IF2 General insurance business 2026

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	Learning Outcome		Assessment Criteria		Indicative Content
1 **36 questions**	**Know insurance products and associated services for general insurance business.**	**1.1**	Describe the basic features and outline of typical cover of: Motor insurance, Health insurance, Combined comprehensive or packaged insurance, Property insurance, Pecuniary insurance, Liability insurance.		**Motor insurance**
				1.1.1	The cover provided under different types of private motor car insurance.
					The optional extensions available under a comprehensive motor car insurance policy.
					The cover provided under motorcycle insurance and the optional extensions available.
					The cover provided under commercial motor insurance and the optional extensions available.
					Health insurance
				1.1.2	The personal accident cover provided under personal accident and sickness insurance.
					The sickness cover provided under personal accident and sickness insurance.
					The cover provided under medical expenses insurance.
					Combined comprehensive or packaged insurance
				1.1.3	The building insurance cover available under a household insurance policy.
					The contents insurance cover available under a household insurance policy.
					The liability insurance cover available under a household insurance policy.
					The extensions of cover available under a household insurance policy.
					The cover available under a travel insurance policy.
					The cover available under a commercial package insurance policy.

					Property insurance
				1.1.4	The cover provided under fire and special perils insurance.
					All risks insurance and the limitations to cover.
					The definition of theft and the cover provided under a theft insurance policy.
					The cover provided for glass insurance and how such losses are normally settled.
					The cover provided for money insurance.
					Pecuniary insurance
				1.1.5	The cover provided under legal expenses insurance.
					The cover provided under business interruption insurance.
					The extensions of cover available under a business interruption insurance policy.
					Liability insurance
				1.1.6	The cover available under an employers' liability insurance policy and how the premium is calculated.
					The role of the Employers' Liability Tracing Office (ELTO).
					The cover available under a public liability insurance policy and how the premium is calculated.
					The cover available under a products liability insurance policy.
					The cover available under a directors' and officers' liability insurance policy.
					The cover available under a professional indemnity insurance policy.
					The insurance cover available for pension fund trustees and charity trustees.

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				Other types of cover	
				1.1.7	The cover available under an extended warranty insurance policy.
					The cover available under a cyber insurance policy.
		1.2	Describe in outline the non-insurance services available.	**1.2.1**	What is a helpline, when they operate, the assistance that is provided and the classes of business for which helplines normally operate.
				1.2.2	Why an insurer uses authorised repairers and suppliers, and the benefits provided.
				1.2.3	What risk control and advice may be provided by insurers to policyholders.
				1.2.4	What are uninsured losses and who provides uninsured loss recovery services.

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2 **31 questions**	**Understand underwriting and policy wordings for general insurance business.**	**2.1**	Explain why an underwriter considers material circumstances and legislation when assessing a risk.	**2.1.1**	What is a material circumstance and how it affects an underwriter's consideration of a risk.
				2.1.2	How spent or unspent convictions as defined by the Rehabilitation of Offenders Act 1974 and Legal Aid, Sentencing and Punishment of Offenders Act 2012 will affect an underwriter's consideration of a risk.
				2.1.3	The effects of the Consumer Insurance (Disclosure and Representations) Act 2012 on the disclosure requirements of a proposer and the manner in which insurers obtain material information.
				2.1.4	What is a misrepresentation and how a careless or deliberate misrepresentation by a consumer impacts an insurance policy.
				2.1.5	An insured's duty to make a fair presentation of a risk as required by the Insurance Act 2015.
				2.1.6	The consequences of an innocent or deliberate breach of the fair presentation of the risk by an insured.
		2.2	Explain the significance of moral and physical hazard for underwriters.	**2.2.1**	What is a physical hazard and the effect of good and poor physical hazards on an underwriter's assessment of a risk.
				2.2.2	What is a moral hazard and the effect of good and poor moral hazards on an underwriter's assessment of a risk.
		2.3	Describe the legal relevance of the disclosure of material information to insurers and the methods used by underwriters to obtain this information.	**2.3.1**	The methods used by insurers to obtain material information.
				2.3.2	The significance of why proposers are asked certain types of questions.
				2.3.3	Who is legally responsible for ensuring that material circumstances are provided to ensure that an underwriter can assess a risk.
		2.4	Describe the legal and regulatory significance of procedures relating to setting up an insurance contract.	**2.4.1**	The manner in which the Financial Conduct Authority regulates the insurance industry.
				2.4.2	What are intermediary issued Terms of Business Agreements and when they are used.
				2.4.3	What is an initial disclosure document and the regulatory requirement regarding the contents of these documents.
				2.4.4	What is contained in a suitability statement and when it is used.

