

Unit: UW2 Process insurance policy documents and alterations

Overview

This unit may be suitable for you if you work in any type of insurance firm but your work must involve you in both providing customers with a policy and with documents as evidence of alterations. After new business and alterations have been processed, the documents, which provide the evidence of the contract of insurance or of the alteration, are prepared and issued to the customer. You will usually deal with documents 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. Examples may include private motor, private household and commercial package policies/products for small traders.

Outcomes of effective performance

- UW2/O1 You enter correct information in the appropriate location
- UW2/O2 You produce the correct documents which are accurate and in accordance with your employer's procedures
- UW2/O3 You resolve any ambiguities or discrepancies
- UW2/O4 You issue documents promptly to those who need them
- UW2/O5 You incorporate clauses and agreed endorsement wordings correctly
- UW2/O6 You keep accurate and complete records at all stages
- UW2/O7 You confirm the documents are accurate
- UW2/O8 You comply with legal requirements, industry regulations, organisational policies and professional codes

Behaviours which underpin effective performance

- UW2/B1 You use information and knowledge effectively, efficiently and in your customer's best interests
- UW2/B2 You present information clearly and concisely
- UW2/B3 You pay attention to details that are critical to your work
- UW2/B4 You show understanding of others and deal with them in a professional manner
- UW2/B5 You disclose information only to those who need it
- UW2/B6 You carry out tasks with due regard to your organisation's policies and procedures, including those covering health and safety at work

Unit: UW2 Process insurance policy documents and alterations

Knowledge and understanding

1. Sources of information and advice
2. Your organisation's service and timescale standards, including dealing with complaints
3. Your organisation's systems and procedures for recording and amending information
4. Your organisation's policy and procedures for communicating with customers
5. Your organisation's procedures for preparing schedules and relevant policy attachments
6. Your organisation's procedures and timescales for the issue of revised policy schedules and endorsements
7. Your organisation's procedures for standard policy alteration, including any associated essential information required from the customer
8. Your organisation's procedures for mid-term cancellations including return of premiums and return of documents
9. Your organisation's procedures for granting cover subject to conditional acceptance
10. Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including health and safety, as they impact on your activities