



Summary

Objective

To investigate and process requests for CoverPlus Extra cover, via an application or policy change request when requested cover amount is higher than what ACC can accept based on Underwriting rules.

Background

CoverPlus Extra allows self-employed business customers to select an agreed cover amount, which would be the basis for weekly compensation in the event the customer needs to take off work due to an injury. ACC uses the earnings information on file to determine the cover can offer a customer. If a customer requests higher cover than what we can offer, we need to investigate to the account and decide what we can offer the customer.

Owner

Name withheld

Expert

Name withheld

Procedure

PROCESS Create or Maintain CoverPlus Extra (CPX) Policy Incentives Specialist

1.0 Underwrite CPX Policy Request Incentives Officer

- a** In Juno_PolicyCenter, open the Underwriting Activity and associated Draft CPX Policy.
In Juno_CRM, locate any Juno_CRM Interaction records relating to the CPX Policy request.

- View Interaction
- View CPX Policy

- b** Review the policy details and any Juno_CRM Interaction records to establish if sufficient information has been provided to underwrite the CPX Policy

NOTE What information is required to underwrite a CPX Policy?
Refer to CPX Underwriting Business Rules

- CPX Underwriting Business Rules

- c** Contact the customer offering the maximum we can offer, as per the Maximum Cover Calculation in CPX Coverages.

NOTE What if the customer doesn't accept the offer?
Request additional information and record any responses in Juno_CRM. Create a Juno_CRM Interaction.

NOTE What if the customer accepts the offer?
Update the Draft policy accordingly and go to Step 2.0.

- d** Determine if the requested CPX Policy Terms are acceptable to ACC. Refer to CPX Underwriting Business Rules.

NOTE What if information has been requested but it hasn't been provided?
Withdraw the Draft policy.

NOTE What if the policy terms are not acceptable to ACC?

Contact the customer and advise we cannot offer the cover they have requested. Reiterate initial offer.

NOTE What if the customer doesn't agree to the proposed terms?

When CPX policy terms cannot be agreed or we cannot contact the customer to negotiate the terms of the CPX policy, determine the closest acceptable terms to the request.
Record any customer interactions in Juno_CRM and go step D.

NOTE What if the customer does agree to the proposed terms?

When CPX Policy terms are agreed, record any customer interaction in Juno_CRM and go step E.

- Create Interaction on Customers Account

- e** In CRM add a Digital Interaction recording the decision and associated rationale, including the Underwriting Business Rules that formed the basis of the decision.

2.0 Quote CPX Policy Incentive Officer

- a** Quote the Draft policy.

- b** Complete Underwriting Activity.

NOTE What if the terms of the Draft CPX Policy are different to those agreed during underwriting?

Update the policy details on the Draft Policy to match the terms agreed to before quoting the policy.

- Change CPX during renewal period
- Change existing CPX Policy

PROCESS Issue CoverPlus Extra (CPX) Policy Offer Incentives Specialist