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				2.4.5	What is a statement of demands and needs and when is it issued.
				2.4.6	The regulatory requirements regarding the disclosure of commission and fees.
				2.4.7	The legal and regulatory position regarding the issuance of quotations.
				2.4.8	What are the cancellation rights of a consumer.
				2.4.9	When insurance certificates and cover notes are issued.
		2.5	Describe the features of an insurance contract.	**2.5.1**	Who are the parties to an insurance policy and why documents are produced.
				2.5.2	The structure of an insurance policy.
		2.6	Explain the meaning and use of common policy conditions, warranties, representations and exclusions.	**2.6.1**	When different types of policy exclusions are used, and what are the common exclusion.
				2.6.2	The conditions that are usually contained in a policy wording.
				2.6.3	The operation of the cancellation clause and how return premiums are calculated.
				2.6.4	Conditions precedent to contract and conditions precedent to liability: What they are, when they are used, and the effects of non-compliance.
				2.6.5	What is a warranty and how a warranty effects a policy.
				2.6.6	The consequences of non-compliance of a warranty.
				2.6.7	What is a representation and its effect on a policy.
		2.7	Explain how excesses, deductibles and franchises are used.	**2.7.1**	What is an excess and a deductible, and what impact it has on a policy.
				2.7.2	What is a franchise and when is it used.
		2.8	Explain the legal and regulatory significance of procedures relating to renewals.	**2.8.1**	The regulatory procedures relating to renewals.

	Learning Outcome		Assessment Criteria		Indicative Content
3 2 questions	**Know how to apply knowledge of principles of premium calculation of general insurance business to a given set of circumstances.**	**3.1**	Apply knowledge of principles of premium calculation of general insurance business to a given set of circumstances.	**3.1.1**	The importance of premium payments as consideration for valid cover, and the methods of payment that may be used.
				3.1.2	How premium is calculated and what are flat and adjusted premiums.
				3.1.3	What is Insurance Premium Tax, its rate, and how it is calculated.
4 21 questions	**Understand claims within the context of general insurance business.**	**4.1**	Describe the legal requirements for a valid claim.	**4.1.1**	Why time limitations apply to the notification of claims.
				4.1.2	Why an insured must prove that there has been a financial loss.
		4.2	Explain why a claim may not be valid or met in full.	**4.2.1**	Why an insurer may consider a claim to be invalid.
				4.2.2	Why a claim may only be partially settled by an insurer.
		4.3	Describe the insured's duties after a loss.	**4.3.1**	What are an insured's implied duties following a loss.
				4.3.2	What is an express duty and what action an insured is required to take following a loss.
		4.4	Describe the way in which claims can be validated.	**4.4.1**	Why a claims form is normally completed and the information required.
				4.4.2	The types of supporting documentation that is required for different types of claim.
				4.4.3	The importance of checking the information provided on the claim form to the claims investigation.
				4.4.4	What is the role of a loss adjuster.
		4.5	Explain how alternative dispute resolutions operate.	**4.5.1**	How arbitration procedures operate.
				4.5.2	What is mediation and conciliation and when they are used.
		4.6	Explain the ways in which claims can be settled.	**4.6.1**	Claim settlement methods - cash payment, repair, replacement or reinstatement.
				4.6.2	When a claim payment will be made to a third party.
				4.6.3	The effect of the Enterprise Act 2016 on claim settlements.
		4.7	Describe the role of key organisations in relation to claims.	**4.7.1**	The Association of British Insurers' personal effects contribution agreement and why it is used.

