

How it works

Dynamic questions are carefully designed to appear on relevant applications based on the insured's profile. That means that not all additional questions are going to be on every application, but will pop up if the customer's business has any attribute that is considered *risky*. That mostly refers to the insured's Industry (Area of Focus), funding, number of employees, prior claims, etc. where we already have several referral triggers in place.

For example, if the insured's Area of Focus is *Fintech: Lending* and they have the latest funding round more than 5 years ago, *Funding* and *Fintech* dynamic questions will appear.

On top of simply collecting the information for the UW team, we implemented additional referral logic with almost all of the dynamic questions.

Here's a brief overview of all the questions added, along with their eligibility impact:

Dynamic Question	Category	Eligibility Impact	Internal Ops Guidance (Where can I find the answer?)
			NOTE: If you cannot obtain an answer to one of these questions, but want to ensure your application is reserved - select the answer in column “Eligibility Impact” that will trigger a referral.
Does the Company have any “play-to-earn” products or operations?	Online Gaming	New biz & Yes - decline Renewal & Yes - referral No - no action	A review of the company website will often provide the answer. Play-to-earn is defined here .
Is the Company subject to oversight by the SEC or any state or local gambling commission, gaming board, or casino control board?	Online Gaming	New biz & Yes - decline Renewal & Yes - referral No - no action	A review of the company website will often provide the answer. Additionally, you may check the state gaming commissions website to search for the insured. For example, the California commission's website is here .
Does the Company make any credit worthiness or lending acceptability decisions or recommendations?	Fintech, SAAS, AI or Professional Services	Yes - ask the question below No - no action	A review of the company website will often provide the answer. If not or not clearly, recommend to select “Yes” and answer the below question.
Is the Company regulated by the Federal Deposit Insurance Corporation (FDIC) or National Credit Union Administration (NCUA)?	Fintech, SAAS, AI or Professional Services	Yes - ineligible No - referral	A review of the company website will often provide the answer. FDIC or NCUA regulated entities should include details on their website. For example, Chase includes:

Does the Company provide payment processing services that authenticate, approve, or complete financial transactions for others? - as of sprint 161	Fintech, SAAS, AI or Professional Services	Yes - referral No - no action	This question will not be asked if the Area of Focus is Fin-Tech: Payments. If unknown, a review of the company website will often provide the answer.
<i>Are any in-person, telephonic, or web-based medical services, including prescribing medication or providing therapy offered by the Company?</i>	Healthcare, Health & Beauty, and Medical Devices	Yes - referral No - ask the question below	A review of the company website will often provide the answer. Additionally, reviewing open positions or employee details on LinkedIn may provide clues on the types of interactions employees have with patients.
<i>Does the company operate in an inpatient (overnight stays) facility?</i>	Healthcare, Health & Beauty, and Medical Devices	Yes - ineligible No - no action	A review of the company website will often provide the answer. Additionally, reviewing open positions or employee details on LinkedIn might provide clues on the types of interactions employees have with patients.
<i>Does the Company operate as a risk bearing managing general agent (MGA), Insurance Company, or other risk bearing entity?</i> (EM-33807, EM-31403)	Insurance Services	<i>New biz &</i> Yes - referral <i>Renewal &</i> Yes - referral No - no action	A review of the company website will often provide the answer. If financials are available, the balance sheet and income statement will provide clues as well. For example, if "Earned Premium" is an income statement line item, they are likely a risk bearing entity.
<i>Is an employee handbook maintained with a minimum of anti-discrimination and anti-harassment policies?</i>	500+ employees	Accounts with over 500 employees will be referred regardless of responses	Most competitor applications should have a question referencing this.
<i>How many locations does the Company have?</i>	500+ employees	Accounts with over 500 employees will be referred regardless of responses	A review of the company website or a quick Google search will often provide the answer.
<i>Are all locations part of the named insured and/or its subsidiaries?</i>	500+ employees	Accounts with over 500 employees will be referred regardless of responses	This is only asked if there is more than one location. A review of the company website will often provide the answer (often within the "Contact Us" section of the website). If an org chart is available, it may provide the answer as well. Acceptable to be quoted subject to this answer.
<i>Are human resource (HR) functions centralized and consistent across all locations?</i>	500+ employees	Accounts with over 500 employees will be referred regardless of responses	This is only asked if there is more than one location. Some competitor applications ask this

			question as well. Acceptable to be quoted subject to this answer.
<i>Given the cash burn rate of the past 6 months, does the Company have available balance sheet assets to maintain operations and debt obligations over the next 18 months?</i>	"Old" funding as defined by over 5 years or over 2 years and less than 20m in Total Funding	Yes - refer if last funding round is over 60 months old; no action if the last funding round is between 24 and 60 months old; No - ask the below question	This is only asked in certain situations. Some competitor applications contain a variation of this question. If financials are received, the balance sheet and cash flow statement can provide an answer. If you have any questions about how to determine from the financials, do not hesitate to reach out to the Insurance Product Team.
<i>Does the Company anticipate any rounds of additional financing?</i>	"Old" funding as defined by over 5 years or over 2 years and less than 20m in Total Funding	Yes - refer and ask about future funding info (date, amount) No - refer and ask about the go-forward strategy to maintain operations	This is only asked in certain situations. This is unlikely to be asked on competitor applications, but may be part of the submission materials. If unknown, suggest answering "No" and typing in "TBD" into the go-forward strategy text box.
<i>Was the cancellation or non-renewal due to claim activity on the Company's policy?</i>	Prior cancellation/non-renewal	Accounts with prior claims/non-renewals will refer regardless of responses ~ unless the coverage cancelled or non-renewed is "All Other"	This should be provided the competitor's app and/or submission materials. If not, we must ask for it.
<i>Please provide details on why the carrier canceled or non-renewed the Company's policy</i>	Prior cancellation/non-renewal	Accounts with prior claims/non-renewals will refer regardless of responses ~ unless the coverage cancelled or non-renewed is "All Other"	This should be provided the competitor's app and/or submission materials. If not, we must ask for it.