Renewal Review Preparation

AGENCY STANDARDS					
$ Rate Increase Flag:		% Rate Increase Flag:		Auto Liability Minimum:	
Comp Deductible:	Collision Deductible:	Rental:	Towing:	MedPay/PIP:	Glass:
Home Liability:			Home Water Sewer:		
Agency Name:					

PRE-CALL CHECKLIST - *Complete details before the call*		
Client Name:	Agent Name:	Date:

Contact Information for Insureds:

Name	Cell	E-mail	DOB	SS#	DL#	Occupation	Notes

☐ Review account activity & note anything important: ____________________

If polices renew at different dates you would add the current premium to this term premium and the last renewal in last term premium.

Policy	Last Term Premium	This Term Premium	$ Rate Change	% Rate Change	Payment Type
	$	$	$ 0	0 %	
	$	$	$ 0	0 %	
	$	$	$ 0	0 %	
	$	$	$ 0	0 %	
Total:	$ 0	$ 0	$ 0	0 %	

If rate is above agency standard check why:

☐ None ☐ Endorsement ☐ Claim ☐ Tickets/Accidents ☐ Weather ☐ Pay History

☐ Lost Defensive Driving Discount ☐ Lost Pay In Full or EFT Discount ☐ Youthful Drivers ☐ Protection Class

☐ Company Rate Increase ☐ Lost Multi-policy Discount

AUTO COVERAGE

Vehicle/Toy	Liability	Comp Ded	Coll Ded	Rental	Towing	MedPay/PIP	Glass

HOME COVERAGE

Property	Liability	Deductibles	Roof	Water Sewer	Service Line	Alarm	Scheduled Items

LIST SCHEDULED ITEMS

DISCOUNT REVIEW

AUTO

- ☐ AAA
- ☐ Defensive Driving
- ☐ Mileage
- ☐ Good Student
- ☐ Student Away
- ☐ Occupation
- ☐ Memberships/Associations
- ☐ Multi-Policy
- ☐ Pay In Full
- ☐ E Policy
- ☐ Loyalty
- ☐ Usage Based/Telematics
- ☐ Deductible Change
- ☐ Retired

HOME

- ☐ Multi-Policy
- ☐ Loyalty
- ☐ Monitored Burglar/Fire
- ☐ Roof
- ☐ Electrical Update
- ☐ Plumbing Update
- ☐ Gated Community
- ☐ Non-Smoker
- ☐ Sensor for Leaks
- ☐ Deductible
- ☐ Payment Terms
- ☐ E Policy
- ☐ Recent RCE/MSB
- ☐ Generator
- ☐ Sub pump
- ☐ Discounts to Add/Delete

OTHER COVERAGES

Flood	Earthquake	Life	Umbrella	Inland Marine

If they have an umbrella, confirm all underlying coverages are up to date and accurate according to your records.

NOTES

MAKE THE CALL

CALL RESULTS

VOICEMAIL *(Remember use professional voice)*

Hello, this is______________________________from ______________________________**.** I am the insurance agent on for your **POLICY TYPES** with **COMPANY Name** and wanted to let you know that I was reviewing your insurance policy and had a few items I wanted to go over with you, this week. Please call me between **8:30 and 5:30**, this week or email me a time that works to contact you, I can review your options with you. Thank you for your business!

☐ Sent Email ☐ Sent Text ☐ Documented Call (See last page for guidelines on how to document the call) ☐ Sent Bad Contact Letter

CALLED BACK *OR* CALL CONNECTED

☐ **Introduction & Rapport: Introduce yourself as their agent** - *"Good Morning Mrs. Last Name. This is ______________________________, your insurance agent from ______________________________ Insurance Agency. I hope you are well today."*

☐ **State the reason for your call** - *"I'm calling because your policy name with company name is coming up for renewal and we wanted to make sure we have all the most up-to-date information for your protection and to maximize your discounts."*

☐ **Obtain updated contact information** - "Ok, let's get started. I only need a few minutes. Is this the *best number* to reach you? Is this the *best email address* for you? Can you confirm this is *your mailing address*? In the event we need to reach you, what's the best secondary phone number and email address?" **(Hint: don't ask for the information; instead recite what you have on file and ask them to confirm it!)**

