

Quality Control New Business Life & Health Dept Checklist

QUALITY CONTROL NEW BUSINESS, REWRITES OR BROKERS CHECKLIST

ACCOUNT _____ PRODUCER _____ LOB _____ GHM OR BRM _____ QUOTE LOG _____

CO-PRODUCER _____ COMM SPLIT _____ NB / RW / RE _____ COMM RATE _____

PROD	N/A	QCER	
		N/A	REVIEW QUOTE WITH INSURED/ATTACH QUOTES AND QUOTE SHEET
			MAKE SURE CLIENT IS CHANGED FROM PROSPECT TO CUSTOMER
			AMS SETUP, PHONE, CONTACTS, PROFILE, SALUTATION, EMAIL, DEPT & DIVISION ETC
CIRCLE		N/A	PROFILE QUES: GOLF YES HOLIDAY LISTS: CARD, CALENDAR, & GIFT
			COMPLETED APP WITH SIGNATURES ETC OR COPY OF QUICK APP
			WELCOME ABOARD PACKAGE 10 DAY SUSPENSE SET TO BE EMAILED
		N/A	DEPOSIT AND OR FINANCE AGREEMENT IF APPLICABLE, W/RECEIPT
		N/A	DETAILED ACTIVITY
CIRCLE		N/A	COVERAGE INFO SENT CARRIER REQUEST TO ISSUE
N/A			SET 30 DAY SUSPENSE TO AE TO GET A COPY OF POLICY/SUMMARY OF BENEFITS
N/A			SET 30 DAY SUSPENSE FOR NB SET TO QM
N/A			SET FUTURE SUSPENSE FOR LIFE OR HEALTH POLICES
N/A			SET FUTURE SUSPENSE FOR SHORT TERM HEALTH POLICES TO RW OR SET AS EXPIRED
CIRCLE		N/A	AM BEST RATING OF CARRIER A+ A A- B+ NR B OR LOWER WITH LETTER OF AUTHORIZATION
N/A			SCAN FILE, SCAN APPS ETC SEPARATE FROM "REMAINDER OF WORKING FILE"

PRODUCER SIGN OFF _____ QC SIGN OFF _____

**** **QM DEPT**

SAME DAY NOTIFICATION TO THE PRODUCER FOR LIFE POLICIES

DONE			DONE	
	AMS SETUP, NAME, ADDRESS, PHONE, EMAIL, CONTACTS, DIVISION, DEPARTMENT & SALUTATION ETC			RE-REVIEW FUTURE SUSPENSES TO MAKE SURE THEY ARE THERE, IF APPLICABLE
	REVIEW FOR SIGNED, APPS, WAIVER			
	CHECK FOR PROPER DIVISIONS, DEPT ON POLICY LEVEL			PROOF READ NB LETTER IF APPLICABLE
				COMPLETE SUSPENSE
	REVIEW COVERAGE & PREMIUMS ON POLICY VS APPS & AMS (DOWNLOAD OR MANUAL INPUT)			ACTIVITY, ATTACH WITH COPY OF POLICY AND COMPLETED QC SHEET
	TRANSACTION (NB, RW, RE)			REVIEW QUALITY OF PRESENTATION TO INSURED

QUALITY MANAGER SIGN OFF _____

Remember to suspend to Account Manager name

Quality Control

0 – 3,500	SMCOM – JOANNE	INDIVIDUAL LIFE & HEALTH TO QC:	A-L	GAYE
3,501 – 7,500	SMCOM2- MELISSA W		M-Z	MEGAN
7,501 – 15,000	MSCOM – KAREN			
15,001 – 50,000	MEDCO – MELISSA			
50,001 – 100,000	MLCOM – LAURA			
101,000+	LGCOR – DONNA	COMMERCIAL LINES QC		CATHY

Revised 4/2018