



**General Insurance Business IF2**

Name: \_\_\_\_\_

Department: \_\_\_\_\_

**I understand the areas....**

	Yes	No	I think so
<b>1. Insurance products and associated services</b>			
Insurance products and associated services			
Insurance and related services			
<b>2. Underwriting and policy wordings</b>			
Material facts			
Underwriting procedures			
Premium payment			
Policy wordings			
Renewals and cancellation			
<b>3. Claims</b>			
Valid claims			
Claims settlement			
Fraudulent claims			
<b>4. Information and communication technology, security, confidential information and data protection</b>			
<b>5. Customer service</b>			

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

- 1 .....
- 2 .....
- 3 .....
- 4 .....