I10 Insurance broking fundamentals 2027

Learning Outcome		Assessment Criteria		Indicative Content	
This PDF document has been designed to be accessible with screen reader technology. If for accessibility reasons you require this document in an alternative format, please contact us a **online.exams@cii.co.uk** to discuss your needs.					
1 **12 questions**	**Understand the insurance broking market.**	**1.1**	Explain the rationale for insurance brokers in the insurance market.	**1.1.1**	The role of an insurance broker.
				1.1.2	The benefit of insurance brokers to clients.
				1.1.3	The benefit of insurance brokers to insurers.
		1.2	Describe and understand the role of different types of non-life insurance brokers in the insurance market.	**1.2.1**	Lloyd's insurance brokers.
				1.2.2	Reinsurance brokers.
				1.2.3	Wholesale insurance brokers.
				1.2.4	Other types of insurance broker.
		1.3	Describe the services offered by insurance brokers and the different ways they are remunerated.	**1.3.1**	Traditional broking services.
				1.3.2	Types of remuneration.
		1.4	Explain the various roles within an insurance broking organisation.	**1.4.1**	Roles within an insurance broker.
2 **20 questions**	**Understand the role and responsibilities of the insurance broker in the provision of insurance products and services.**	**2.1**	Explain the role of the insurance broker in meeting client needs by providing insurance products and services.	**2.1.1**	Role of an insurance broker in meeting client needs.
				2.1.2	Sourcing appropriate insurance cover.
		2.2	Explain the role of the insurance broker in negotiating and placing insurance contracts.	**2.2.1**	Material circumstances and an insurance broker's duty to make a fair presentation of the risk.
				2.2.2	Non-disclosure and remedies.
				2.2.3	Risk presentation and negotiation.
				2.2.4	Contract Certainty.
		2.3	Explain the role of the insurance broker in selecting insurers.	**2.3.1**	Why an insurance broker selects certain insurers.
				2.3.2	Confirming terms to client.
		2.4	Explain the role of the insurance broker in the design and operation of insurance programmes.	**2.4.1**	Main considerations in programme design.
				2.4.2	Effect of insurance market cycle.
		2.5	Describe the role of the insurance broker in the claims process.	**2.5.1**	Claims methods.
				2.5.2	The role of an insurance broker in the mitigation of insurance fraud.

Learning Outcome		Assessment Criteria		Indicative Content	
		2.6	Describe the role of the insurance broker in supplying additional services.	**2.6.1**	The role of an insurance broker in assisting clients to manage risk.
				2.6.2	The role of an insurance broker in supplying additional services.
		2.7	Explain the role and responsibilities of the insurance broker in relation to delegated authority agreements.	**2.7.1**	Operation of delegated authority agreements.
				2.7.2	Delegated activities.
3 **6** **questions**	**Understand contract and agency in relation to insurance brokers and their clients.**	**3.1**	Describe the duties of an insurance broker as an agent.	**3.1.1**	Duties of an insurance broker as an agent.
				3.1.2	Duties of a principal and relationship of an agent to a principal.
		3.2	Explain how conflicts of interest could arise in relation to insurance broking business and how to deal with them.	**3.2.1**	Situations where conflicts of interest can occur.
				3.2.2	Managing conflicts of interest.
		3.3	Describe the items that should be included in a Terms of Business Agreement (TOBA) between insurance brokers and insurers, and between insurance brokers and their clients.	**3.3.1**	An insurer's Terms of Business Agreement with a broker.
				3.3.2	An insurance broker's Terms of Business Agreement with a client.
4 **15** **questions**	**Understand the key legal and regulatory issues affecting insurance brokers.**	**4.1**	Describe the role of the Financial Conduct Authority in the regulation of insurance brokers.	**4.1.1**	Authorisation, regulation and supervision of insurance broker activities.
		4.2	Explain the importance of Consumer Duty and achieving positive customer outcomes.	**4.2.1**	Achieving positive customer outcomes and Consumer Duty.
		4.3	Describe the purpose of the Insurance: Conduct of Business sourcebook (ICOBS) and the application to insurance brokers.	**4.3.1**	Application of the Insurance: Conduct of Business sourcebook (ICOBS) and general matters.
				4.3.2	Information about insurance brokers, its services and remuneration as required by ICOBS.
				4.3.3	ICOBS cancellation requirements.
		4.4	Explain the importance of training and competence within insurance broking organisations.	**4.4.1**	Training and competence of insurance brokers.

Learning Outcome		Assessment Criteria		Indicative Content	
		4.5	Explain the responsibilities of insurance brokers in relation to sanctions checking, money laundering, bribery, corruption and with regards to the Employers' Liability Tracing Office (ELTO).	**4.5.1**	Money Laundering.
				4.5.2	Bribery and corruption.
				4.5.3	Sanctions and client verification.
				4.5.4	ELTO.
		4.6	Explain the responsibilities of insurance brokers as required by data protection legislation.	**4.6.1**	The main provisions and purpose and categories of data.
5 **12 questions**	**Understand the key financial issues affecting insurance brokers.**	**5.1**	Explain the different monies held by an insurance broker.	**5.1.1**	Broker funds.
				5.1.2	Client assets.
				5.1.3	Insurer funds.
		5.2	Explain the importance of the impact of the Insurance Distribution Directive in relation to handling money.	**5.2.1**	The impact of the Insurance Distribution Directive in relation to handling money.
		5.3	Explain the importance of retaining clients and finding new business for insurance brokers.	**5.3.1**	The importance of client retention for insurance brokers.
				5.3.2	The importance of finding new business.
6 **10 questions**	**Understand issues relating to the conduct and culture of insurance broking business.**	**6.1**	Explain the importance of good conduct in relation to dealing with insurers and clients.	**6.1.1**	Good conduct and positive outcomes when dealing with clients.
				6.1.2	Good conduct when dealing with insurers.
		6.2	Explain the impact of culture on the way that business is conducted by an insurance broking organisation.	**6.2.1**	Culture and strategic objectives of an insurance broker.
		6.3	Describe how insurance brokers handle complaints.	**6.3.1**	Definition of a complaint.
				6.3.2	Regulatory requirements for handling complaints.
				6.3.3	Financial Ombudsman Service.
		6.4	Explain how errors and omissions occur and are reported and handled in insurance broking organisations.	**6.4.1**	Knowing how errors and omissions claims arise.
				6.4.2	Prevention of errors and omissions claims.
				6.4.3	Dealing with errors and omissions claims.
		6.5	Explain the issues relating to mis-selling of insurance products.	**6.5.1**	Know the situations that can lead to mis-selling occurring.