

Insurance broking practice

Purpose

To provide knowledge and understanding of the wide range of technical skills required by a professional insurance broker with specific reference to client care.

Assumed knowledge

It is assumed that the candidate already has knowledge of the fundamental principles of insurance as covered in IF1 Insurance, legal and regulatory or equivalent examinations.

Summary of learning outcomes	Number of questions in the examination*
1. Understand the key aspects of the regulatory and legal environment within which insurance brokers operate	17
2. Understand the role of the insurance broker in meeting client needs	7
3. Understand the role of the insurance broker in the negotiation and placing of insurance contracts	10
4. Understand the role of the insurance broker in selecting insurers	4
5. Understand the role of the insurance broker in the design and operation of insurance programmes	4
6. Understand the role of the insurance broker in the claims negotiation, collection and payment process	5
7. Understand the range of services that may be available from insurance brokers and their benefit to clients	3

* The test specification has an in-built element of flexibility. It is designed to be used as a guide for study and is not a statement of actual number of questions that will appear in every exam. However, the number of questions testing each learning outcome will generally be within the range plus or minus 2 of the number indicated.

Important notes

- Method of assessment:

Mixed assessment consisting of two components, both of which must be passed. One component is a coursework assignment and one is a multiple choice question (MCQ) examination. The details are:

 1. an online coursework assignment using RevisionMate consisting of 10 questions which sequentially follow the learning outcomes. This must be successfully completed within 6 months of enrolment; and
 2. an MCQ exam consisting of 50 MCQs. 1 hour is allowed for this exam. This exam must be successfully passed within 18 months of enrolment.
- This syllabus will be examined from 1 May 2020 until 30 April 2021.
- Candidates will be examined on the basis of English law and practice unless otherwise stated.
- Candidates should refer to the CII website for the latest information on changes to law and practice and when they will be examined:
 1. Visit www.cii.co.uk/qualifications
 2. Select the appropriate qualification
 3. Select your unit from the list provided
 4. Select qualification update on the right hand side of the page

1. Understand the key aspects of the regulatory and legal environment within which insurance brokers operate

- 1.1 Describe how the law of agency applies to insurance brokers in respect of the various roles they could undertake.
- 1.2 Describe the key insurance and non-insurance statutory and contract law applicable to insurance brokers, including key policy documentation.
- 1.3 Define the scope of the Financial Conduct Authority (FCA) and key relevant regulatory definitions.
- 1.4 Explain how the FCA's objectives and principles translate into rules and guidance.
- 1.5 Explain the elements of the Insurance: Conduct of Business Sourcebook (ICOBS).
- 1.6 Explain the importance of the fair treatment of customers.
- 1.7 Describe the main approach to the regulation of intermediaries in countries outside of the UK.

2. Understand the role of the insurance broker in meeting client needs

- 2.1 Describe the approach to demands and needs and suitability statements.
- 2.2 Describe the regulatory and other information brokers disclose to clients and the various forms this can take.
- 2.3 Explain the delivery of 'contract certainty' and dealing with subjectivities – surveys, proposal forms.
- 2.4 Explain how complaints are dealt with, the handling of errors and omissions, claims and various forms of compensation.

3. Understand the role of the insurance broker in the negotiation and placing of insurance contracts

- 3.1 Explain the broker's duty in the presentation of risk to insurers.
- 3.2 Explain the principles and objectives of good submission drafting, including the Market Reform Contract.
- 3.3 Describe good practice in the presentation of quotation and contract information to clients.
- 3.4 Explain the duties when using sub-broking arrangements and the various forms of introducer.
- 3.5 Explain the legal duties of wholesale brokers – to the producing broker and to the insured.

4. Understand the role of the insurance broker in selecting insurers

- 4.1 Explain the main factors to be taken into account when selecting insurers and the importance of the broker in this process.
- 4.2 Explain the need for an insurer to be licensed to write a particular class of business in the UK.
- 4.3 Describe the FCA 'scope of service': single insurer, limited panel and 'fair analysis'.
- 4.4 Explain the general approach to assessing the security of an insurer.

5. Understand the role of the insurance broker in the design and operation of insurance programmes

- 5.1 Describe the general approach to the design and operation of insurance programmes including the involvement of self-insurance and captives.
- 5.2 Explain the detail behind complex programmes.
- 5.3 Explain the use of global markets, including the use of different markets at different stages of the insurance market cycle.
- 5.4 Describe the operation of schemes, lineslips and delegated authorities.
- 5.5 Explain post placement activity and administration.

6. Understand the role of the insurance broker in the claims negotiation, collection and payment process

- 6.1 Explain the duties of the broker in negotiating claims on behalf of clients and the impact of fraud.
- 6.2 Describe the different methods of dealing with claims.
- 6.3 Explain the duties of the broker in handling claims records, including disease claims, and the market agreement on employers' liability records.
- 6.4 Explain the duty of a broker to deal with a claim when the client has been lost.

