Project: Account check list

1.Account creation:

It is important to collect every individual's information associated to the account.

This includes date of birth, address, and contact numbers.

Under client details there is a section we can promptly add details of each individual associated to the account.

2.Documents:

Collecting proper documents and attaching it to Epic system for our record is a necessary practice that need to be followed by every individual working on accounts.

The followings are the main categories of the documents we require to keep a record of (I have created a separate report about how to name the documents and which folder they belong to):

New Business (Homeowners, condominium, tenants):

Questionnaire:

Weather it is filled out by the client or collected by the agent, there should be a questionnaire attached and acknowledged by the applicants.

Ars quotation:

To keep a record of the companies we have tried to place the business with, there should be an ARS

Quotation attached to every account. This clause applies to remarkets as well.

CSIO application:

I cannot emphasize on the importance of having a detailed, signed habitational application.

It's not only serves as a legal piece of document signed by the applicant, but it's a good way to collect information if we require to.

Company specific quotation:

An auxiliary document for our record.

Evaluator (Homeowners/rented dwelling):

Evaluators are always requested by insurance companies and there should be a new one attached to the Epic, at least every 4 years.

Policy declaration:

Please refer to the previous report for the proper methods of addressing a policy declaration on EPIC.

Letters:

It has been noted that some of our agents to not bother to issue proper letter while communicating the insurance contract with the client. Every new business we issue, we need to print a new business/disclosure and send it to the insureds. This is how we remind them of their obligations.

Documentation (Part two-renewals):

Communications with the insured/agents:

To make it easier for other team members, every agent needs to take their time an attach every communication with client or company agents in the form of emails.

If the client does not have an email address, we can attach a copy of the letter we mailed to the client and/or use the general notes, sticky notes, or activities to add details to the file.

Renewal letters:

The key component about renewal letters is the wording which is being handled by the management.

On the other hand, our letters must be saved under PDF format for our record.

Endorsement Letters:

If there is a transaction on a policy, our agents need to issue an endorsement letter (samples are available) and communicate it with the client via Email/ Mail.

This is important because it gives our other agents and the clients a quick overview of the changes made on the policies.

Payment receipt:

It goes without saying, every payment that is being collected, there must be a payment receipts attached and communicated to the clients.

Payment receipts should not be saved on Epic in the form of an email message.

3.Payment collection process:

Direct Bill: Payment reminder for a direct bill policy should be in the form of a follow up phone call/ email few days prior to the renewal date. We issue payment reminder letter if only the company issued a statement first.

Agency Bill:

After contacting the client few days prior to the renewal date, if the premium is still outstanding, we should follow the following steps:

First payment collection letter: issued on the day of the renewal, followed by phone calls. A friendly reminder of an outstanding premium.

Second letter; Issued a week into the renewal, a reminder than the policy premium has not been collected and is outstanding.

Third and final notice: Issued 15-18 days into the policy reminding client of agency's rights to cancel the policy for nonpayment.

4.Cancellation letter:

Although insurance company send a cancellation letter to the client, we should always issue an in-house cancellation letter and explain the reason for cancellation to the client. (Samples are available on epic)

5.Activities:

After any kind of transaction, an activity required to take the next step in the process. The most common activities are as follow:

Payment reminder/collection, awaiting downloads, awaiting document, signature collection, payment posting.

Activities can be assigned from one department/agent to another one accordingly.

e.g.: Department A receives an underwriting request from insurance company, not only they can send an email to the respective CSR but a joint activity can be issued to keep the both side informed about progress.