

2. Under a lineslip, authority is delegated to
- A. an insurance broker.
 - B. an insurer that is part of the arrangement.
 - C. a service company.
 - D. a third party administrator.

Key option: B

Learning outcome: 1.02

40. To ensure transparency when marketing a new niche product to an affinity group, the coverholder should provide the policyholder with
- A. a 24-hour telephone helpline number.
 - B. details of the insurer on quotations.
 - C. its service level agreement in respect of claims settlement.
 - D. a summary of cover at inception.

Key option: D

Learning outcome: 7.01

46. What is a **key** issue for an insurer when considering whether to include complaints as a service level for a binder relating to private motor business?
- A. The coverholder is liable for all the redress costs of upheld complaints.
 - B. The coverholder is responsible for conduct risk in respect of managing complaints.
 - C. The number of complaints made is likely to have a higher financial cost to the coverholder than to the insurer.
 - D. The number of complaints will be higher than under a commercial motor binder.

Key option: D

Learning outcome: 8.01