Commercial Underwriting Quality Review

Program Worksheet (v1.0)

General - This is the basic information such as premium,	
account name, etc.	General Account & Line of Business Policy Data
Audit/Review Code*	
Program Administrator Name*	
Program Name*	
Insured Name*	
Location*	
Policy Number*	
Effective Date*	
Expiration Date*	
Premium*	
Underwriter*	
Line of Business*	
Currency	
Multinational Account*	
New/Renewal*	
SIC Code	
AQI (show AQI or enter NA)	
Spot-Check File*	
Occupancy	
Construction Class	
Property Limit (TIV)	
Property Limit (TIV) at largest amount subject	
Property Deductible	
Casualty Limit	
Casualty Deductible/SIR	
(Casualty) OCC basis enter (Y/N)	
(Casualty) CM basis (enter Y/N)	
CM Retro Date, if applicable	
Date of Review*	
Reviewer*	
\Comment(s)	

Underwriting Analysis - Questions focusing on underwriting analysis, completeness and evaluation by the underwriter.	Audit Findings
Does the risk comply with Program risk selection guidelines?	
(a) Is the class of business acceptable?	
(b) Is the risk acceptable as written?	
\Comment(s)	
Is the underwriting information sufficient to evaluate the exposure	
and in line with guidelines?	
(a) Is there a complete signed application/submission in the file?	
(b) Where required, was financial information included?	
(c) Is there loss information available and is it within guidelines for the line of business?	
(d) Have all open subjectivities (information outstanding) been resolved?	
(e) On renewals, is there a completed Premium and Loss statement in file?	
\Comment(s)	
Is the account summary in the file and has it been fully completed?	
(a) Has the exposure & hazard analysis been completed?	
(b) Has the loss analysis been completed?	
(c) Where required, has the financial analysis been completed?	
(d) Has the named insured analysis been completed?	
(e) Has the coverage analysis been completed?	
(f) Is underwriting rationale clearly evidenced?	
∑Comment(s)	
Has required "line of business specific" analysis been performed?	
(a) Auto: were driver evaluations (e.g. MVRs) reviewed in accordance with underwriting guidelines?	
(b) Auto: where applicable, did the underwriter comply with UM/UIM	
requirements?	
(c) GL and/or PL coverages: if applicable, did the underwriter analyze	
per-location and general aggregates, anti-stacking and the total	
aggregate limit?	
(d) Property: is there a current statement of values detailing the locations	
and property insured in file?	
(e) Property: is there a business interruption worksheet in file?	

(f) Property: was ITV review performed as required per underwriting guidelines?	
(g) Property: did the underwriter take appropriate action if percentage of	
value is low (or high) as defined in the guidelines	
(h) Property: has Cat exposure been addressed as required per	
guidelines? Risk Meter in file?	
(i) Property: Inland Marine exposures adequately documented	
underwritten?	
(j) Crime: Have adequate controls been confirmed and are employee	
classifications accurate and complete?	
(k) Umbrella: Underlying Insurers/Limits acceptable?	
(I) Umbrella: compliance with UM/UIM/PIP requirements in "signature	
states"?	
\Comment(s)	
Does the file confirm a search for & proper handling of Alerts prior	
to quote, including following clearance procedures?	
(a) Did the underwriter have clearance?	
(b) Did the underwriter search for alerts prior to quoting?	
(c) Were actionable alerts handled & documented appropriately?	
\comment(s)	
Was loss control undertaken in accordance with guidelines and	
recommendations implemented?	
(a) Is a loss control service plan in place and being followed?	
(b) Has the loss control report been reviewed and any required	
underwriter actions taken?	
\triangle Comment(s)	
Coverage - Review of limits, terms and conditions of the risk.	
Are terms and conditions appropriate for the risk?	
\Comment(s)	
Pricing - Questions about use of authority, documentation,	
referral and approval as applicable.	
Is the technical rating produced by an acceptable rating engine and	
were all variables correctly entered?	
(a) Was the policy rated in Coverall?	
(b) Was the policy rated in a proprietary system?	
(c) Is there a rating plan or other documentation in the file?	

(d) Are all aspects of the rating correctly entered?	
∑Comment(s)	
Has all required rating information been documented in the file.	
Experience rating (show modification or enter NA)	
IRPM / Schedule Rating (show modification or enter NA)	
∑Comment(s)	
Has the price justification or rationale been adequately	
documented? Are all deviations explained?	
(a) Did the underwriter provide an explanation for the premium charged?	
(b) Are the explanations acceptable?	
∑Comment(s)	
Authority - Questions about use of authority, documentation,	
referral and approval as applicable.	
When the risk is outside the Program Administrators' authority or	
profit center's guidelines, is there evidence of a written & item	
specific referral and approval by the appropriate authority prior to	
quoting?	
(a) Did the PA make the proper referral?	
(b) Did the PA receive approval prior to quoting?	
(c) If the PA exceeded authority, was the violation a limits violation,	
coverage or class of business?	
(d) Violation type, if 'Other'.	
∑Comment(s)	
When the risk is outside the Program Administrators' authority or	
profit center's guidelines, was the approval properly documented in	
the file?	
∑Comment(s)	
When manuscript/non-standard wordings and endorsements were	
used, were they all approved by the appropriate authority (including	
legal, if required)?	
(a) Was the manuscript form or endorsement within the PA's authority?	
(b) If not, did the PA make the proper referral?	
(c) Did the PA receive approval prior to binding or was approval process	
initiated and intent to get approval established to use manuscripted	
wording?	