7. Understand the range of services that may be available from insurance brokers and their benefit to clients

- 7.1 Explain the fundamentals of risk/risk transfer and the broker's role in the management process.
- 7.2 Describe captive insurance company services.
- 7.3 Describe specialist risk consultancy services.

Reading list

The following list provides details of further reading which may assist you with your studies.

Note: The examination will test the syllabus alone.

The reading list is provided for guidance only and is not in itself the subject of the examination.

The resources listed here will help you keep up-to-date with developments and provide a wider coverage of syllabus topics.

CII/PFS members can access most of the additional study materials below via the Knowledge Services webpage at <https://www.cii.co.uk/knowledge-services/>.

New resources are added frequently - for information about obtaining a copy of an article or book chapter, book loans, or help finding resources, please go to <https://www.cii.co.uk/knowledge-services/> or email knowledge@cii.co.uk.

CII study texts

Insurance broking practice. London: CII. Study text M81.

Insurance, legal and regulatory. London: CII. Study text IF1.

Books (and ebooks)

Bowstead and Reynolds on agency. Peter Watts & FMB Reynolds. 21th ed. London: Thomson Reuters, 2017.

'Claims against insurance brokers'. Chapter 16 in Insurance claims. 4th ed. Alison Padfield. Tottel, 2016.

Insurance brokers: an industry accounting and auditing guide. 5th ed. M Grice, S Ouarbya. London: CCH Wolters Kluwer, 2013.

'Intermediary responsibility'. Chapter: Insurance disputes. 3rd ed. Jonathan Mance et al. Informa, 2011.

'Lloyd's brokers and other agents of the assured'. Chapter in Lloyd's: law and practice. Julian Burling. Oxon: Informa Law, 2014.*

The law of insurance broking. 3rd ed. Christopher Henley. London: Sweet & Maxwell, 2016.

The role of agents in insurance business. Chapter – MacGillivray on insurance law: relating to all risks other than marine. 13th ed. Sweet & Maxwell, 2015.

Winning client trust : the retail distribution review and the UK financial services industry's battle for their clients' hearts and minds. Chris Davies. London: Ecademy Press, 2011.*

Fact files and other online resources

CII fact files are concise, easy to digest but technically dense resources designed to enrich the knowledge of members. Written by subject experts and practitioners, the fact files cover key industry topics as well as less familiar or specialist areas of general insurance, life, and pensions and financial services, with information drawn together in a way not readily available elsewhere. Available online via www.cii.co.uk/ciifactfiles (CII/PFS members only).

The Insurance Institute of London (IIL) podcast lecture series features leading industry figures and subject experts speaking on current issues and trends impacting insurance and financial services. Available online at <https://www.cii.co.uk/insurance-institute-of-london/> (CII/PFS members only).

Insurance accounting (general business). Ian Hutchinson, updated by Alex Barnes.

Recent developments to Solvency II. Brad Baker.

Risk transfer. Ian Searle.

The professional liability of insurance brokers. Christopher Henley, updated by Simon Kemp and Michelle Radom.

Journals and magazines

Financial adviser. London: FT Business. Weekly. Available online at www.ftadviser.com.

Insurance day. London: Informa. Daily except weekends. Articles searchable online at www.insuranceday.com.

Insurance age. Incisive media. Monthly. Contents searchable online at www.insuranceage.co.uk.

Insurance times. London: Newsquest Specialist Media. Weekly. Contents searchable online at www.insurancetimes.co.uk.

Money marketing. London: Centaur Communications. Weekly. Available online at www.moneymarketing.co.uk.

* Also available as an ebook through Discovery via www.cii.co.uk/discovery (CII/PFS members only).

Post magazine. London: Incisive Financial Publishing. Monthly. Contents searchable online at www.postonline.co.uk.

Access to further periodical publications is available from the Knowledge website at www.cii.co.uk/journalmagazines (CII/PFS members only).

Reference materials

Concise encyclopedia of insurance terms. Laurence S. Silver, et al. New York: Routledge, 2010.*

Dictionary of insurance. C Bennett. 2nd ed. London: Pearson Education, 2004.

Financial Conduct Authority (FCA) Handbook. Available at www.handbook.fca.org.uk/handbook.

Insurance broking practice and the law. Available within Informa i-law: an online database of legal knowledge. Available via www.cii.co.uk/research-databases (CII/PFS members only).

Insurance: Conduct of Business sourcebook (ICOBS). Available via www.handbook.fca.org.uk/handbook/ICOBS.

Exemplars

Exemplar papers are available for all mixed assessment units. Exemplars are available for both the coursework component and the MCQ exam component.

These are available on the CII website under the unit number before purchasing the unit. They are available under the following link www.cii.co.uk/qualifications/diploma-in-insurance-qualification.

These exemplar papers are also available on the RevisionMate website (www.revisionmate.com) after you have purchased the unit.

Exam technique/study skills

There are many modestly priced guides available in bookshops. You should choose one which suits your requirements.

The Insurance Institute of London holds a lecture on revision techniques for CII exams approximately three times a year. The slides from their most recent lectures can be found at www.cii.co.uk/iilrevision (CII/PFS members only).