

RAISING UNDERWRITING ISSUES

Raising Underwriting Issues



Lesson objectives

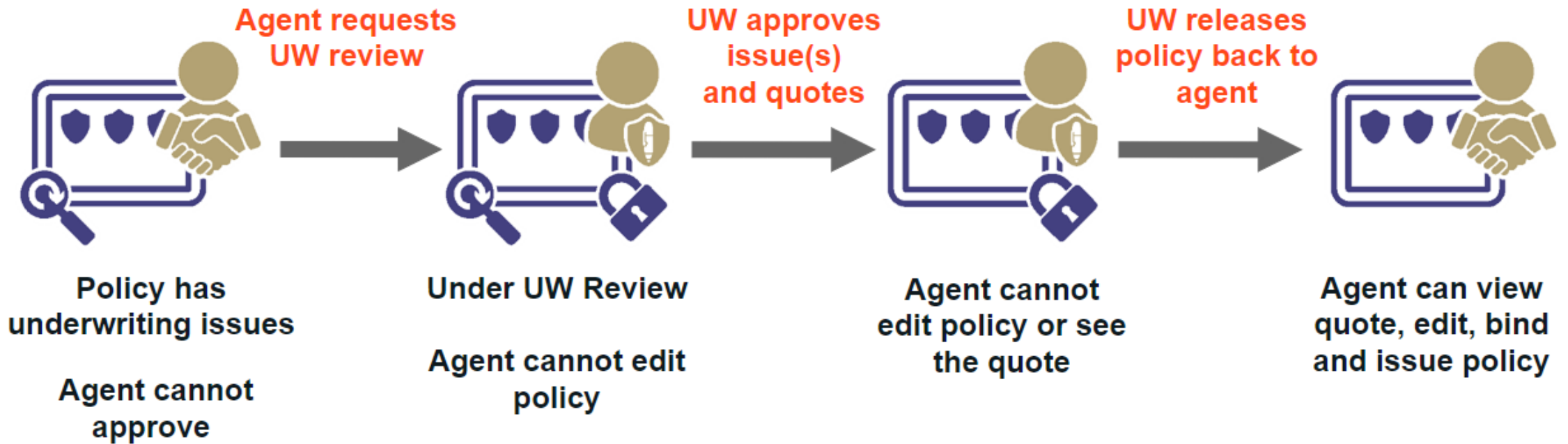
By the end of this lesson, you will be able to:

- Describe the underwriting process and the key concepts of underwriting authority
- Describe the fields related to defining the Underwriting Rule and evaluating the Underwriting Issue
- Define a new underwriting rule and specify rule conditions to raise the underwriting issue
- Configure the rule context definitions to be used in the underwriting rule user interface



