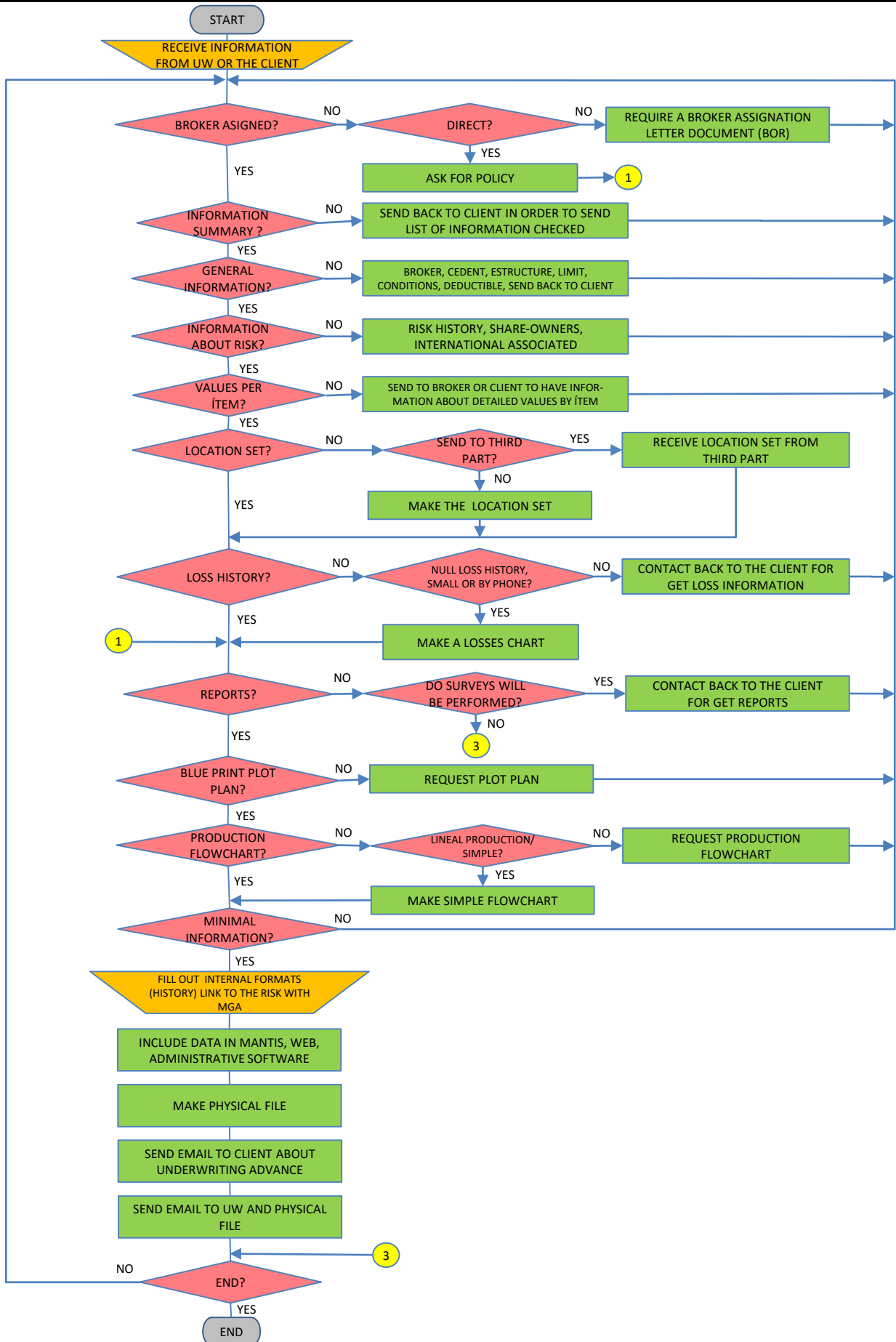


# KLAPTON RE – SOUTH DOT INFORMATION INCORPORATION



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1. Receive e-mail from the client
  - a. E-mail is copied from the UW's e-mail or it is sent to the client with copy to administrative system.
  - b. Information must be formatted.
    - i. Information summary format included
    - ii. General Information format
    - iii. Risk's information format
    - iv. Location Set format
    - v. Source and history format
    - vi. Broker assignation Letter or Broker of Record (BOR)
    - vii. Survey reports
    - viii. Location's blue print
    - ix. Production Flowchart
    - x. Values (Buildings, contents, stock, machinery, BI, risk area highly exposed value)
2. Production Information review
  - a. Review guide
3. Data inclusion in MANTIS; website; files
4. Build up physical file
5. Client's answer / sending to Uws
6. Finish

## **DEFINITION**

The process of including information in the systems and database (physical and digital) in the MGA is the series of activities to obtain, verify and include data related to one or more risks to be analyzed under the subscription process.

## **OBJETIVE**

Standardize the activities related to obtaining and recording information related to the risks to be analyzed through the subscription process.

## **DESCRIPTION**

The subscription process is essentially based on the analysis of information regarding the risks offered.

The information necessary to reach a decision to ensure a risk is varied and must be accurate.

The wide difference between the different types of industries, processes, cultures, standards requires the uniformity of the type of information to be analyzed and the centralization of its management.

To start the process of entering the data in the databases of the MGA, it requires the provision of this information. Information received in standard formats or at the discretion of the source.

With the intention of establishing the least dispersion of sources of information and the greatest credibility of the data received, the official source of the information between the insured and the intermediary that determines the intermediation rights should be established, if this is not the case, then the cedent should send the existing policy that the client insures and ultimately it will be the same insured who provides the information.

The risk must be uniquely identified with the general and particular information included in formats specially designed for this purpose. The general summary includes legal name, associates, legal address, representative, management body, corporate name, associated capital, summary of operations, market values, stock designation and other general data.