Name	Cell	E-mail	DOB	SS#	DL#	Occupation

NOTES

REVIEW

1. Deductible - *"If you had a loss, what is the highest deductible you would be comfortable with?"*

Vehicle	Current Comp Ded	Desired Comp Ded	Current Auto Collision Ded	Desired Auto Collision Ded

Home	Current Home Deductible	Desired Home Deductible

2. Occupation – this will help you understand what they need *"Tell me, what do you do for a living? Do you have a home-based business? Are you driving for Uber or Lyft, or any delivery service? Or have recently changed jobs?*

Occupation Coverage & Cross Education

☐ Check coverage based on occupation	
☐ Check coverage for home based business	
☐ Ask of they want a business insurance review	
☐ Check to add endorsement for delivery services	
☐ Change jobs? ☐ Check on life insurance ☐ Check mileage	
Notes:	

3. People in the Household—this will help you understand who needs to be on the policies *"Can you tell me if the following people still live with you?" "Do you have any youthful drivers or children? When will they be of driving age?*

Name	Notes

Coverage and Cross Education Tip

Educate: Need for umbrella with youthful drivers

4. Toys -*"Have you purchases any new toys (Boat, RV, ATV, motorcycle, or golf cart?)*

☐ Yes ☐ No

Coverage and Cross Education Tip

Do we insure them?
Educate the client on bundling discounts
Check umbrella to make sure these are listed
Offer umbrella as toys can present additional risk

5. Home Improvements - *"Have you made any improvements to your home in the last 5 years? Such as security system, updated roofs, finished basements, trampolines, pools, garages or changed your heating system?"*

☐ Yes ☐ No

Coverage and Cross Education Tip

Check discounts for roof and security system
Check water sewer back up for finished basements

6. Investment Properties/Home Rental - *"Do you have investment properties, or do you ever rent your home out?"*

☐ Yes ☐ No

Coverage and Cross Education Tip

Do we insure them? Offer a review

7. Gifts, Jewelry, Antiques - *"Have you recently received or inherited any valuable items? Currently we have the following on your policy, is there anything to add or delete?"*

☐ Yes ☐ No

LIST SCHEDULED ITEMS

Coverage and Cross Education Tip

Review do they need an inland marine?

NOTES

9. Do you own any businesses? - *"Did you know we also have a commercial division?"*

☐ Yes ☐ No

Coverage and Cross Education Tip

Offer a review from the commercial team

10. Confirm Mortgagee Company - *"Who is your current mortgagee company?"*

RECOMMENDATION

AUTO

Vehicle/Toy	Liability	Comp Ded	Coll Ded	Rental	Towing	MedPay/PIP	Glass

NOTES

HOME

Property	Liability	Deductibles	Roof	Water Sewer	Service Line	Alarm	Scheduled Items

NOTES

OTHER

Flood	Earthquake	Life	Umbrella	Inland Marine

RATE INCREASE

Policy	$ Rate Change	Monthly Change (12 Months)	Monthly Change (6 Months)	% Rate Change	Payment Type
	$ 0	$ 0	$ 0	0 %	
	$ 0	$ 0	$ 0	0 %	
	$ 0	$ 0	$ 0	0 %	
	$ 0	$ 0	$ 0	0 %	
Total:	$ 0	$ 0	$ 0	0 %	

TIP - Always talk about rate increases in monthly figures. When you are saving money talk about annual savings.

NOTES

DISCOUNT REVIEW

Remember: Present 3 benefits for each discount. Identify the savings on the phone with the client.

AUTO

☐ AAA ☐ Defensive Driving ☐ Mileage ☐ Good Student ☐ Student Away

☐ Occupation ☐ Memberships/Associations ☐ Multi-Policy ☐ Pay In Full

☐ E Policy ☐ Loyalty ☐ Usage Based/Telematics ☐ Deductible Change ☐ Retired

HOME

☐ Multi-Policy ☐ Loyalty ☐ Monitored Burglar/Fire ☐ Roof ☐ Electrical Update

☐ Plumbing Update ☐ Gated Community ☐ Non-Smoker ☐ Sensor for Leaks ☐ Deductible

☐ Payment Terms ☐ E Policy ☐ Recent RCE/MSB ☐ Generator ☐ Sub pump

☐ Discounts to Add/Delete

RESHOP PROHIBITORS

If you must remarket the account go to the very end of this form to validate the remarket.

