

**Unit: LT2 Alter contracts for long term business****Overview**

Customers can request alterations to long term contracts. Requests for alterations have to be checked to see if they are acceptable. The customer's record file has then to be amended and documents which provide evidence of the amendment are supplied. Some contracts may be terminated. When you receive a request to make an alteration, you have to make sure that the information supplied by the customer is complete and accurate. You will request any further information you may need, establish that the customer has legal entitlement to the policy, and, therefore, is legally able to make the amendment, and, if this is acceptable, prepare a quotation for the customer. It may be necessary to notify any interested parties of the request for amendment. If the proposed alteration is acceptable you will amend the customer's record file. This will involve you in making sure that the changes are advised to appropriate people within the life office, entering all information accurately (and ensuring that the information on file matches the customer's request). If the alteration results in a contract being terminated, you will need to check that the required procedures for termination have been followed and, if it is required, you must notify any interested parties of the termination before amending any records and documents. There may also be a need to recover commission if the contract is cancelled.

***Outcomes of effective performance***

- LT2/O1 You decide if requests for alterations can be accepted under the terms and conditions of the contract
- LT2/O2 You refer any request outside of your authority to the person who can deal with them
- LT2/O3 You establish the correct holder of title
- LT2/O4 You seek clarification from the customer of information which is unclear or incomplete
- LT2/O5 You prepare quotations where this is appropriate
- LT2/O6 You terminate contracts according to organisational requirements
- LT2/O7 You make arrangements for the recovery of commission when appropriate
- LT2/O8 You amend and update records and documents accurately
- LT2/O9 You comply with legal requirements, industry regulations, organisational policies and professional codes

***Behaviours which underpin effective performance***

- LT2/B1 You use information and knowledge effectively, efficiently and ethically
- LT2/B2 You show understanding of others and deal with them in a professional manner
- LT2/B3 You make information available only to those who need it and have a right to it
- LT2/B4 You pay attention to details that are critical to work
- LT2/B5 You carry out tasks with due regard to your organisation's policies and procedures, including those covering health and safety at work

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***Knowledge and understanding***

**Your organisation's requirements**

1. Your organisation's procedures for altering and reviewing standard long term contracts including the associated essential information required from the customer
2. How to access existing business records
3. Your organisation's standards for customer service
4. Your organisation's rules to determine if an amendment is acceptable
5. Your organisation's procedures for dealing with the interests of interested parties.
6. How to deal with lost documents
7. Rules for qualifying policies
8. The forms and documents relating to long term contracts and their completion
9. Your organisation's procedures and systems for alterations
10. Classification systems
11. Filing system
12. The essential information and procedures used to set up and amend customer record files
13. Procedures covering the issue of documents concerning alterations to long term contracts
14. Procedures for checking and correcting documents
15. Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including health and safety, as they impact on your activities

**Regulation**

1. The limits of what you can do under regulation
2. How to recognise when money laundering may be taking place and what to do if you suspect that it is
3. Legal requirements and regulations which apply to long term contracts