**FORMATIVE QUESTIONS**

**SECTION 1: 100 MARKS**

1. Define Insurance in your own words with reference to the purpose of long-term insurance and give any two examples of events covered by long term insurance. (6 Marks)

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## List and describe four types of long-term insurance. (8 Marks)

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## Discuss the purpose of term insurance and describe any 5 features of term insurance. (7 Marks)

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1. Make use of a table to compare the differences between term life and whole life insurance (4 Marks)

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1. Give a real-life example of why one should buy a Term Life Insurance policy. (3 Marks)

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1. With the aid of examples demonstrate the relevance of term insurance products in a client’s financial plan. (6 Marks)

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1. Give a brief description of Conventional Life Products in your own words. (3 Marks)

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1. Outline any four features of Conventional Life Products. (4 Marks)

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1. What is the purpose of Conventional Life Products with reference to pricing? (5 Marks)

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1. Describe any 2 features of Universal Life Products with reference to the purposes of the cash savings account. (5 Marks)

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1. Compare the advantages and disadvantages of Universal Life Insurance. (4 Marks)

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1. Conduct research on recent developments in product innovations in the life insurance business in South Africa. (6 Marks)

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1. Briefly describe the tax benefits of a Retirement Annuity. (3 Marks)

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1. Briefly describe the any two available options at retirement with regards to retirement annuities. (4 Marks)

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1. Explain in your own words what you understand by the term Investment Linked Products and describe any 2 of its features thereof. (6 Marks)

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1. Explain what you understand by the term supplementary benefits and give examples of supplementary benefits under life insurance. (5 marks)

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1. Compare the differences between Supplementary benefits, Free standing benefits and Accelerated Benefits. (6 Marks)

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**LONG TERM INSURANCE ACT**

**SECTION 2**

1. Describe the main purpose of the Long-Term Insurance Act (3 Marks)

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1. List any 5 Acts that govern Insurance and give a brief explanation of why there is more than one Act in the insurance industry (8 Marks)

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1. Describe the difference between functional and institutional approach with reference to the relevant Acts. (3 Marks)

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1. What is the difference between The Short Term and Long-Term Acts? (2 Marks)

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1. Explain in detail with an aid of examples the difference between indemnity and non-indemnity insurance with reference to short term and long-term insurance respectively. (6 Marks)

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1. Define risk as it is applied to the long term insurance products (3 Marks)

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1. Give a brief explanation on how a long-term risk is assessed. (5 Marks)

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**Total marks: 50 MARKS**

1. Define the The Concept of Long Term as It Is Used in The Act. (2 Marks)

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1. Explain the following concepts of long-term insurance and give examples. (6 Marks)

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1. Identify and describe the different classes of long-term insurance policies. (12 Marks)

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1. List and describe the parties to a Long-Term insurance contract and give a detailed explanation of the relationships, rights and obligations of the parties involved. (12 Marks)

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1. Discuss the limits of cover imposed on the lives of children and the reasons for such limits. (5 Marks)

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1. Discuss the purpose of a life contract (3 Marks)

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1. Outline the characteristics of a life insurance contract that makes it different from all other contracts with reference to age and contractual capacity. (6 Marks)

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### Explain how the proceeds of a life insurance contract are protected in case of insolvency of the policyholder with reference to the Long-Term Insurance Act. (4 Marks)

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**Total marks: 20 MARKS**

**Group Activity**

1. In groups of 2 or more, research the powers of the FSCA Commissioner and his/her deputies. (8 Marks)

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*Learners must research and explain in detail who the Commissioner is, and the powers vested in him/her*

1. Explain with the aid of examples the concept of non-disclosure of material facts and its influence on the underwriting of Long-Term insurance products. (4 Marks)

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# Read the article below and give your opinion on the issue of non-disclosure. (5 Marks)

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| --- |
| Life insurer rejects R2.4m policy pay-out for blood sugar non-disclosure |
| https://image.iol.co.za/image/1/process/620x349?source=https://inm-baobab-prod-eu-west-1.s3.amazonaws.com/public/inm/media/image/106421252.JPG&operation=CROP&offset=0x411&resize=1488x835 |
| How the Independent on Saturday reported Nathan Ganas’ murder last March.  Durban - Shallcross resident Nathan Ganas, 42, was killed in a hail of bullets trying to protect his wife, Denise, during a hijacking in the driveway of their Shallcross home last March - and she is now fighting to get a R2.4 million life insurance payout which has been declined by the insurer on the grounds Nathan had high blood sugar levels.  The couple’s 10-year-old daughter, Carmen, now 12, was also injured when bullets ripped through the front of the house during the attack.  The insurer, Momentum, said the claim had been declined because of non-disclosure by Nathan regarding being diagnosed with raised blood sugar levels which may have occurred before he completed his application for the policy in 2014.  Momentum have also asked Denise to repay R50000, which was an instant cash benefit from the policy and which the family used to pay for Nathan’s funeral.  Denise said she was shocked by the rejection: “The post mortem report states that he (Nathan) had died of gunshot wounds and not diabetes.” |

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*Learners must project their line of thinking about the issue of non-disclosure mentioned in the article and marks shall be awarded at the Assessor’s discretion*

1. What are the consequences if an unregistered organisation conducts insurance business? (3 Marks)

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**Total marks: 15 MARKS**

1. With reference to Endowment Policies, give an overview of the accessibility to funds in the first five years of a contract in terms of frequency and values. (2 Marks)

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1. Describe any two minimum terms of a long term insurance contract with reference to the requirements of the Long Term Insurance Act. (4 Marks)

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1. State the consequence of increasing a policy premium by more than 20% with reference to the Long-Term Insurance Act. (3 Marks)

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1. Discuss in detail the impact of the five funds approach to a long-term policy with reference to Income Tax Legislation (6 Marks)

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**DISABILITY INSURANCE**

**SECTION 3: 60 MARKS**

1.Describe the concept of disability insurance in your own words. (4 Marks)

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2.What Is the purpose of Disability Insurance? (3 Marks)

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3.Discuss the difference between Occupational Disability and Physical impairment. (6 Marks)

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4.Outline the exclusions that may be imposed under disability insurance policies. (4 Marks)

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5.Briefly describe the ways in which a disability product pays out. (4 Marks)

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6.Explain limits imposed by the ASISA rules with regards to disability pay-outs. (4 Marks)

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7.Discuss in detail the income generation for the disabled and the risks associated with one’s occupation. (6 Marks)

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8.Conduct research on the recent developments/innovations in the industry with regards to disability cover. (6 Marks).

