Comprehensive Insurance Company FAQ – Internal Knowledge Base Document

Q General Questions

Q1. What is insurance?

Insurance is a financial agreement in which a person or business receives financial protection or reimbursement against losses from an insurance company. The insurer pools clients' risks to make payments more affordable.

Q2. How does insurance work?

Insurance works by spreading the risk of financial loss among many policyholders. In exchange for a premium, the insurer agrees to compensate the policyholder in case of covered events such as accidents, illness, or property damage.

Q3. What types of insurance are available?

We offer a wide range of insurance products, including:

- Health Insurance
- Auto Insurance
- Homeowners/Renters Insurance
- Life Insurance
- Travel Insurance
- Business Insurance
- Liability Insurance
- Pet Insurance

Q4. What is a premium?

A premium is the amount of money a policyholder pays periodically to the insurance company to keep the policy active.

Q5. What is a deductible?

A deductible is the amount the insured must pay out-of-pocket before the insurance company covers the remaining costs.

Q6. What is a policy term?

This refers to the period during which the policy is active, usually 6 or 12 months, or annually renewable.

Auto Insurance

Q7. What is covered under auto insurance?

Auto insurance typically covers:

- Liability (bodily injury & property damage)
- Collision
- Comprehensive (theft, fire, weather)
- Personal Injury Protection (PIP)
- Uninsured/Underinsured Motorist

Q8. How are premiums determined?

Auto insurance premiums depend on:

- Driving record
- Age and gender
- Location
- Vehicle type
- · Coverage limits and deductible

Q9. What should I do after a car accident?

- 1. Ensure safety and call emergency services if needed
- 2. Exchange information with the other driver
- 3. Take photos of damage and scene
- 4. File a police report
- 5. Contact your insurance company

Q10. What happens if I let someone else drive my car?

Generally, insurance follows the vehicle, so your policy may cover other drivers with your permission. Restrictions may apply depending on your policy.

Q11. Is roadside assistance included?

Roadside assistance is optional coverage that includes towing, battery jumpstarts, fuel delivery, and more.

Health Insurance

Q12. What does health insurance cover?

Health insurance usually includes:

- Hospitalization
- Doctor visits
- · Prescription drugs
- Preventive care
- Emergency services
- Maternity and newborn care

Q13. What is a co-pay?

A co-pay is a fixed amount the insured pays for a specific service, such as \$20 for a doctor visit.

Q14. What is the difference between HMO and PPO?

- HMO (Health Maintenance Organization): Requires referrals and in-network care
- PPO (Preferred Provider Organization): More flexibility, including out-ofnetwork options

Q15. Are pre-existing conditions covered?

Yes, pre-existing conditions are generally covered under compliant plans, but check policy details for limitations.

Q16. Can I add family members to my plan?

Yes, most plans allow you to add dependents such as a spouse and children. Premiums may increase.

Q17. What is an Explanation of Benefits (EOB)?

An EOB is a summary that shows how your claim was processed, including what was covered and what you owe.

Life Insurance

Q18. What types of life insurance are offered?

- Term Life
- Whole Life
- Universal Life
- Group Life (Employer-sponsored)

Q19. What is the difference between term and whole life insurance?

- **Term**: Coverage for a specific time (e.g., 10, 20 years)
- Whole: Lifetime coverage with a cash value component

Q20. Who should consider life insurance?

Anyone with dependents, debt, or estate planning needs should consider life insurance.

Q21. Can I change my beneficiary?

Yes, you can update your beneficiary by submitting a written request to the insurer.

Q22. What happens if I miss a payment?

Policies usually have a grace period (typically 30 days) before coverage lapses. Reinstatement may be possible.

Property Insurance (Home/Renters)

Q23. What does homeowners insurance cover?

- Dwelling and structural damage
- Personal belongings
- Liability for injuries on your property
- Additional living expenses

Q24. Do I need insurance if I rent?

Yes, renters insurance protects your personal belongings and provides liability coverage.

Q25. Are floods and earthquakes covered?

Typically not. Separate policies are needed for these perils.

Q26. What is replacement cost vs actual cash value?

- Replacement cost: Pays for new items
- Actual cash value: Pays current value minus depreciation

Q27. How much homeowners insurance do I need?

It depends on:

- Home replacement cost
- Personal property value
- Liability exposure

Claims & Policy Management

Q28. How do I file a claim?

- 1. Contact us via phone or portal
- 2. Submit supporting documents (photos, reports)
- 3. Adjuster review
- 4. Resolution and payout

Q29. How long does it take to process a claim?

It varies by type and complexity but generally 7–30 business days.

Q30. Can I cancel my policy?

Yes. Submit a written cancellation request. Refunds may apply depending on your billing cycle.

Q31. How can I make a policy change?

You can update your policy through our online portal or by contacting customer service.

Q32. What is a lapse in coverage?

A lapse occurs when a policy is terminated due to non-payment. This can result in a loss of protection and higher future premiums.

m Business Insurance

Q33. What does business insurance include?

- General Liability
- Commercial Property
- Business Interruption
- Workers' Compensation
- Professional Liability (E&O)
- Cyber Liability

Q34. Who needs business insurance?

Any business owner, freelancer, or independent contractor who wants to protect assets, employees, or clients.

Q35. What is professional liability insurance?

Also known as Errors & Omissions (E&O), it covers claims of negligence or inadequate work.

Q36. What is a Business Owner's Policy (BOP)?

A BOP bundles general liability and commercial property into one policy.

Q37. Are home-based businesses covered?

Most homeowners policies do not cover business-related claims. A separate or rider policy is needed.

Legal & Compliance

Q38. Is insurance required by law?

Some types, like auto liability and workers' comp, are legally required. Others depend on individual or business circumstances.

Q39. What is underwriting?

Underwriting is the evaluation of risk and exposures of potential clients. It

determines premium pricing and coverage eligibility.

Q40. How is personal data handled?

We comply with GDPR and data protection regulations. Personal data is securely stored and only used for policy administration.

Q41. What is subrogation?

This is when the insurance company seeks reimbursement from a third party responsible for a loss after paying the claim.

III Billing & Support

Q42. What payment methods are accepted?

We accept credit/debit cards, bank transfers, and auto-pay options.

Q43. Can I view and manage policies online?

Yes, our client portal allows 24/7 access to your policy documents, billing, and claims status.

Q44. How do I contact customer service?

Phone: 1-800-123-4567

Email: support@insuranceco.com

Portal Chat: Available 8am-8pm Mon-Sat

Q45. Can I set up automatic payments?

Yes, you can enroll in AutoPay via the portal or app to avoid missed payments.

Policy Renewal & Discounts

Q46. How do renewals work?

We notify you 30 days before renewal. You can review and make changes or cancel before the new term starts.

Q47. What discounts are available?

- Multi-policy discount
- Safe driver
- Home security system
- Loyalty discount

· Paperless billing

Q48. Can I bundle my policies?

Yes, bundling home and auto (or others) can reduce premiums and simplify billing.

Q49. What happens if I switch insurers?

We recommend overlapping coverage for at least one day to avoid a lapse. Notify your new insurer before canceling the old policy.

Q50. How do I dispute a claim or billing issue?

Contact our customer support to escalate the issue. Formal complaints can be made via our complaint resolution form or regulatory body.