## Reminder and Lapse Procedures – Renewals

Prior to renewal it is important that we get instructions from the insured to renew the policy. Preferably instructions should be in writing, e-mail meets this requirement. However, if the instructions are verbal, they should be confirmed back to the client in writing.

If renewal instructions have not been received seven days prior to renewal a reminder letter is to be sent in a durable medium.

Two days prior to renewal if renewal instructions have not been received then [Broker’s Name Inserted here] should try telephoning the client and sending further written correspondence. At this stage written correspondence should be sent by recorded delivery and a second copy by normal post and / or e-mail.

If [Broker’s Name Inserted here] are unable to obtain renewal instructions from the client or the client instructs us to lapse the policy we must:

1. Notify the insurers in writing by memo, e-mail, insurer’s online system or EDI that the policy is to be lapsed and return renewal documents (if received).
2. Write to the client, using recorded delivery and normal postal service and if appropriate e-mail, advising them that the policy is to be lapsed:-
   1. In accordance with their instructions or
   2. In the absence of their instructions to renew the policy.
3. Ask the client to return any certificates or documentation that has been issued.
4. Explain the consequences of allowing the policy to lapse so that the client is aware that with effect from renewal there is no cover in force.
5. Lapse renewal transactions and note the policy has been lapsed on the system