



Understanding Underwriting to Get a Good Deal

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DIFFERENT WORKS

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Today's Panelists



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UNDERWRITING

A process of assessing risk.

This course will review some important considerations in the process of underwriting and provide insight into the actions that design professionals and their firms can take to reduce their risk from an underwriting perspective.

Learning Objectives

Participants in this session will:

1. Gain insight into the underwriting process;
2. Review risk factors and other important considerations in the underwriting process;
3. Discover ways to complete the application process more efficiently;
4. Consider the value of a holistic insurance solution.

How do you evaluate an application?

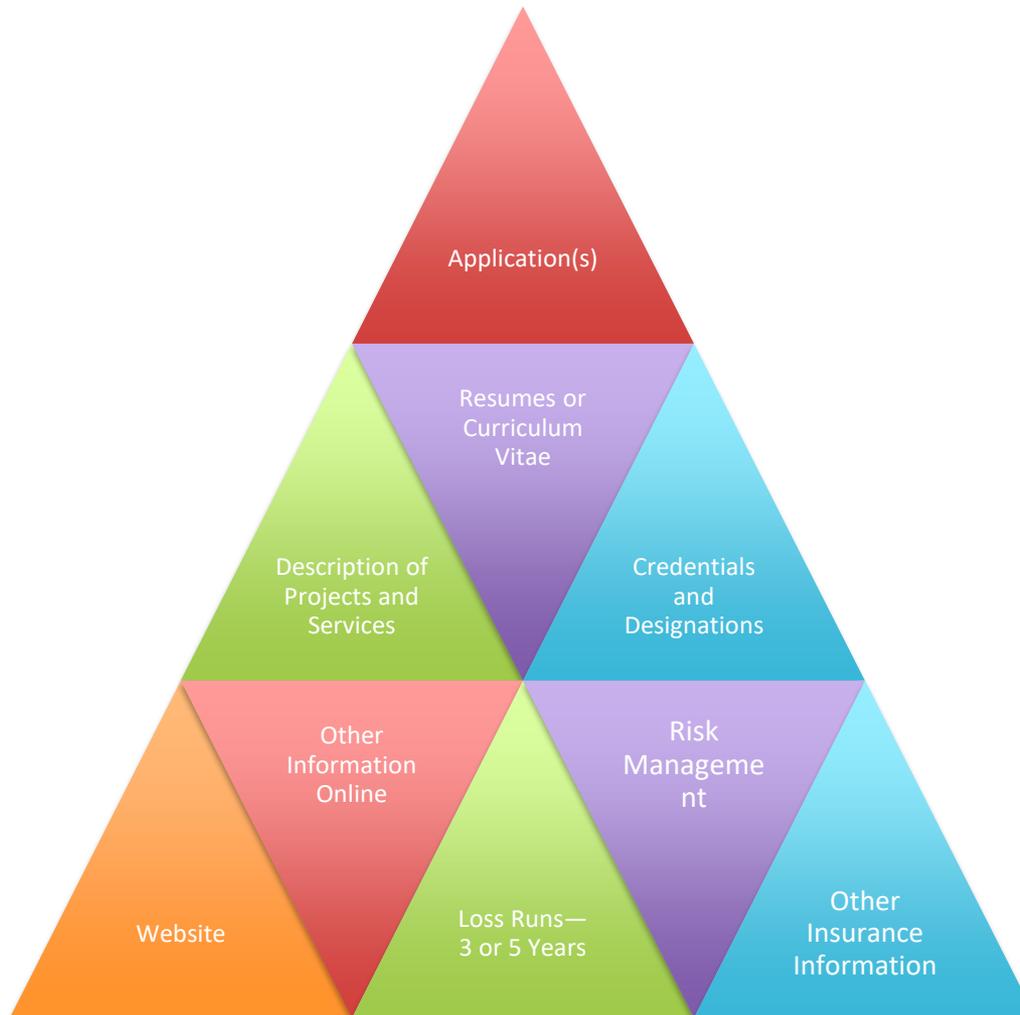
Hypothetical

2 similarly sized firms. Each employing 100 architects, each performing similar services.

One is located in New York City, the other in Wisconsin.

Which has a greater auto exposure?

Factors for Consideration



What are some risk factors?