(d) Was the approval properly documented in the file?	
\(\sum_{\text{Comment(s)}} \)	
Booking - Confirmation that the booking matches the binder	
and that the coding is accurate to minor line, etc.	
Was the account and premium booked properly (coding, tax,	
reinsurance) and within timeframe and/or guidelines?	
(a) Did the underwriter provide proper coding instructions?	
(b) Are the commissions correct?	
(c) Was the account booked within the time guidelines? Where no	
specific guidelines exist, audit to no later than 30-days post effective	
date.	
√Comment(s)	
File Documentation - General questions on whether certain	
items are in the file.	
Are all required documents included in the file and organized	
properly in accordance with guidelines?	
(a) Is there a copy of the final quote in the file?	
(b) Is the broker's or client's request to bind in the file?	
(c) Is there a copy of the final binder in the file?	
(In the case of Lloyds business, a line slip will be acceptable evidence of	
binding)	
(d) Is there a copy of the policy (or declarations page plus forms	
schedule) in the file?	
(e) Is the file properly organized?	
3Conment(s)	
Contract . Has the policy been issued correctly, on the right	
Contract - Has the policy been issued correctly - on the right	
form and paper, with all endorsements. Also review of quote &	
binder.	
Were all policies and binders properly issued, and where required,	
within the appropriate timeframe?	
Comment(s)	
Do policy terms, conditions and endorsements match the quote and	
binder?	
√Comment(s)	

Have all mandatory endorsements been attached to the policy?	
√Comment(s)	
Compliance Constit OFAC and Disk Transfer avestions with	
Compliance - Generic OFAC and Risk Transfer questions, with	
separate US question section.	
Does the risk meet Safe Harbor provisions or contain a properly completed Risk Transfer worksheet within the underwriting file?	
(a) Was the program approved for Risk Transfer?	
√Comment(s)	
Has the underwriter properly addressed OFAC/Sanctions, including any required endorsements?	
(a) Was OFAC/Sanctions addressed properly (policyholder notice/endorsement)?	
√Comment(s)	
Has the underwriter properly addressed TRIA/TRIPRA/terrorism	
requirements, including any required endorsements?	
(a) Was TRIA/TRIPRA/Terrorism properly disclosed?	
(b) Was TRIA/TRIPRA/Terrorism properly rated?	
(c) If TRIA/TRIPRA/Terrorism was rejected, was the required rejection documentation in file?	
(d) If TRIA/TRIPRA/Terrorism was rejected, was the proper exclusionary language attached to the policy?	
√Comment(s)	
Were all local statutory or regulatory forms and rate-related issues	
properly addressed, including use only of approved forms and rate	
plans?	
(a) Is the selected rating plan approved for use or was the appropriate exemption properly documented?	
(b) Are the forms and endorsements approved for use or was the	
appropriate exemption properly documented?	
√Comment(s)	
Compliance - (US only compliance questions)	
Were required notices attached to the policy (US Broker Policyholder	
Notice, Canada Privacy Letter, etc.)?	
√Comment(s)	

Are US surplus lines protocols followed?	
(a) Does the file contain the Broker Surplus Lines Agreement or did the	
Underwriter follow up?	
√Comment(s)	
Has the Underwriter complied with all bureau and state-specific	
requirements (e.g., renewal, KY tax, and NY Free Trade Zone)?	
(a) Has proper notification been given to insureds for rate increases,	
cancellations/nonrenewals or coverage changes?	
(b) If Consent to Rate was applied, has required filing been made and	
approval obtained, in jurisdictions where required?	
(c) Have all New York Free Trade Zone (NYFTZ) procedures been	
handled properly?	
(d) Were Kentucky taxes listed on the policy and was the Kentucky Risk	
Location Tool in the file?	
(e) Are all mandatory state endorsements and notices properly	
attached?	
(f) Have all applicable state surcharges been handled correctly?	
√Comment(s)	
Peer Review - If the file was part of the peer review, was this	
done correctly and were actions implemented as a result?	
If the file was Peer Reviewed, were answers supported by	
documentation in the file?	
√Comment(s)	

DO NOT DELETE

Multinational

Υ

Ν

New/Renewal

New

Renewal

Yes/No/NA

Υ

Ν

NA

Authority Violation Type

Class of Business

Coverage

Limits

Other (please specify)

NA