



CORE BROKING FUNCTIONS

- ✓ Provision of products and services
- ✓ Negotiation and placement
- ✓ Selection of insurers
- ✓ Claims negotiation, collection and payment
- ✓ The design and operation of insurance programmes

RISK MANAGEMENT PROCESS

- ✓ Risk identification
- ✓ Risk analysis
- ✓ Risk control (physical or financial)

SPECIALIST RISK MANAGEMENT SERVICES

- ✓ Business continuity planning
- ✓ Property surveys
- ✓ Disaster recovery services
- ✓ Environmental risk surveys

ACTIVITIES THAT CAN BE DELEGATED

- ✓ Claims
- ✓ Underwriting
- ✓ Credit control
- ✓ Document issuance
- ✓ Recoveries

SELECTING AN INSURER – POSITIVE FACTORS

- ✓ Credit facilities
- ✓ Additional income
- ✓ Ease of payment
- ✓ Provision of support and sales literature
- ✓ Reputation and experience

SUITABILITY STATEMENT

- ✓ The client's demands and needs
- ✓ How the recommendation addresses those demands and needs
- ✓ The reason behind the recommendation

SELECTING AN INSURER – LIMITING FACTORS

- ✓ Regulation
- ✓ Financial security
- ✓ Class of business
- ✓ Administration
- ✓ Broker selection

INSURANCE FRAUD

- ✓ Opportunistic fraud
- ✓ Organised fraud

DATA CAPTURE

MATERIAL INFORMATION

