



| Learning Outcome   | Assessment Criteria   | Indicative Content   |  |   |
|--|---|--|--|---|
| <p>This PDF document is accessible through screen reader attachments to your web browser and has been designed to be read via the speechify extension available on Chrome. Speechify is a free extension that is available from <a href="https://speechify.com/">https://speechify.com/</a>. If for accessibility reasons you require this document in an alternative format, please contact us at <a href="mailto:ukcentreadministration@cii.co.uk">ukcentreadministration@cii.co.uk</a> to discuss your needs.</p> |   |  |  |   |
| <p><b>1<br/>6<br/>questions</b></p> <p><b>Understand the material facts and information relating to the motor insurance underwriting process.</b></p>  | <p><b>1.1</b> Explain what insurable interest is and how it arises.</p>   | <p><b>1.1.1</b> Definition of insurable interest.<br/><b>1.1.2</b> Who has an insurable interest.<br/><b>1.1.3</b> How insurable interest arises: use and ownership of vehicles, potential liability to others.</p>                                    |  |   |
|  | <p><b>1.2</b> Explain the information gathered from the customer, its purpose and importance.</p>   | <p><b>1.2.1</b> Information about the vehicle: type, use, where the vehicle is kept.<br/><b>1.2.2</b> Information about the driver: experience, claims history, age, occupation.<br/><b>1.2.3</b> Importance of providing the correct information.</p> |  |   |
|  | <p><b>1.3</b> Describe the methods used to obtain material facts and information.</p>   | <p><b>1.3.1</b> Proposal forms.<br/><b>1.3.2</b> Statements of fact.</p>   |  |   |
|  | <p><b>1.4</b> Explain peril and hazard and the relationship between them.</p>   | <p><b>1.4.1</b> Perils.<br/><b>1.4.2</b> Hazard, including moral and physical.</p>   |  |   |
|  | <p><b>2<br/>13<br/>Questions</b></p> <p><b>Understand the underwriting procedures relating to the motor insurance underwriting process.</b></p> | <p><b>2.1</b> Describe the questions asked of proposers.</p>   | <p><b>2.1.1</b> General.<br/><b>2.1.2</b> Specific.</p>  |   |
|  |   | <p><b>2.2</b> Describe how the premium is calculated.</p>  | <p><b>2.2.1</b> Considerations.<br/><b>2.2.2</b> Basic premiums, rating factors, application of excesses, tax, administration fees, no claims discount.</p>        |   |
|  |   | <p><b>2.3</b> Explain the significance of documentation issued in relation to the policy.</p>  | <p><b>2.3.1</b> Cover note.<br/><b>2.3.2</b> Policy schedule and certificate.<br/><b>2.3.3</b> Policy wording including conditions, exceptions and exclusions.</p> |   |
|  |   | <p><b>2.4</b> Explain the significance of premium payment.</p>   | <p><b>2.4.1</b> Relevance of premium payment and for valid cover.<br/><b>2.4.2</b> Methods of collecting the premium.</p>  |   |
|  |   | <p><b>3<br/>9<br/>Questions</b></p> <p><b>Understand pricing factors and managing exposure in the motor insurance underwriting process.</b></p>  | <p><b>3.1</b> Explain the nature of risk.</p>  | <p><b>3.1.1</b> Frequency and severity.<br/><b>3.1.2</b> Risk premium and its features.</p> |
|  |   |  | <p><b>3.2</b> Explain the significance of claims loss ratios.</p>  | <p><b>3.2.1</b> Impact on premiums.<br/><b>3.2.2</b> Acceptance of risk.</p>                |
|  |   |  | <p><b>3.3</b> Explain the importance of managing exposure.</p>   | <p><b>3.3.1</b> Market cycle.<br/><b>3.3.2</b> Risk accumulation.</p>                       |



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| 4<br>8<br>Questions  | Understand renewals and cancellation in relation to the motor insurance underwriting process. | 4.1                 | Explain the process for mid-term adjustments and renewals, including cancellations. | 4.1.1              | Mid-term adjustments, including changes in circumstances and its impact on cover.                                 |
|                      |   |                     |   | 4.1.2              | The renewal process and its significance.   |
|                      |   |                     |   | 4.1.3              | Cancellation clauses and how they operate.  |
| 5<br>9<br>Questions  | Understand the general principles in the motor claims-handling process.                       | 5.1                 | Describe the requirements for a valid claim.  | 5.1.1              | The main requirements.  |
|                      |   |                     |   | 5.1.2              | Duties of the insured after a loss, including minimising the loss.  |
|                      |   |                     |   | 5.1.3              | How vehicles work and the main faults and issues that result in claims; bodywork and paint.                       |
|                      |   |                     |   | 5.1.4              | Notification and documentary evidence.  |
|                      |   | 5.2                 | Explain why a claim may be partially met or invalid.                                | 5.2.1              | Policy conditions, exclusions and warranties.   |
|                      |   |                     |   | 5.2.2              | Excesses, deductibles and franchises.   |
| 6<br>13<br>Questions | Understand claims considerations and administration.  | 6.1                 | Describe the role of the claims department and associated personnel and services.   | 6.1.1              | Claims handlers.  |
|                      |   |                     |   | 6.1.2              | Claims managers.  |
|                      |   |                     |   | 6.1.3              | Outsourcing companies.  |
|                      |   |                     |   | 6.1.4              | Loss adjusters/assessors.   |
|                      |   |                     |   | 6.1.5              | Helplines, mobile apps and artificial intelligence in the claims settlement process.                              |
|                      |   |                     |   | 6.1.6              | The importance of service standards and managing customer expectations including the fair treatment of customers. |
|                      |   |                     |   | 6.1.7              | Claims management systems.  |
|                      |   |                     |   | 6.1.8              | Financial monitoring: reserving and expenses.   |
|                      |   |                     |   | 6.1.9              | Fraud indicators and how fraud is monitored.  |
|                      |   |                     |   | 6.1.10             | The importance of claims estimated and reserving.   |
|                      |   |                     |   | 6.1.11             | How disputes and complaints can be resolved or escalated.   |
|                      |   | 6.2                 | Explain the difference to the insurer of the different parties to a claim.          | 6.2.1              | First party, second party and third party.  |
| 6.2.2                | Consequences and issues that arise.   |                     |   |                    |   |



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| 7<br>7<br>Questions  | Understand motor claim settlement. | 7.1                 | Explain how claims are settled.                         | 7.1.1              | Total losses.                               |
|  |                                    |                     |   | 7.1.2              | Repair.                                     |
|  |                                    |                     |   | 7.1.3              | Replacement.                                |
|  |                                    |                     |   | 7.1.4              | Salvage.                                    |
|  |                                    |                     |   | 7.1.5              | Contribution.                               |
|  |                                    |                     |   | 7.1.6              | Subrogation.                                |
|  |                                    |                     |   | 7.1.7              | Quantum fixation: principles and practices. |
|  |                                    | 7.2                 | Describe the key parties involved in claims settlement. | 7.2.1              | Motor engineers.                            |
|  |                                    |                     |   | 7.2.2              | Approved repairer network.                  |
| <b>PLUS 10 QUESTIONS WRITTEN TO 2 CASE STUDIES, 1 RELATING TO UNDERWRITING AND 1 RELATING TO CLAIMS.</b> |                                    |                     |   |                    |   |