

The Risk School courses have been designed as a result of feedback from advisers dealing with the risk store and its services. Our curriculum will always be devised with adviser feedback and need as the key drivers. While we will always obtain accreditation for you, for our courses, we are not driven by regulatory requirements and mandated curricula when developing our educational courses. They will always be practical, translatable to your business and of a quality you will be delighted with.

Course 7

Field Underwriting – from beginning to end

Workshop description

Do your efforts towards getting your cases through the underwriting and new business stages start and end in the 'right' place? Do you know what proportion of your cases in suspense don't ever complete; what proportion are still sitting there after a month? Is there room for both (i) a re-think of your field underwriting effectiveness and/or (ii) a review of your back-room processes that support the 'post-sale' period? This workshop will certainly reduce your fallout rate and improve your completion times; making your revenue more assured and removing the potential for wastage of time and resources.

Aim

To motivate, skill and equip advisers to improve the effectiveness of their field underwriting activities at all stages of new business, so that more clients receive their cover sooner (and advisers are remunerated faster for their efforts).

Learning objectives

Participants will be able:

- To define exactly what field underwriting is (compared to what your perception of field underwriting probably is)
- To accept and embrace your role in 'selling' the underwriting process to clients so that they engage willingly in assisting you through the processes rather than pushing back along the way
- To describe the underwriting process in plain English to clients to manage their expectations
- To impress on clients the benefits of thorough disclosure
- To dispel some of your own preconceptions about increasing rigour in the underwriting process
- To apply a knowledge of both reinsurance and applicable legislation, to your processes around cases
- To check off your own prerequisite skills list for good field underwriting and identify gaps for further improvement
- To apply the most effective methods of client communication (and referrer communication if applicable) throughout the underwriting process

Timing
3 hours

CPD Points to be up to AFA: 3 / FPA: 3