The kind of work you do matters

Specific Considerations

Increased Exposure

Responsibilities for construction

Environmental remediation

Product design, fabrication, or manufacturing

Real estate development

We're not telling you what to do...



Responsibility for Construction

Environmental Remediation





Product Design, Fabrication or Manufacturing

Real Estate Development



Specific Considerations

Increased Exposure

Software development

Coastal locations

Foreign offices

Diving/Bridge inspection

...we're just telling you how we see it...



Software Development

Coastal Locations





Foreign Offices

Diving/Bridge Inspection



Specific Considerations

Increased Exposure

Aircraft

Mining

Roofing consulting

History includes loss(es)

...and that engaging in one of these will likely increase your premium, if we can provide you with a quote at all...



Aircraft and Mining



Roofing Consulting

INSURANCE CLAIM FORM

History of Loss(es)

What are positive factors to highlight?

Professional Liability Considerations

Professional Liability Considerations

Things to Highlight

Demonstrate relevant experience

Integrate new hires

Establish financial strength

Perform Go/No Go analyses

These are all favorable for underwriting



Demonstrate Relevant Experience

A woman with brown hair tied back, wearing a blue turtleneck sweater, stands in an office. She is holding a folder containing documents with charts and graphs. The background shows a desk with a computer monitor and a black office chair. A teal banner is overlaid across the middle of the image.

Integrate New Hires



Establish Financial Strength



Professional Liability Considerations

Things to Highlight

Develop written contracts

Maintain clear communication protocols

Follow quality assurance/control procedures

Require systematic recordkeeping (and audit)

These are all favorable for underwriting

Develop Written Contracts

reviewed by counsel



Quality Assurance/Control Procedures



Require Systematic Recordkeeping

and audit

Professional Liability Considerations

Things to Highlight

Leadership

Provide ongoing training

Provide mentorship

Review lessons learned

Plan strategically

These are all favorable for underwriting

What are some additional considerations?

Professional Liability Considerations

Professional Liability Considerations

Things to Highlight

Quick to follow “hot markets and trends”
No discretion in selecting projects
High staff turnover
Poor financial aptitude

These are unfavorable for underwriting

Professional Liability Considerations

Things to Highlight

Handshake deals

Poor documentation of major project decisions

No formal quality program

Proceeding without prior written approval

These are unfavorable for underwriting

What are positive factors to highlight?

Property & Casualty Considerations

Property & Casualty Considerations

Things to Highlight

Written and tested business continuity plan

Inventory control system

Continuing education

Return to work program

Written policies and procedures for auto safety

These are all favorable for underwriting



Business Continuity Plan





Inventory Controls and Continuing Ed.

Auto Safety

Seat belt use policy
Driver agreements
Crash reporting and investigation
Vehicle maintenance and inspection
Reward/incentive program



What are some additional considerations?

Property & Casualty Considerations

Property & Casualty Considerations

Things to Highlight

- Lack of a screening process for company drivers
- Lack of a company cell phone policy
- Coastal location with history of windstorms
- Installation responsibilities on FF&E
- No centralized risk management/loss control

These are unfavorable for underwriting

Filing out your policy application

Any advice?

Steps to Improve Outcomes

Completing your application

1. Examine the entire application.
2. Review prior applications.
3. Organize your information.
4. Complete all required questions.
5. Answer clearly and succinctly

Remember: Time is your friend!



Pro Tip: Use last year's policy as a guide



Providing Date Ranges

Provide complete dates

Month/Day/Year to Month/Day/Year

...to the best of your ability...

When do you ask additional questions?

Policy application process



Resolving Discrepancies

Between your website and application



Additional Information

For a more complete picture

Current projects
Awards won
Firm experience
LEED accreditation
Etc...

Addressing prior claims and disciplinary action(s)?

Policy application process

Addressing Prior Claims and Discipline

Lessons learned

1. Recognize mistakes;
2. Observe what works;
3. Document both; and
4. Share the lessons learned.

Demonstrate why those issues are unlikely to reoccur

Understanding Your Risk Profile

Help us, help you



RLI's Philosophy

S B
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Programs

Additional Discounts
for Participating in CE

Thank you for your time!

QUESTIONS?

**This concludes The American Institute of Architects
Continuing Education Systems Program**

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