 How to apply underwriting criteria using manual or automated systems
- K11 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities



## FSPGI26

### Underwrite straightforward policy alterations

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#### Additional Information

##### Behaviours

1. You evaluate issues effectively to make appropriate decisions
2. You use information and knowledge effectively, efficiently and in your customer's best interest
3. You show understanding of others and deal with them in a professional manner
4. You disclose information only to those who need it and who are entitled to it

# FSPGI26

## Underwrite straightforward policy alterations

<b>Developed by</b>	Financial Skills Partnership
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<b>Key words</b>	Insurance claim; insurance policy; policies; claim; claimant; settlement; insured; uninsured; notification