

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	
			COMPLETED QUOTE SHEET OR KNOCK OUT QUESTIONS
		N/A	REVIEW QUOTE WITH INSURED
			MAKE SURE CLIENT IS CHANGED FROM PROSPECT TO CUSTOMER
			AMS SETUP, PHONE, CONTACTS, PROFILE, SALUTATION, EMAIL, DEPT & DIVISION ETC, X-REF
		N/A	PROFILE QUES: GOLF: ADD EMAILS OF GUESTS HOLIDAY LISTS: CARD, CALENDAR, & GIFT
			COMPLETED APP W/CORRECT MAILING/LOSS PAYEES/CERT/MORTGAGEES, SIGNATURES ETC
			SIGNED WAIVER & OR SUPPLEMENTAL QUESTIONNAIRES COMPLETED, TERRORISM FORMS
		N/A	SET SUSPENSES FOR TO RETURN OUTSTANDING WAIVERS OR SUPPLEMENTAL APPS
			COST ESTIMATOR
		N/A	ID CARDS, EPI AND OR BINDER IF NECESSARY (SET SUSPENSE FOR BINDER)
			WELCOME ABOARD PACKAGE W/PRIVACY STATEMENT DELIVERED OR SUSPENSE SET TO BE EMAILED
		N/A	DEPOSIT AND OR FINANCE AGREEMENT IF APPLICABLE, W/RECEIPT
		N/A	PHOTOS ATTACHED OR INSPECTION ORDERED
		N/A	DETAILED ACTIVITY
CIRCLE		N/A	COVERAGE BOUND WITH CARRIER UPLOADED MAILED FAXED E-MAILED
		N/A	LOSS RUNS
N/A			SET 30 DAY SUSPENSE FOR NB, BINDERS, & INSPECTION
N/A			SET FUTURE SUSPENSES FOR SURPLUS LINES RENEWAL PROCEDURE
N/A			SET FUTURE SUSPENSE FOR LIFE, HEALTH & BUILDERS RISK POLICES
N/A			SET FUTURE SUSPENSE FOR SHORT TERM POLICES TO RW OR SET AS EXPIRED
CIRCLE		N/A	AM BEST RATING OF CARRIER A+ A A- B+ 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 _____

****** QUALITY MANAGEMENT DEPT.**

DONE		DONE	
	AMS SETUP, NAME, ADDRESS, PHONE, EMAIL, CONTACTS, DIVISION, DEPARTMENT & SALUTATION ETC		COMMISSION (REGULAR OR NEGOTIATED)
	REVIEW FOR SIGNED, APPS, WAIVER & COST ESTIMATOR		CO-PRODUCER COMMISSION SPLIT
	REVIEW SUSPENSE FOR INSPECTION, IF NOT ALREADY ATTACHED		RE-REVIEW FUTURE SUSPENSES TO MAKE SURE THEY ARE THERE, IF APPLICABLE
	CHECK FOR PROPER DIVISIONS, DEPT ON POLICY LEVEL		PROOF READ NB LETTER
	REVIEW AGENCY CODE ON ISSUED POLICY		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 USER NAME, NOT BELOW

QUALITY CONTROL

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