



Personal Insurance Practice P11

Name: _____

Department: _____

I understand the areas....	Yes	No	I think so
1. The personal insurance customer			
The importance of the customer			
Identifying customer needs			
Dispute resolution			
2. Marketing and distribution			
Marketing/competitive environment			
Marketing approach			
Distribution channels			
3. Legal principles			
Application of legal principles			
4. Regulation			
FSA regulation and personal insurances			
The Data Protection Act 1998			
Financial Ombudsman Services			
5. Private motor insurance			
Statutory requirements			
Policy cover			
Documentation			
Underwriting			
International use			
Claims procedures			
Reinsurance			
6. Household insurance			
Policy cover			
Documentation			
Underwriting			
Claims procedure			
Reinsurance			
7. Travel			
Policy cover			
Documentation			
Underwriting			
Claims procedures			
Reinsurance			
8. Miscellaneous personal insurances			
Policy cover			
Claims procedures			



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

- 1
- 2
- 3
- 4