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				4.7.2	How the Motor Insurers' Bureau operates, including knowing when payments are made under the uninsured drivers' agreement and the untraced drivers' agreement.
		4.8	Explain in general terms how the process of reserving operates.	**4.8.1**	How an insurer calculates a monetary amount as a claim reserve for a specific loss, and how the claim reserve will be updated prior to final settlement.
		4.9	Describe the means of claims recovery open to insurers.	**4.9.1**	How the principle of contribution can affect a claim settlement.
				4.9.2	How the principle of subrogation can affect a claim settlement.
				4.9.3	What is salvage and an insurer's right of recovery and how they affect an insurer's claim settlement.
		4.10	Describe the procedures commonly used when preventing or dealing with fraud.	**4.10.1**	The circumstances that may arise which lead to a fraudulent or inflated claim being made to an insurer.
				4.10.2	The consequences of an insured making a fraudulent claim.
				4.10.3	The work of The Insurance Fraud Bureau, the Insurance Fraud Investigators Group and the Insurance Fraud Register in fraud prevention.
				4.10.4	How claims fraud is detected, including knowledge of the work of the Claims and Underwriting Exchange, the Art Loss Register and the Motor Insurance Anti-Fraud and Theft Register.
		4.11	Explain the consequences of fraudulent claims.	**4.11.1**	The consequences of fraudulent claims on insurers.
				4.11.2	The consequences of fraudulent claims on insureds.
5 **2 questions**	**Know how to apply knowledge of principles concerning the operation of policy conditions affecting claims for general insurance business to a given set of circumstances.**	**5.1**	Apply knowledge of principles concerning the operation of policy conditions affecting claims for general insurance business to a given set of circumstances.	**5.1.1**	Apply with a given set of circumstances.

	Learning Outcome		Assessment Criteria		Indicative Content
6 **5 questions**	**Understand information and communication technology, security, confidential information and data protection within general insurance business.**	**6.1**	Explain how the insurance industry uses and adapts to technology and new innovations.	**6.1.1**	How the insurance industry is constantly advancing by the use of technology to produce data and new innovations.
				6.1.2	How telematics operates and the effect that it has had on the insurance industry.
				6.1.3	How insurers use social media to promote the insurance industry and interact with customers.
				6.1.4	The implications of cyber crime on the insurance industry.
		6.2	Describe the principles and practices of data protection and the use of confidential information.	**6.2.1**	How legislation affects the use of data in the insurance industry.
				6.2.2	What is confidential information and regulations regarding the disclosure of data.
				6.2.3	The importance of secure data storage and its safe disposal.
7 **3 questions**	**Understand customer service within general insurance business.**	**7.1**	Describe what a customer service standard is and explain how it should be implemented.	**7.1.1**	Customer service and to whom it should be provided.
				7.1.2	The types of customer service activities that are provided by the insurance industry and the benefits of good customer service to an insurer.
				7.1.3	How good customer service benefits the customer.
				7.1.4	How different types of customer service standards operate.
		7.2	Describe the legal and regulatory obligations in relation to customer service in insurance.	**7.2.1**	The importance of Consumer Duty and positive customer outcomes.
				7.2.2	The regulatory requirements for claims handling and settlement.
				7.2.3	How conflicts of interests may arise and how they should be managed.
				7.2.4	The definition of a complaint and who an eligible complainant is.
				7.2.5	The regulatory requirements for the handling of complaints.
				7.2.6	The operation of the Financial Ombudsman Service.