Underwriting authority overview

Review: Underwriting process



Review: Underwriting authority

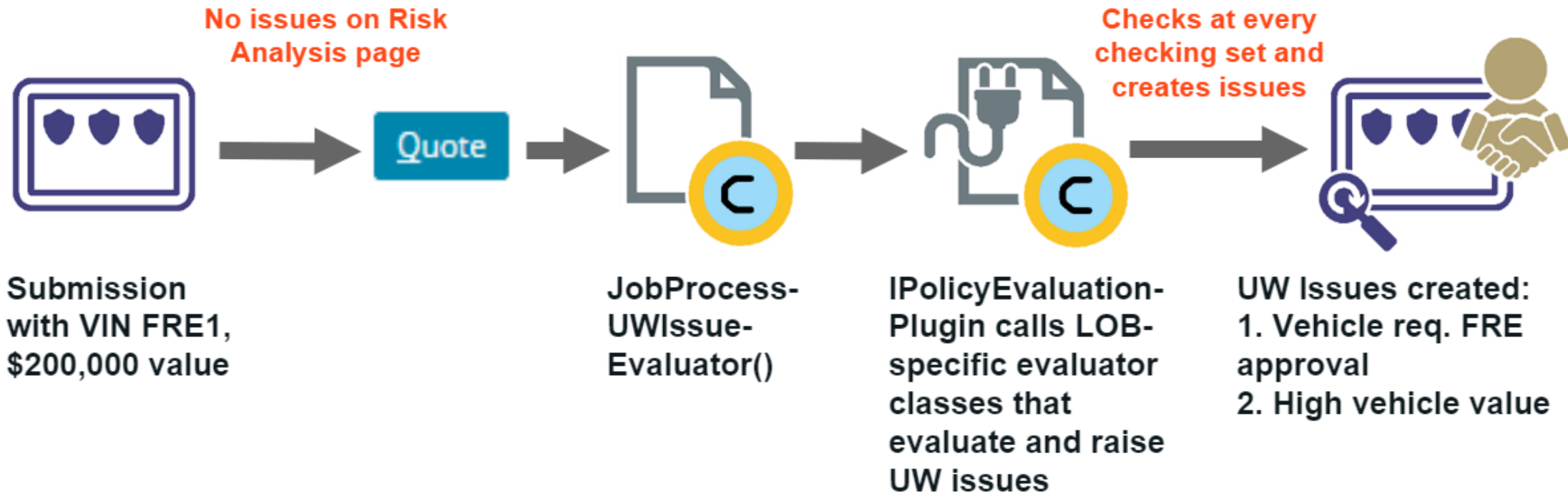
- Provides underwriting rules and an underwriting infrastructure to manage underwriting issues
- Major components
 - **Underwriting Issue** – A specific occurrence on a policy transaction where an underwriting condition was true.
 - **Underwriting Rule** – It describes how the policy transaction is affected by underwriting issues, and how issues can be approved. The rules includes the condition under which it will raise an underwriting issue.
 - **Authority** – The ability to approve underwriting issues and to what degree.
 - **Authority Profile** – A group of authorities that can be given to a user, allowing the user to approve underwriting issues.

Review: Underwriting issues

- Created when a condition gives undesirable result, based on data on the policy or account such as:
 - a level or coverage or price of a coverable or
 - a jurisdiction or
 - more complex issue such as driver in urban areas
- Can stop jobs unless approved



How are UW issues raised?



Implementing underwriting authority

Steps to configure UW authority are:

1. [Optional] Configure context definition
2. Create a new UW rule
3. Configure UW rule conditions in UI to raise UW issue
4. Add authority grant for new issue type



Configure underwriting rules

Underwriting rules

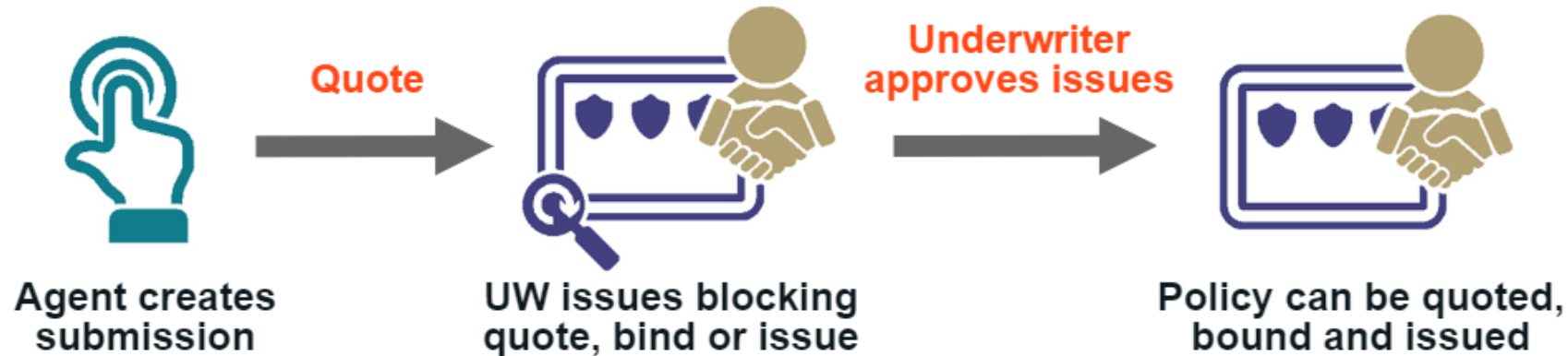
- An **underwriting rule** defines an underwriting issue type, specifies when to check and under what conditions to raise the issue.
- In PolicyCenter, Go to **Administration → Business Rules →> Underwriting Rules**
 - Fields related to defining the UW Rule
 - Fields related to evaluating the UW Issue
 - Fields related to approving the UW Issue
- UW Rules can be edited, enabled / disabled by authorized users
- UW Rules can be imported, exported and deployed into different environment

