



Personal Lines Insurance 760

Name: _____

Department: _____

I understand the areas....	Yes	No	I think so
1. The market			
Operation			
Distribution channels			
Information technology and information systems			
Outsourcing			
Association of British Insurers (ABI)			
Changing customer needs			
Assistance services offered			
2. Household insurance underwriting			
Major lines of business			
Minor lines of business			
Underwriting			
Further underwriting considerations			
3. Other personal lines insurance			
Scope of cover			
4. The personal lines claims function			
Claims procedures for personal lines insurance business			
5. Sources of legal liability for individuals			
Legal liabilities			
6. Reinsurance			
Application of reinsurance			
7. Consumer protection			
Legislation			
The Financial Service Authority			
The Financial Services Compensation Scheme			
The Financial Ombudsman Service			
Consumer organisations			

Please list the most important topics you would like to cover in your training session

- 1
- 2
- 3
- 4