

How to correctly advise your policyholders on the policy coverage gaps caused by the Covid-19 lockdown

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- **I have trained more than 2,000 individuals to become ACII qualified**
- I have trained over 50% of the individuals in the last 8 years that have gone onto achieve the highest ACII pass in the whole of the UK.
- I train to a pass rate of more than 96% in all CII qualification levels. Certificate , Diploma and Advanced Diploma.
- I have delivered the Allianz scholarship and academy programmes in both the UK and Ireland and the Ask Alan facility for Zurich.
- I have delivered training throughout Europe for many major brokers and insurers.
- I have trained students who have won national prizes in almost all ACII subjects including Insurance Law (MO5), Liability (M96), Commercial Property and BI (M93), Personal Lines Insurance (P86), Business and Finance (M92), Underwriting Practice (M80), Advanced Underwriting (960), Claims Practice (M85), Advanced Claims (820), Marketing (945), Advanced Broking (930) and Advanced Risk Management (992).

Alan Chandler's **Remote** Technical Training Courses alanchandler@uwclub.net

- D&O in a plain English nutshell
- GDPR/Data Protection
- Insurance Distribution Directive
- Vulnerable Customers
- Ogden update
- The perfect storm - Understanding how Covid-19, floods, solvency margins and Ogden are changing your insurance market place
- How broker E&O claims are increasing and how these can be mitigated
- The missed opportunity – how UK employments trends are changing yet the financial services sector is lagging behind
- Financial awareness for account executives and handlers
- Leadership in insurance
- Commercial property insurance
- Business interruption insurance
- Construction insurance
- Liability insurance (EL, PL and Products)
- Professional Indemnity insurance
- Motor Trade insurance
- Directors and officers insurance
- Motor Fleet insurance
- Engineering insurance
- Package insurance
- Legal Principles of insurance
- Household insurance
- Private Motor insurance
- How liability can arise under the law of tort
- Examination Techniques workshop

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At Certificate Level

- IF1 Insurance legal and regulatory
- IF2 General insurance products
- IF3 Insurance underwriting process
- IF4 Insurance claims handling process
- IF5 Motor insurance products
- IF6 Household insurance products
- IF8 Packaged commercial insurance

• **At Diploma Level**

- MO5 Insurance Law
- M92 Insurance Business and Finance
- M93 Commercial property and business interruption insurance
- M96 Liability insurances
- M80 Underwriting practice
- M85 Claims practice
- M86 Personal Lines insurance

• **At Advanced Diploma Level (ACII)**

- 530 Economics and business
- 820 Advanced claims
- 930 Advanced broking
- 945 Marketing insurance products and services
- 960 Advanced underwriting
- 992 Advanced risk management

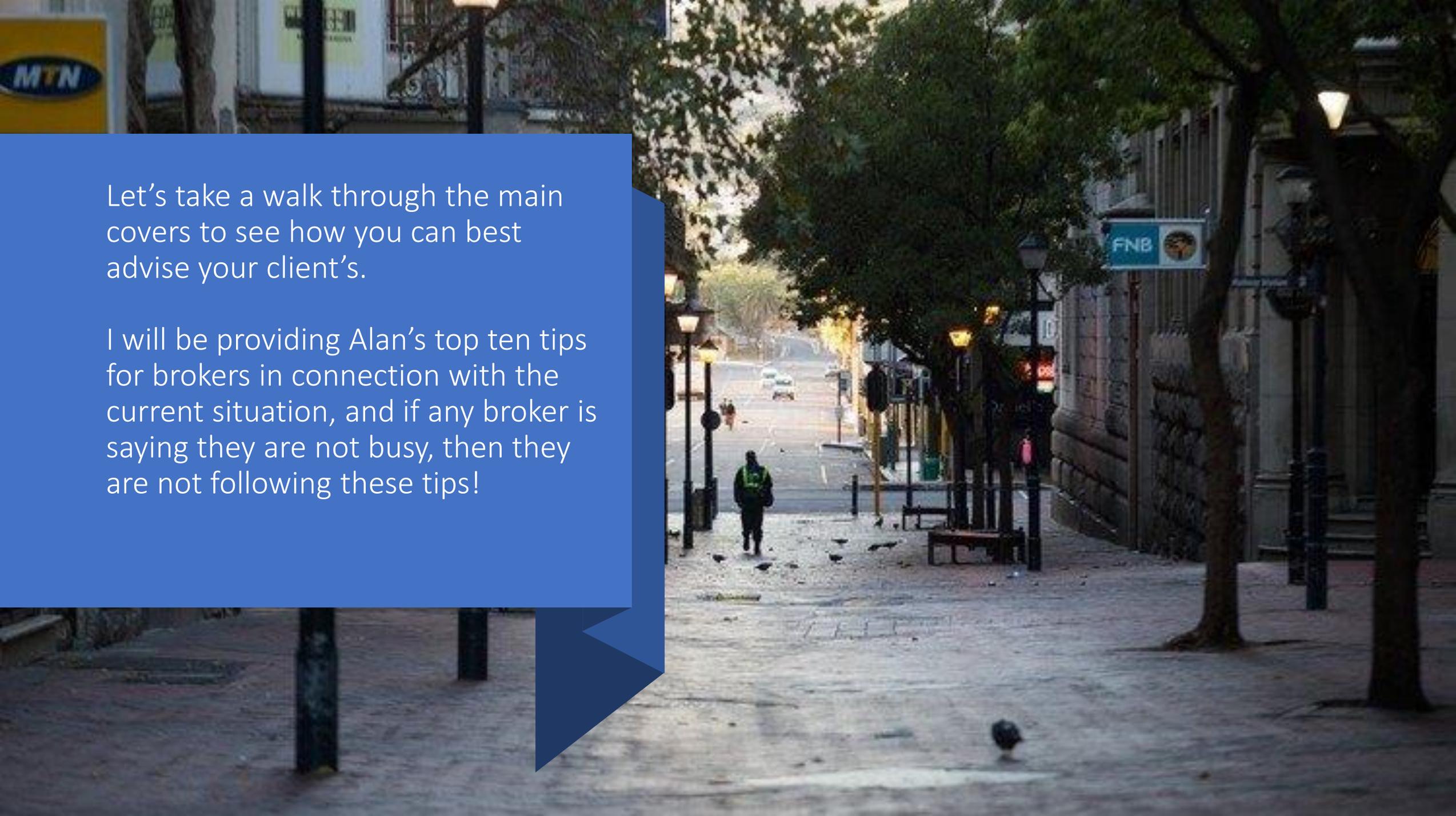
- Basically I can set up an entire training programme to take people from nothing to fully ACII qualified.

