

Commercial Insurance Basics Liberty Mutual Insurance Companies

Facilitator/Developer:	Gayle Curtin <i>Southeast Training Specialist</i> <i>Learning Services</i> 615-231-7039 gayle.curtin@libertymutual.com
Course Title:	Property
Prerequisite(s):	None
Time/Date/Place:	This is a self-paced, online course that is completed in one module at a time convenient to the participant.
Text:	Building and Personal Property Coverage Form CP 00 10 10 12, used with permission of Insurance Services Office (ISO). Form is available for download upon registration for course.
Course Theme:	The overriding purpose of this series is to foster educated commercial insurance buyers. The more business owners know about coverage, the greater the likelihood that they will make informed decisions that result in fewer conflicts with their agents, and fewer undesirable surprises at the time of a claim. "The great aim of education is not knowledge, but action." <i>Herbert Spencer.</i>

Delivery and **Instructional Method:** This online course will include recorded lectures, videos, and written material. It will require review of the form that is the topic under review, as well as brief readings and hands-on activities.

Course Requirements and Grading:

This is not a graded course, but completion certificates are provided.

Online Help:

agent.course.help@libertymutual.com or contact Agency Support at 1-888-877-2255

Course Goals

The goal for this course is to familiarize participants with the intent of coverage, limitations and policyholder responsibilities under the Building and Personal Property form. Upon completion of the module, participants will be able to:

- Sort insurable items into broad categories of either Building or Business Personal Property, as well as to identify instances where an item could be included in either category.
- Identify (among the list of “Property Not Covered”) which items are:
 - Better covered elsewhere
 - Subject to different perils
 - Meant to discourage criminal activity, or
 - Uninsurable.
- Recall and apply the coinsurance formula for determining loss payment.
- List the limited perils that apply to trees, shrubs, fences and antenna.
- Enumerate their duties after losses occur.
- Describe, in general terms, the vacancy rule and the penalty for an inadequately occupied building.
- Describe the purpose of each Coverage Extension, as well the conditions under which they apply.

Materials, Support Functions, Timing & Assignments

Materials - Building and Personal Property Coverage Form CP 00 10 10 12 will be available for download at the time of registration. The online module will contain all other information necessary for completion, including a calculator that will be necessary for calculations.

Support Functions - There is no Facilitator's Guide, as the course is self-paced and audio material is pre-recorded. The support unit monitoring the help mailbox and phone line will be familiar with the material and will have gone through a Train the Trainer session. If the personnel charged with these duties have limited commercial experience, numerous practice sessions would be in order. This unit will also be prepared for technology questions that might arise from registration and/or navigation.

Timing - Each session is designed to be completed within a 60-90 minute timeframe, depending on the rate at which the participant chooses to progress. The participants can pause the training and return to it later, though this would not be the optimal way to maximize learning. The plan would be to develop 10 sessions, including the initial Property module which is described here. Others would be Property Causes of Loss, Property Endorsements, Business Income, Commercial Automobile, Automobile Endorsements, General Liability, General Liability Endorsements, Inland Marine, and Workers Compensation.

Assignments - due to the nature of training, there would be no assignments or discussion posts.

Outline for Building & Personal Property Coverage Form

Note that times given are estimates as they apply to Activity/Assessment segments.

Minutes	Purpose	Method
5	Overview.	Recording that discusses intent of property coverage form - Pg 1. <i>(Any recorded sections will have script available for reading online as well.)</i>
7	Identification of Building and Business Personal Property.	Audio/video that addresses differences between building and business personal property.
3	Activity/Assessment*	Description of small restaurant provided, including assets. Photos of numerous items are provided, and participant has to 'drag' items and 'drop' into one of three buckets for labeling as to where coverage might be provided: Building, BPP, Either.
5	Explanation for lack of coverage on specific items.	Lecturette providing reasoning - Pg 2-3.
3	Activity/Assessment*	Matching exercise where a line is drawn from an item (on one side of the screen) to one of four labels (on the other side of the screen), each of which indicates a reason why no coverage is automatically provided for that item.
8	Explanation of co-insurance	Recording that discusses reasons for coinsurance and how loss payment would be calculated in the event of a loss - Pg 11. During recording, screen will reflect animated examples of loss amounts and other related factors used in calculations.

Minutes	Purpose	Method
10	Activity/Assessment*	Written narrative describing a business, which includes a brief story of the owner's journey to launching and operating his pet services operation and background on his frugal nature. A claim scenario is posed which includes the amount of coverage purchased and other detail necessary to calculate the loss payment. There will be three sub-parts, using different deductibles, loss amounts and coinsurance percentages.
5	Introduce limited coverage for outdoor property under Coverage Extensions	Recording that discusses specific items that have reduced coverage, and provides a mnemonic device for remembering perils covered - Pg 8. Photos of items will be on these screens.
3	Activity/Assessment*	In each of five brief claim scenarios participants are challenged to determine whether coverage a) applies for total loss, b) applies in a limited fashion or c) does not exist.
6	Identify policyholder duties.	Written narrative that reviews conditions of coverage - Pg 10. Most of these are common sense, and will not require a lot of thought to commit to memory.
5	Activity/Assessment*	Participants will be asked to list (type) at least five ways policyholders can meet required conditions.
5	Identifying ISO's definition of vacancy	Audio/video that assists the participant in visualizing a vacant or partially vacant building, and the issues that dictate coverage and desirability - Pg 12.

Minutes	Purpose	Method
10	Activity/Assessment*	Vignettes will provide details of three different buildings with varying percentages of vacancy. Participants will be required to respond regarding whether coverage applies, and if so, whether the loss payment will be reduced due to the vacancy percentage.
5	Introduction of remaining Coverage Extensions	Audio that explains extensions and describes limitations.
10	Activity/Assessment*	Participants will be provided with a list that includes all the extensions, and they will be asked to select four to describe the benefits and conditions that apply.

* In each assessment, clicking on a radio button (See *answer here* on a smiley face, for example) will provide the correct response, as well as notification of what constitutes a successful answer. The participant will be asked, "How did you do? Want to re-visit the material?" At any stage in the process they can hit the BACK button for a review.