☐ **Next Steps**: *Confirm the date and time you will be back in touch with any of the following – remember we should set an appointment with them:*

	Notes	Date to Process
Changes:		
Cross Selling Quotes:		
Remarkets:		

List any personal details gathered (pets names, kids names, vacation spots, hobbies) this will make future calls more personal!

☐ **Thank them for their business:** *"I want to let you know how much we appreciate your business. We know you have insurance choices, so if you ever need anything be sure to call us first so we can take care of you."*

☐ **Referral:** *"We love helping people just like you, if you know anyone who needs help with their insurance please have them call me."*

MANAGEMENT SYSTEM

QQCatalyst, AMS360, Hawksoft, Ezlynx & Other

Account Review	Used to close out the suspense/activity that initiated the Account Review
Account Review Attempt	Attach your Call Sheet to this activity, you would use this if the client does not answer and you leave a message. Then send the appropriate Left Voicemail Email.
Account Review Bad Contact	Attach your Call Sheet to this activity, you would use this if the client's number has been disconnected or the number in file is incorrect.
Account Review Contacted	Use this when you get the client live on the phone. Use this activity to create a suspense/open activity of any other items you need to follow up on.
Account Review Call Back	Use this code to document the notes from a client who returned your renewal review call. Use this activity to create a suspense of any other items you need to follow up on.
Increase	Use this code when you increase coverage
Remarket Quote	Use this when you quote a remarket. Attach the quote to this activity.
Remarketing Success	Use this when you get a signed app on a remarket. Attach the new signed app to this activity.
Account Round Quote	Use this when you quote an account round. Attach the quote to this activity.
Account Round Success	Use this when you get a signed app on an account round. Attach the new signed app to this activity.
**Previous Reviewed All <10 months	Use this when you have already successfully completed an account review less than 10 months ago.

Epic & TAM

Account Review	Successful	Account Review Call made and the person was contacted
Account Review	Unsuccessful	Attach your Call Sheet to this activity, you would use this if the client does not answer and you leave a message. Then send the appropriate Retention Email.
Account Review	Unsuccessful-Bad Contact	Attach your Call Sheet to this activity, you would use this if the client's number has been disconnected or the number in file is incorrect. Then send the Bad Contact Letter in the mail and add a "tag" to the account that updated contact information is needed.
Increase	Successful	Use this code when you increase coverage
Increase	Unsuccessful	Use this code when you recommend coverage and the client declines it
Remarket	Successful	Use this when you get a signed app on a remarket. Attach the new signed app to this activity.
Remarket	Unsuccessful	Use this when you remarket an account but they stay with the current carrier
Account Round	Successful	Use this when you get a signed app on an account round. Attach the new signed app to this activity.
Account Round Success	Unsuccessful	Use this when you quote an account round but they don't move forward with the quote
**Previous Reviewed All <10 months		Use this when you have already successfully completed an account review less than 10 months ago.

General

Open Claims: ______________________ Premium Threshold: ______________________ Do we Want to Keep them? ______________________

Auto

Age: ______________________

Home

Pets: ______________________

Property Type: ______________________ Home Activities (day care, bike ramp, etc.): ______________________

Roof: ______________________ Electrical: ______________________

Plumbing: ______________________

If client is still uncertain about rate:

- Have you been happy with the current carrier?
- Review the coverages they have are they available at another company

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Final Remarketing Determination: ☐ Yes ☐ No

Notate the reason you are moving forward with the remarket? ______________________

Property: "We can review other markets for sure. Before I do that I want to take a moment to review the process. If we do find another market they will require and inspection. You would be taking on the risk of what they find in the inspection and need to remedy it for them to stay on the property. Are you comfortable having someone on your property and taking on the risk of the inspection?"

☐ Yes ☐ No

Auto: "Your new market will require a down payment to get started, your current market will continue with the new monthly payment. I always like to alert people before we begin."

Downpayment: ☐ Yes ☐ No

"I can review some other options for you, how much would you be looking to save in order to switch insurance carriers?"

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