

## NEW BUSINESS SELF-ASSESSMENT

	Always 4	Often 3	Seldom 2	Never 1	ACTION REQUIRED
1. We provide customers with a list of service team members.					
2. We advise agency personnel of each company's binding requirements and restrictions.					
3. We transmit applications for insurance the same day they are received.					
4. We obtain signed applications from our customers.					
6. We obtain additional information required by carriers the same day the request is received.					
8. We confirm all conversations with the client or prospect in writing.					
9. We issue binders the day coverage is placed and transmit to the company.					
10. We notify the client in writing when coverage has been modified from what was applied for.					
11. We document in writing all coverages rejected by the applicant.					
12. We suspense all applications for receipt of policies from the carrier.					
13. We cancel binders when requested by the insured or insurer.					
14. We verify all policies against the application for accuracy.					
15. We deliver insurance policies as soon as possible.					
16. We use only ACORD standard binders.					
17. We maintain a binder log and check it daily.					
18. We obtain prior written company approval before binding any risk that is outside our express authority.					
19. We use an agency-standard form letter for transmittal of					

policies to the insured.									
20. We recommend coverage that has not been written but is important (flood, earthquake, umbrella, EPLI, etc.).									
21. We have minimum standards for coverage placed through our agency.									
22. We require our clients to sign and acknowledge any special coverage restrictions.									
23. We issue invoices for all binders.									
24. We complete a checklist for all clients.									
25. We send an agency brochure or solicitation of other coverages with every new policy.									

TOTAL SCORE (maximum of 100): \_\_\_\_\_

*Any score of less than 4 indicates that an action must be taken to reduce E&O exposures in that area.*

## POLICY AUDIT SELF-ASSESSMENT

	Always 4	Often 3	Seldom 2	Never 1	ACTION REQUIRED
1. We advise the insured of any policy that is subject to audit.					
2. We prominently disclose any premiums that are provisional or deposits.					
3. We inform clients what will be audited and how to maintain records to ensure accurate audits.					
4. We obtain copies of the insurer's audit worksheets.					
5. We promptly deliver any audit resulting in additional premiums.					
6. We promptly refund any return premium as a result of an audit.					

TOTAL SCORE (maximum of 24): \_\_\_\_\_

*Any score of less than 4 indicates that an action must be taken to reduce E&O exposures in that area.*

## POLICY CHANGES SELF-ASSESSMENT

	Always 4	Often 3	Seldom 2	Never 1	ACTION REQUIRED
1. We confirm all policy changes with the insured in writing.					
2. We act on the instruction of the policyholder only.					
3. When deleting or reducing coverage, we confirm in writing and advise the insured of the consequences of the change.					
4. We propose other options to the insured that may lower premiums without eliminating necessary coverage.					
5. We require all named insureds to sign an acknowledgment whenever coverage is reduced or eliminated.					
6. We examine all policies for the insured when making changes to one policy.					

TOTAL SCORE (maximum of 24): \_\_\_\_\_

*Any score of less than 4 indicates that an action must be taken to reduce E&O exposures in that area.*

## RENEWAL SELF-ASSESSMENT

	Always 4	Often 3	Seldom 2	Never 1	ACTION REQUIRED
1. We contact every customer by phone, mail or e-mail 90 days prior to renewal.					
2. We obtain updated renewal from each customer.					
3. We promptly notify any customer whose policy is being nonrenewed.					
4. We advise the insured in writing when coverage can/will not be replaced and have them sign and acknowledge.					
5. We review all replacement policies to be sure all coverage, limits, deductibles and policy terms are at least as good as the prior policy.					
6. We handle direct bill renewals in the same manner as agency bill policies.					
7. We advise the insured in writing if any restrictions or limitations will be contained in a renewal policy that were not in the prior policy.					
8. We advise the insured in advance if pricing is likely to go up.					
9. We conduct an account review on every renewal and renew any previous coverage recommendations.					
10. We maintain a central expiration or renewal list and review it daily to ensure no renewal is missed.					

