

Underwriting support

Client description

Large company covering a diverse range of worldwide insurance and reinsurance business classes.

The Client's requirements

- Management review of operations and underwriting support identified key requirements:
- Efficient turnaround of operational functions with a high level of accuracy
- Consistency of service delivered through reduction in staff turnover and subsequent dilution of knowledge
- Flexible approach to staffing levels to match peaks and troughs in the underwriting cycle
- Release of management time to focus on value added business activities

Our solution

Key aspects of the solution from Pro include:

- Bespoke service, auditable against a Service Level Agreement and against the Company's own reporting systems
- Core team dedicated to meet Company's requirements with a low staff turnover
- Additional flexible resource to cope with increased volumes during busy renewal periods
- Support to assist in design and implementation of secure infrastructure, enabling offsite access to the Company's core systems

Services/Value delivered

- Risk capture, incorporating indexing of risks and the analysis, calculation and processing of slip and endorsement data. Circa 4,000 slips and 5,500 endorsements are managed every year
- Property schedule manipulation and geocoding administration, dealing with circa 1,200 files every year
- Contract certainty checking and reporting for all lead plus a proportion of non-lead risks, checking circa 1,000 contracts every year
- Technical processing from both Lloyd's and Company bureaux plus matching and interrogating items against EPI, maintaining a monthly outstanding query rate of 3% or lower