

# Top Ten Tasks - What your broker should be doing

## ⊙ Task One - Business Briefing

Spending quality time with you to properly understand your business and its insurance needs.

## ⊙ Task Two - Risk Transfer Strategy

Helping you decide upon the optimum financial balance between retaining risk on your balance sheet and transferring risk to third party insurers.

## ⊙ Task Three - Claims Analysis

Securing for you detailed management information on your claims history to help you understand the true cost of claims to your business and how you might use the information to improve your internal risk management practices.

## ⊙ Task Four - Claims Handling

Fighting your corner with insurers to ensure your claims are handled efficiently and paid promptly.

## ⊙ Task Five - Contract Certainty

Securing clear policy terms in advance of the policies going on risk and you paying the premiums.

## ⊙ Task Six - Policy Explanation

Explaining to you, in layman's language, what risks the policies cover, what exclusions there are and what conditions and warranties you need to comply with to ensure the policies will work for you.

## ⊙ Task Seven - Fee Transparency

Being open and honest with you about what they earn in terms of fees, commissions, "overrides" etc.

## ⊙ Task Eight - Fair Terms

Agreeing with you a fair service level agreement with measurable key performance indicators without unreasonable exclusions and without limitations on their liability as your insurance adviser.

## ⊙ Task Nine - Programme Placement

Enthusiastically and professionally presenting your risks to a wide and appropriate range of insurers with a clear placement strategy aimed at achieving best value in terms of premium cost and coverage terms.

## ⊙ Task Ten - Adding Value

Identifying and exploring with you innovative insurance ideas that might add value to your business or deliver lower long-term programme costs e.g. captives, protected cell, customer insurance lines etc.

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