TOTAL SCORE (maximum of 40): \_\_\_\_\_

*Any score of less than 4 indicates that an action must be taken to reduce E&O exposures in that area.*

## SURPLUS LINES AND NONSTANDARD MARKETS SELF-ASSESSMENT

	Always 4	Often 3	Seldom 2	Never 1	ACTION REQUIRED
1. We ensure that all surplus lines brokers are licensed and insured.					
2. We are familiar with all state laws and regulations regarding surplus lines business.					
3. We perform a diligent search of the market before obtaining coverage in a nonadmitted market.					
4. We inform the insured when coverage is placed in a nonadmitted market, including the consequences in the event of insolvency.					
5. We obtain binders, certificates, or other evidence of insurance from the insurer or surplus lines broker.					
6. We promptly request changes from the insurer or surplus lines broker.					
7. We advise the insured in writing if coverage cannot be effected without confirmation of the carrier.					
8. We notify the insured of any nonstandard policy terms, conditions, restrictions, or limitations.					
9. We keep informed on the financial status of the carrier we place business with.					

TOTAL SCORE (maximum of 36): \_\_\_\_\_

*Any score of less than 4 indicates that an action must be taken to reduce E&O exposures in that area.*

## TECHNOLOGY SELF-ASSESSMENT

	Always 4	Often 3	Seldom 2	Never 1	ACTION REQUIRED
1. We maintain a single file system and document all matters relating to a client in the system.					
2. We require all agency personnel to document in the system.					
3. We input information into the agency management system promptly upon receiving it.					
4. We have information input into the system by the person closest to the transaction.					
5. We require that information be input by a competent person.					
6. We have a procedure to verify the accuracy of all data input by the agency.					
7. We have a procedure to verify the accuracy of all information received from insurance companies via download.					
8. We use voice mail to document cell phone conversations as soon as they end.					
9. We document all phone conversations in the system as soon as they are concluded.					
10. We confirm in writing with the insured any requests received via voice mail.					
11. We update our voice mail messages daily.					
12. We advise callers when we will be out of the office for an extended period of time.					
13. We maintain a log of voice mail messages including time, date, caller, and message.					
14. We include a disclaimer on the agency's and each individual's voice mail message.					
15. We provide remote access to the agency's management					

system for individuals who are away from the office.									
16. We have a system to deal with personal voice mailboxes when a person is out of the office.									
17. We provide a "human option" for all callers.									
18. Our voice mail system is easy to navigate and understand.									
19. We ensure that all fax messages are distributed to the appropriate person immediately.									
20. We make sure the date and time on our fax machine is correct at all times.									
21. We do not fax confidential information unless we have the permission of the recipient.									
22. We are familiar with the laws in our state pertaining to the legality of fax signatures.									
23. We maintain a log of incoming and outgoing faxes.									
24. We have a written e-mail policy that is signed by each employee.									
25. We monitor compliance with the e-mail policy and act upon any violation.									
26. We train employees on the proper use of e-mail.									
27. We regularly discuss the importance of confidentiality in using e-mail.									
28. We use auto responders when people will be away from the office and unable to access their e-mail.									
29. We periodically purge our e-mail system.									
30. We include an appropriate disclaimer on our agency's website.									

TOTAL SCORE (maximum of 120): \_\_\_\_\_

*Any score of less than 4 indicates that an action must be taken to reduce E&O exposures in that area.*



## CANCELLATION AND NONRENEWAL SELF-ASSESSMENT

	Always 4	Often 3	Seldom 2	Never 1	ACTION REQUIRED
1. We advise a client what is required for a carrier to rescind a notice of cancellation or reinstate coverage.					
2. We avoid creating E&O exposures by not contacting customers who receive notices of intent to cancel for nonpayment.					
3. We advise our clients of our agency's credit policy with each new business or renewal transaction.					
4. We follow the insurer's instructions or requests regarding replacement, nonrenewal, or cancellation.					
5. We notify other parties of interest of cancellation or nonrenewal if we are obligated to do so.					
6. We notify the insured in writing if coverage is not being replaced.					
7. We notify clients with claims made coverage of the need for tail coverage when policies are canceled or nonrenewed.					
8. We recommend the purchase of discontinued products or completed operations coverage whenever a firm ceases operations.					
9. We retain notices of intent to cancel that are sent by premium finance companies.					

