



## E & O Agency Review Program

Swiss Re policyholders can receive a 10% premium discount on their E&O policy annually for five years after completing an agency E&O procedures review and implementing the recommendations. The discount can't be lost even with claims. There are more benefits to your agency for bringing an independent eye to reviewing your agency's operations than just the cost savings, though.

- Reducing exposure to E&O claims
- Improving customer service
- Increasing sales opportunities
- Establishing/Refining written procedures
- Creating a culture of E&O awareness with agency staff
- Increasing agency efficiency.



### Consultant Reviewers

Swiss Re has approved over 20 consultants who can conduct a review to qualify for the premium discount. Contact Kimberly Ostling for a list. There is one Washington-based consultant who IIABW knows well and recommends. Glen Williams taught IIABW's E & O Loss Control courses for over 25 years. Glen has had a distinguished insurance career having worked for The Unity Group and Argus (which are now Hub International) and Conover. With Conover, he was the Compliance Officer for a decade with responsibilities that included: auditing compliance with procedures, reviewing client files, training employees on compliance issues, and reviewing policies/procedures/standards/best practices.

### Cost

The cost of a review varies depending on your agency's staff size, number of locations, and the amount of time it takes to review your operation. Contact Glen Williams or other approved consultants directly to determine the exact price for your agency. For many agencies, the review will pay for itself with the premium discount in a year or so.

### How a Review Works

The consultant will review the agency's policies/procedures and interview management and employees about compliance with them. The consultant will provide the agency with a final report with a list of recommended changes. The report will not be shared with Swiss Re unless asked for by the customer.

### For More Information

- Contact Kimberly Ostling, IIABW's E & O Administrator, at (425) 649-0102 or [kostling@wainsurance.org](mailto:kostling@wainsurance.org).
- Glen Williams, (509) 388-3324, [nomoeando@hotmail.com](mailto:nomoeando@hotmail.com)