Checking set

- A **checking set** represents a point in a job at which issues can be raised such as
 - pre-quote
 - bind
 - pre-issuance
 - etc
- Used to specify when to check whether an issue exists
- Defined in **UWIssueCheckingSet** typelist
- Mapped to **TriggeringPointKey**

Blocking point

- A **blocking point** stops progress of the job until an issue is approved



- Specific issue types can be configured as *informational* (non-blocking)
 - Agent can progress further in job
 - Do not need underwriter approval

Informational			
<input type="checkbox"/>	Driver under 25	23	Reject

Raise UW Issues with Rule Conditions in UI

- UW issues can be raised by specifying the rule conditions in the user interface
 - The **Applicability** criteria restricts when the rule can be triggered
 - The **Rule Context** supplies data to be used by the rule conditions and issue details
 - The **Rule Condition** uses expressions constructed with the available context objects
 - The **Context Definition** classes define the rule contexts and objects
- The UW Issue details (**Issue Key, Description**) are entered on the UI
- It allows authorized users to edit, enable and disable the rule conditions
- UW Rules can be easily deployed and moved between different environment

Specify Rule Conditions

- Create conditions using expressions and operands
- The expressions can be in different **modes**
 - Formula: literals, comparisons, context object properties and methods
 - `paPolicyDrivers.Count / vehicles.Count * 100`
 - `50`
 - Count: count the number of items matching a given condition
 - Sum: sum up the expression for every item matching a given condition
 - Lookup: use the parameters to find the values defined in data sources (e.g., system tables)
- Some Gosu formulas are NOT supported in the UI
 - Object casting , assignment, block code, loop, and accessing array element



Configure rule context definitions

Configure Context Definition

- **Rule Contexts** are defined in the `gw.bizrules.provisioning.contexts` package
- To add objects to existing contexts, use
 - **addSymbol** (objectName, objectType, objectPath)
 - **addIterativeSymbol** (objectName, objectType, objectPath)
 - objectName: object variable name used in the UI
 - objectType: the type of the object
 - objectPath : the block code that resolves the actual object at run time.
- **RuleContextDefinitionKey** uniquely identifies each context definition
 - Add a new type code when creating a new Context Definition

Context Definition and UW Rule

- **BizRulesPlugin** contains the list of context definitions that the Rule framework supports
- **UnderwriterEvaluatorTriggeringPoint** maintains the set of supported contexts for checking set / triggering point.

Define a new UW rule

Points to think about to come up with a clear definition of the UW rule:

1. Rule exists or new?
2. Decide value on fields that will define the rule.
3. Does this issue need a value to be associated with it?
4. On which job (submissions, policy changes, etc.) should this issue be detected?
 - Should it be detected at multiple points, or can it be detected at one point only?
5. At what point in the job is the issue raised?
6. What line of business does the issue apply to?
7. Are there existing rule contexts and objects available to create the condition?

Lesson objectives review

You are now able to:

- Describe the underwriting process and the key concepts of underwriting authority
- Describe the fields related to defining the Underwriting Rule and evaluating the Underwriting Issue
- Define a new underwriting rule and specify rule conditions to raise the underwriting issue
- Configure the rule context definitions to be used in the underwriting rule user interface



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