EMPOWER
DEVELOPMENT

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QUESTIONS

MONIES HELD BY AN INSURANCE BROKER

✓ Client Assets Sourcebook (CASS)
✓ Broker funds
✓ Client assets
✓ Insurer funds

LEARNING OUTCOME 5
Understand the key financial issues affecting insurance brokers

SUCCESS IN NEW BUSINESS

✓ Strong sales culture
✓ Effective sales process
✓ Good quality monitoring and management information
✓ The right incentivisation of staff
✓ Senior management support

INSURANCE DISTRIBUTION DIRECTIVE
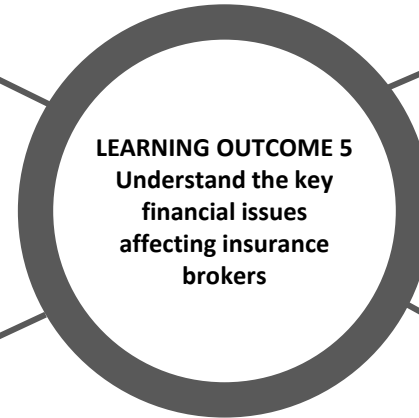
✓ Professionalism
✓ Commission disclosure
✓ Harmonisation
✓ New product governance requirements
✓ Ancillary insurance intermediaries

RETAINING CLIENTS
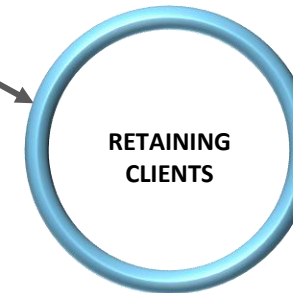
✓ Quality staff
✓ Adequate training
✓ Good IT systems and communication

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