TOTAL SCORE (maximum of 36): \_\_\_\_\_

*Any score of less than 4 indicates that an action must be taken to reduce E&O exposures in that area.*

## CERTIFICATES SELF-ASSESSMENT

	Always 4	Often 3	Seldom 2	Never 1	ACTION REQUIRED
1. We refuse to alter wording on the ACORD certificate.					
2. We use the proper ACORD form.					
3. We obtain the insurer's permission to issue non-ACORD certificates.					
4. We stay within the authority granted to us in our agency agreements.					
5. We have only an authorized person sign certificates of insurance.					
6. We document who requested a certificate and what was requested.					
7. We comply with the carrier's request for a list of certificates issued or additional insureds added when operating under a blanket additional insured endorsement.					
8. We examine the contracts when using third-party vendors to determine that we are held harmless for errors or omissions.					

TOTAL SCORE (maximum of 32): \_\_\_\_\_

*Any score of less than 4 indicates that an action must be taken to reduce E&O exposures in that area.*

## CLAIMS SELF-ASSESSMENT

	Always 4	Often 3	Seldom 2	Never 1	ACTION REQUIRED
1. We advise policyholders of what to expect when they have a claim, including time frames.					
2. We advise the insured if they have any duties under the policy (e.g. filing police reports, taking inventory, etc.).					
3. We tell the client to contact us if they don't hear from the company within a certain period of time.					
4. We follow up with clients within one week following a reported loss.					
5. We neither confirm nor deny coverage.					
6. We report all claims to the company the day they are received.					
7. We advise our staff of the proper procedure for handling draft authority.					

TOTAL SCORE (maximum of 28): \_\_\_\_\_

*Any score of less than 4 indicates that an action must be taken to reduce E&O exposures in that area.*

## MARKETING AND SELLING SELF-ASSESSMENT

	Always 4	Often 3	Seldom 2	Never 1	ACTION REQUIRED
1. We review advertising and marketing materials to ensure they do not overstate policy benefits.					
2. We avoid use of terms like "all risk" or "comprehensive".					
3. We avoid overstating our expertise in marketing and advertising materials.					
4. We include disclaimers on all advertising materials.					
5. We update our website regularly.					
6. We review all pages of our website to ensure accuracy.					
7. We include a disclaimer on our website.					
8. We update surveys and checklists regularly to ensure accuracy.					
9. We document any area of an insured's operations that are not reviewed.					
10. We propose alternative solutions in addition to insurance (e.g., loss control, retention, contractual risk transfer).					
11. We use a standard letter to advise clients that coverage placed originally with another agent requires review.					
12. We provide explanations/definitions or technical terms used in our proposals.					
13. We notify our customers in writing when they are required to provide additional underwriting information.					
14. We include coverage options and estimated costs in our proposals.					
15. We recommend important coverage upgrades to all prospects (e.g. flood, earthquake, EPLI, D&O, Umbrella, etc.).					
16. We use a standardized proposal.					

17. We include a disclaimer on all of our proposals.							
18. We include an expiration date on all quotes and proposals.							
19. Our quotes and proposals reference what must be done in order to effect coverage.							
20. We pursue alternative quotes for all large commercial accounts.							
21. We verify quotes against applications for accuracy.							
22. We use standard ACORD applications for all submissions.							
23. We require a signed application from all clients.							

TOTAL SCORE (maximum of 92): \_\_\_\_\_

*Any score of less than 4 indicates that an action must be taken to reduce E&O exposures in that area.*