

| SKILLS FRAMEWORK FOR FINANCIAL SERVICES<br>SKILLS MAP - UNDERWRITING EXECUTIVE |   |   |  |       |
|--|---|---|--|-------|
| <b>Sector</b>  | Financial Services  |   |  |       |
| <b>Track</b>   | Operations  |   |  |       |
| <b>Occupation</b>  | Underwriting Executive  |   |  |       |
| <b>Job Role</b>  | Underwriting Executive  |   |  |       |
| <b>Job Role Description</b>  | <p>The Underwriting Executive is responsible for consolidating data from insurance applicants, analysing risks to determine policy terms as well as assisting in the development of products and policy insurance. He/She assesses and evaluates applications of prospective customers. He reviews assigned cases to provide underwriting decisions based on organisation guidelines and ensures there are proper supporting documents with applications. He works closely with customer servicing teams to ensure information on business rules and processes are provided.</p> <p>The Underwriting Executive possess strong analytical skills and deep technical knowledge in underwriting and risk assessment methodologies. He has keen judgement, and able to think logically and in a structured manner to come to conclusions in a timely manner. He is detail-oriented and demonstrates ethics and integrity in practice.</p> |   |  |       |
| <b>Critical Work Functions and Key Tasks / Performance Expectations</b>        | <b>Critical Work Functions</b>  | <b>Key Tasks</b>  |  |       |
|  | Devise underwriting strategies and perform underwriting   | Provide administrative and basic support in General Insurance and Life Insurance underwriting and claims processes              |  |       |
|  |   | Perform technical underwriting for insurance products   |  |       |
|  |   | Identify considerations in underwriting analysis and evaluation of risks  |  |       |
|  | Oversee insurance products development and improvement  | Participate in idea-generation activities for insurance product plans, promotions and offers                                    |  |       |
|  |   | Identify and gather information on product-related benefits and customer feedback   |  |       |
|  |   | Provide administrative documentation support in reinsurance processes   |  |       |
|  | Oversee policies and processes  | Assist in improving existing underwriting processes   |  |       |
|  |   | Provide feedback on challenges faced during underwriting processing to enable continuous improvement efforts                    |  |       |
|  |   | Contribute ideas for the revision of policy coverage and terms to accommodate customers' needs                                  |  |       |
|  |   | Assist in revising underwriting standards to ensure alignment with the organisation's guidelines                                |  |       |
|  |   | Conduct preparation for pre-audit activities and assist with auditing processes   |  |       |
|  | Manage key business stakeholders  | Handle relationships with customers and intermediaries to maintain customer service standards                                   |  |       |
|  |   | Assist in maintaining a good relationship with customers by engaging in positive interactions throughout underwriting processes |  |       |
|  |   | Handle routine complaints or feedback from customers and intermediaries   |  |       |
| Identify factors that cause conflicts with customers and intermediaries        |   |   |  |       |
| <b>Skills and Competencies</b>   | <b>Technical Skills and Competencies</b>  |   | <b>Generic Skills and Competencies (Top 5)</b> |       |
|  | Business Negotiation  | Level 3   | Sense Making                                   | Basic |
|  | Continuous Improvement Management   | Level 3   | Service Orientation                            | Basic |
|  | Contract and Vendor Management  | Level 3   | Interpersonal Skills                           | Basic |
|  | Credit Assessment   | Level 3   | Decision Making                                | Basic |
|  | Customer Experience Management  | Level 3   | Problem Solving                                | Basic |
|  | Data Collection and Analysis  | Level 3   |  |       |
|  | Ethical Culture   | Level 3   |  |       |
|  | Fraud Risk Management   | Level 3   |  |       |
|  | Policy Implementation and Revision  | Level 3   |  |       |
|  | Regulatory Compliance   | Level 3   |  |       |

|                          |   |         |  |  |
|--------------------------|---|---------|--|--|
|                          | Risk Analytics  | Level 3 |  |  |
|                          | Underwriting Process  | Level 3 |  |  |
|                          | Underwriting Profitability and Efficiency Management  | Level 3 |  |  |
| <b>Programme Listing</b> | For a list of Training Programmes available for the Financial Services sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/financial-services">www.skillsfuture.sg/skills-framework/financial-services</a> |         |  |  |

The information contained in this document serves as a guide.