Learning Objectives

- Delegates will be able to:
- Understand the correct position on contents at home coverage under a commercial policy.
- Understand the position on EL/PL coverage as it relates to the Covid-19 lockdown.
- Understand the increased D&O and cyber exposure caused by the Covid-19 lockdown.
- Understand the legal position on payment holidays.
- Understand the advantage of being on a declaration linked Bi policy.
- Understand how unoccupancy could affect policy coverage.
- Understand how the Insurance act 2015 applies to the Covid-19 lockdown

Covid -19 has changed everything but have you client's policies been updated and has your advice been good enough?





Let's take a walk through the main covers to see how you can best advise your client's.

I will be providing Alan's top ten tips for brokers in connection with the current situation, and if any broker is saying they are not busy, then they are not following these tips!

Commercial Property at home



- Where does a standard policy coverage start



Tip One

Specified All Risks – check the policy coverage

EL and PL cover

Health and Safety at Work Act 1974 let's discuss

The Management of Health and Safety at Work Regulations 1999 let's discuss

So what should your client be doing?

What about those employees that stay at work- new EL exposures here also

- Let's discuss





Tip Two

Do proactively remind your clients about the importance of providing written risk assessments and guidelines.

Does my EL policy pick up furloughing?

A typical Employers Liability definition of an employee is fortunately very wide let's explore



EL/PL/Products Cover

- Declarations will be an important feature going forward – why?





Tip Three

Do find out about the current position on declarations

Increased D&O exposure

- Unfortunately there is going to be a significant increase in bankruptcies – why will this affect D&O?
- Additionally there may well be a new wave of claims let's discuss

Increased Employers Practices Liability exposure

- The unfortunate reality is that many furloughed staff will ultimately be made redundant and many law suits will undoubtedly follow particularly from the smaller firms – why?



Tip Four

It is essential you highlight the need to have D&O AND EPL cover in place with very high limits of indemnity not token gestures!

Brokers get busy cross selling in this time of need.

Cyber liability

- This is unfortunately at the moment Christmas day every day for hackers, as firms set up remote IT links in a hurry and many leave themselves wide open.
- Has your client purchased cyber cover ?





Tip Five

Do remind your clients that it is essential they take out cyber cover?

Brokers get busy advising on this essential cross sell and do point out that currently your clients have never been more exposed.

Business interruption cover

- I have already run a series on bi and covid-19.
- Today I want to focus on the importance of declaration linked cover.
- What is the maximum refund usually offered under a declaration linked wording?



Tip Six

Do start getting the clients into a discipline of submitting their Gross profit or Turnover declarations on their Bi.

Do make sure you know about whether refunds are available with the current and potential new insurers. Where possible do keep/put clients on a declaration linked basis.

Payment holidays

- Many clients will start asking for payment holidays so what is the legal position?
- Remember also before pushing this too hard, that insurers are facing crippling claims from bi and Covid-19 as well as the floods earlier in the year. They also have to continue to meet the very demanding requirements of solvency II. Let's discuss more



Tip Seven

Do not over promise and under deliver
on payment holidays!

