

# Agency Procedures Manual Index

A sample of what the manual contains

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**(AGENCY NAME)**  
**GENERAL AGENCY PROCEDURES**

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- Producers' Role in Agency Credit Policy
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    Client & Company relationships Legal  
    Issues  
    Agent Duties  
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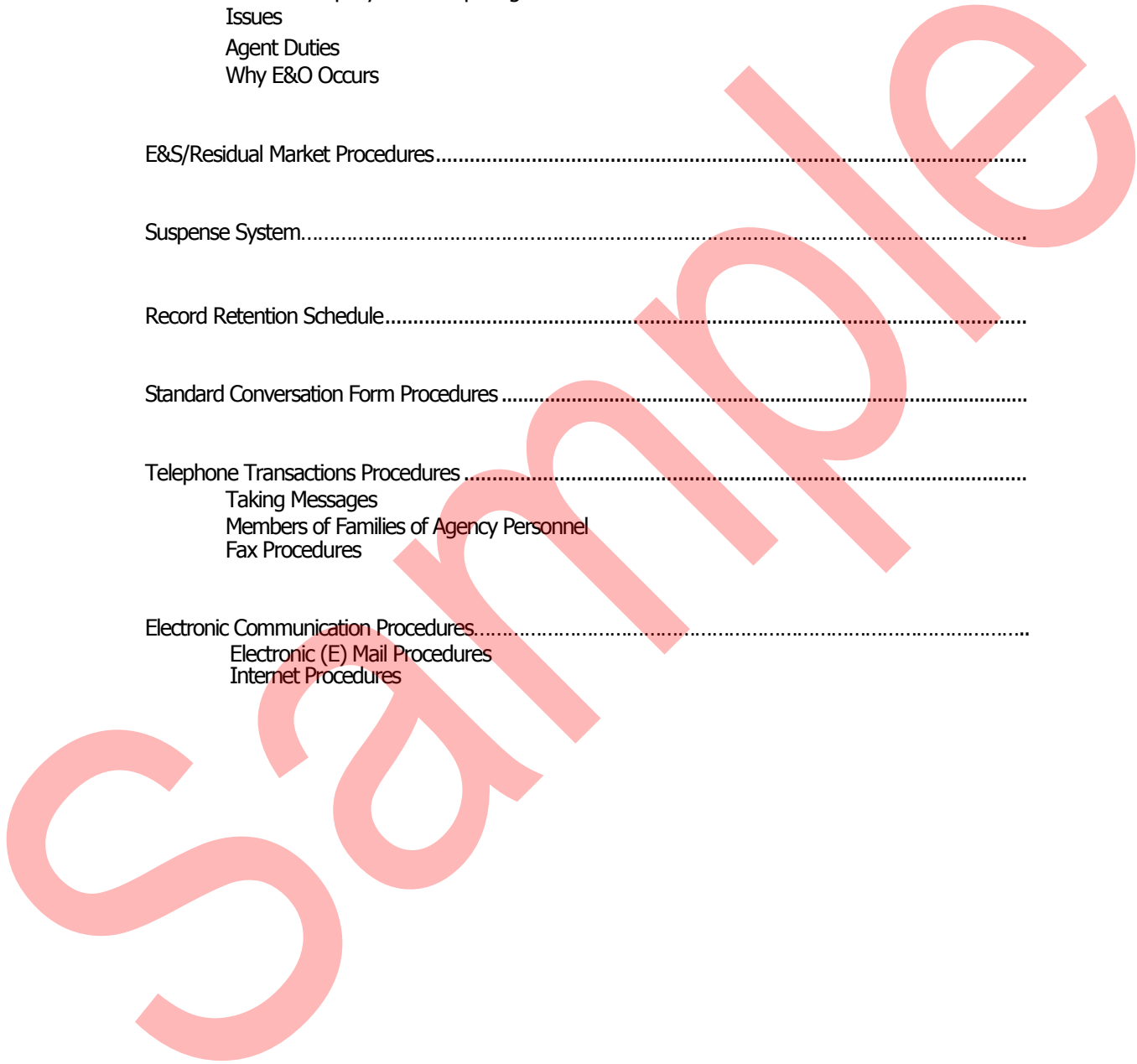
Suspense System.....

Record Retention Schedule.....

Standard Conversation Form Procedures .....

Telephone Transactions Procedures .....  
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    Members of Families of Agency Personnel  
    Fax Procedures

Electronic Communication Procedures.....  
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**(AGENCY NAME)**  
**COMMERCIAL LINES**  
**WORK FLOW & PROCEDURES**

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New Business Work Flow & Procedures .....

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- Final Audits
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Checking and Verification Work Flow & Procedures .....

# COMMERCIAL LINES

## LEAD DEVELOPMENT WORK FLOW & PROCEDURES

A lead is identified as a qualified prospect. Determine the following when considering this potential client:

- a. Can the prospect be written profitably?
- b. Are there coverage problems or areas which may cause difficulty in securing a market?

**Producers** are to maintain their own prospect expiration files.

The **Producer**, contacts the prospect to:

- a. Verify interest in obtaining a *proposal*.
- b. Set an appointment to discuss the risk and qualify the prospect.

Create a prospect *file* with the client name and include the following items:

Prospect name and address

Standard Conversation Form

Client Exposure and Coverage Checklist

New Business Marketing Request

Completed ACORD forms

All written notes should be placed on the conversation form.

During the sales appointment the **Producer** should:

- a. Complete New Business Marketing Request
- b. Complete the Client Exposure and Coverage Checklist for the specific lines of business that may be written.
- c. Complete ACORD *application(s)* and have *insured* sign.

If permission to quote is not granted, set a **suspense** for 120 days before the prospect's next *expiration date*.

**(AGENCY NAME)  
PERSONAL LINES  
WORK FLOW & PROCEDURES**

Quotation Work Flow & Procedures .....

New Business Work Flow & Procedures .....

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Endorsement Work Flow & Procedures .....

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- Company Issued Direct Notice of Cancellation/Non-Renewal (All Other)

Checking and Verification Work Flow & Procedures .....

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**(AGENCY NAME)**  
**EMPLOYEE BENEFITS & FINANCIAL**  
**SERVICES**  
**WORKFLOW & PROCEDURES**

Introduction.....

Prospecting .....

Quotation Work Flow & Procedures .....

New Business Work Flow & Procedures .....

Renewal Work Flow & Procedures .....

    Renewal Remarketed

    Renewal Not Remarketed

Individual Life & Health Insurance Workflow & Procedures .....

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E&O Considerations.....