General information includes: representative before the insurance chain, cedent, broker, detail of values, limits, insurance conditions, special clauses, deductible, sub limits among others.

Information regarding the evolutionary history of risk (beginnings, shareholders, branches, related, investment history and growth plan) must be requested and received.

The essential information for risk analysis and simulation is the information referring to the values discretized by items of each location, the exact location (latitude, longitude) and the function it performs (occupation) and the year of construction (country, numbers of production lines and area should be added as well).

The loss ratio (losses incurred) must be provided under a standard format (all formats must be developed by MGA) that includes cause, year, place, amount, total risk values at that date, deductibles and final amount compensated (or final decision). In the event that the accident rate is null, unknown or inaccurate, a chart must be made to prove it (same format).

The inspection report of each location must be received for analysis based on the inspection report analysis process. It is required to receive the aerial distribution plan of each location (plot plan).

The production flowchart is required that indicates how the productive process of the risk associated with the areas that make up the town where it is established is organized.

If the flowchart does not exist (simpleness / simplicity / linearized) a simple flowchart is constructed.<sup>1</sup>

All information must be entered into the databases, however, due to the adaptation of the MGA work model, this process could take some time, even so the minimum risk information must be entered.<sup>2</sup>

From the MGA database, historical risk management information (premium, expecting losses, changes, loss history, others) is extracted under a format designed for this purpose.<sup>3</sup>

The data is included in the database according to the procedure developed for this purpose.<sup>4</sup>

The physical risk portfolio is prepared.

Communication is sent to the client about the start of the underwriting process.

The physical folder of the risk and the communication of the start of the Underwriting process is sent to the underwriter.

<sup>1</sup> Different standard formats of production flowcharts must be developed by the MGA.

<sup>2</sup> The minimum information must be determined by the MGA in a format for this purpose.

<sup>3</sup> Format to be developed by the MGA.

<sup>4</sup> Procedure to be developed by the MGA.