

Sample Audit #1 – E&O Loss Control

Auditor _____

Audit Date _____

Employee _____

File Audited _____

Audit Questions	Yes	No	N/A	Comments
1. Was the exposure analysis checklist or other exposure information gathering form completed?				
1a. Does it include: Date and time completed and name of employee?				
1b. Name of contact your employee spoke with?				
1c. Does it include notes about coverage discussed but rejected?				
1d. Did the client sign off on the rejected coverage or was a follow-up e-mail or letter sent to the client confirming the meeting and any coverage rejected?				
2. Was a proposal or quote presentation package used?				
2a. Does the proposal match the coverage issued?				
3. Was there client contact and notes about exposures or coverage discussed?				
3a. If yes, did the employee obtain a sign-off on coverage rejected or was there a follow-up e-mail to confirm the conversation/meeting and any coverage rejected?				
4. Was coverage bound within authority for the carrier?				
5. If any coverage was placed through a broker, were all agency protocols regarding brokered business followed?				
5a. Confirmation of coverage bound, in writing, from the broker prior to advising the client?				
6. Are named insureds and additional insureds accurate and complete?				
7. Are there any certificates of insurance?				
7a. Was coverage in force at the time the certificate was issued?				
7b. Are additional insureds on the certificates also endorsed on the policy?				
7c. Do the certificates match the limits, deductible and coverage on the policy?				
8. If the account was obtained by a broker of record, was your own exposure analysis and new client protocol followed and documented timely?				
9. If appropriate for the coverage, were out of state exposures identified and appropriate state coverage forms obtained?				
10. Was any established periodic review documented including any follow through activity?				
11. Were any suspense or diary items handled timely?				
12. Did the carrier used have an AM Best rating that met with your agency standards?				
13. Is a properly signed application on file?				

Sample Audit #2

Auditor _____

Audit Date _____

Employee _____

File Audited _____

Audit Questions	Yes	No	N/A	Comments
1. Has all incoming correspondence been date stamped?				
2. Are standard form letters being utilized on the account?				
3. Are phone conversations being documented in the agency management system?				
4. Was coverage and exposure reviewed with the insured prior to renewal?				
5. Was the future application updated with the renewal changes?				
6. Does the file contain a coverage checklist?				
7. Was the account moved from incumbent carrier? If yes, were coverage differences outlined in writing to the insured?				
8. Have all midterm exposure changes been recorded and reported to the company?				
9. Is a copy of the summary of insurance for the current policy period in file?				
10. Have all audit statements been checked for accuracy by agency personnel prior to billing the insured?				
11. Were there any changes obtained at the renewal presentation?				
12. Were the changes communicated to the carrier and application updated accordingly?				
13. Did the client sign off on declinations?				
14. Was coverage bound prior to the expiration of the policy?				
15. Were accurate binders issued at renewal?				
16. Was activity documented in the system for receipt of policies?				
17. Were certificates of insurance issued in accordance with policy terms?				
18. Were the policies reviewed for accuracy against the expiring policy? Are all changes in coverage acknowledged?				
19. Were insurance summaries accurate?				
20. Is there documentation the policy was mailed or delivered to the client?				
21. Did the policy go into cancellation during the policy term? If the policy cancelled, was a follow up closing letter mailed to the insured?				
22. Is all documentation complete?				

Agency Audit

Auditor _____
Employee _____

Audit Date _____
File Audited _____

Audit Questions	Yes	No	N/A	Comments
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