Will the unoccupancy of the premises invalidate your policyholders cover ?



- Most insurers have already given some sort of extension so do be aware by insurer of the days granted.



Tip Eight

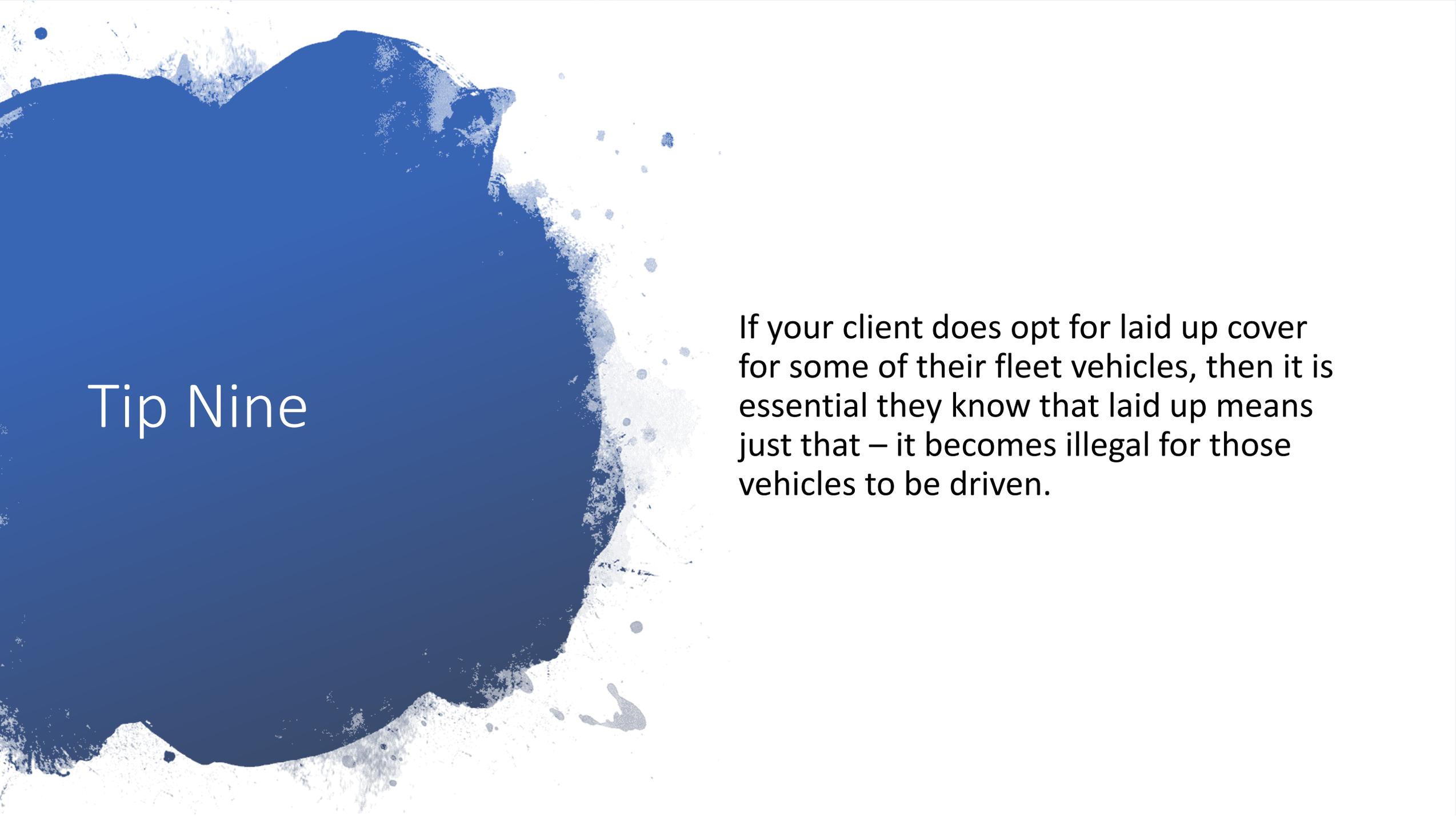
Do make diary notes of when each insurer's unoccupancy period comes to an end.

Do make sure that if checks are still required by the insurer that your client is doing them – let's discuss

Laid up cover on fleets



- Some fleets have reduced the coverage on some of their vehicles to laid up only.



Tip Nine

If your client does opt for laid up cover for some of their fleet vehicles, then it is essential they know that laid up means just that – it becomes illegal for those vehicles to be driven.



The Insurance Act 2015

- The commercial insured must make a fair presentation of risk
- Some things are common knowledge as per Carter v. Boehm (1766)
- Many things are not common knowledge and must be reported to the insurer immediately.



Tip Ten

Do remind your clients of their ongoing duty to make a fair presentation of risk to insurers.

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