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9.Explain the effect of a change in occupation and avocation risks on disability cover and the importance of disclosure. (6 Marks)

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10.List any four exclusions that may be imposed with regards to disability cover. (4 Marks)

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11.Explain briefly, the importance of disability as part of a client’s holistic financial planning. (5 Marks)

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12.Obtain a disability policy from any Insurance Company of your choice and describe the cover, exclusions as well as any important terms and conditions. (8 Marks). Please attach your findings as evidence.

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**FRAUD IN THE LONG-TERM INSURANCE**

**SECTION 3: 50 MARKS**

* 1. Explain the concept of fraud, within the context of long term insurance, with the aid of examples. (6 Marks)

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* 1. Describe the four elements of fraud. (4 Marks)

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* 1. List and explain any four Indicators of fraud in long term insurance. (8 Marks)

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* 1. Conduct research on fraud trends in South Africa and write a report making use of a graphical representation of your findings. (9 Marks)

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* 1. List the Legislation governing fraud in long term Insurance Industry. (3 marks)

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* 1. Explain the consequences of committing fraud with reference to the impact of fraud in the industry. (6 Marks)

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* 1. Outline the fraud investigation process and explain the importance of confidentiality. (6 Marks)

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* 1. Briefly discuss the control mechanisms that can be used to combat fraud in the long term insurance industry. ( 8 Marks)

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**ROLE PLAYERS IN THE INDUSTRY**

**SECTION 5 40 MARKS**

1. Briefly explain the role of actuaries in a Long-term insurance organisation with reference to the development of models and the analyses of trends in mortality, morbidity, and financial investments. (12 Marks)

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1. Name and describe the categories of statistics gathered by actuaries and the respective source. (8 Marks)

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1. Discuss the purpose of actuarial reports in relation to determining reserves required to ensure the financial soundness of an organisation (5 Marks)

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1. Research and present a typical actuarial report for a long-term insurance company of your choice (15 Marks)

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1. Briefly discuss the role of underwriters in a Long-term insurance organisation. (2 Marks)

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1. Name and describe the underwriting information gathered by underwriters and indicate how it is used to determine underwriting profit /loss ratios. (6 Marks)

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1. Define anti-selection and give two examples thereof and explain how it impacts on the life insurance business. (4 Marks)

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1. Briefly discuss ways in which underwriters protect an organisation against anti-selection. (3 Marks)

**Total marks: 15 MARKS**

1. Outline the role of the claims assessor in a Long-term insurance organisation in terms of assessment of the validity of claims. (3 Marks)

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1. Give a detailed indication of examples of claims information gathered by assessors. (5 Marks)

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1. Give an indication of how to determine underwriting profit. (3 Marks)

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1. What is the importance of technical, underwriting, and legal knowledge in assessing a claim? (4 Marks)

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**Total marks: 35 MARKS**

1. Define reinsurance. (2 Marks)

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1. Outline the role of the reinsurer with the aid of examples. (6 Marks)

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1. Explain the difference between treaty and facultative reinsurance. (4 Marks)

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1. Compare any two advantages each and any two disadvantages each of treaty and facultative reinsurance. (8 Marks)

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1. Discuss the benefits of reinsurance to a long term insurance organisation. Use examples clearly showing the effect to a long term insurer of not having reinsurance coverage. (15 Marks)

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**THE ISSUE OF ABNORMAL RISK**

**SECTION 6: 40 MARKS**

1. Define abnormal risk in your own words. (2 Marks)

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1. Briefly explain the concept of non-disclosure in insurance and give an example. (4 Marks)

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1. Discuss the effect of non-disclosure on the risk to be accepted by the insurer. (4 Marks)

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1. What is the relationship between non-disclosure and the cause of a claim? (2 Marks)

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1. State the benefits that could be excluded as a result of non-disclosure. (4 Marks)

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1. Choose one case study from Annexures 1-3 and summarise the case and include your opinion about the outcome of the non-disclosure case. (6 Marks)

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1. Explain the difference between a policy wording and a policy schedule. (4 Marks)

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1. Analyse the wording of a life insurer of your choice and identify the actions to be taken in a case of non-disclosure. (2 Marks)

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1. Identify the types of evidence required in cases of non-disclosure from the attached case studies on Annexures 5, 6 & 7. (4 Marks)

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1. Discuss the possible materiality for non-disclosure with reference to medical ailments, consultations, outcomes, and diagnoses. (5 Marks)

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1. With an aid of an example, explain the concept of a reasonable person. (3 Marks)

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1. Explain how self-reported ailments could result in fraudulent claims. (2 Marks)

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1. What are the implications of self-reported ailments at underwriting with reference to potential fraud? (5 Marks)

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1. Discuss the difficulties relating to the measurement of self-reported ailments in assessing a claim with reference to valid evidence and the amount of payment. (6 Marks)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SECTION 5: 25 MARKS**

1. Differentiate between the concepts of intentional and unintentional fraud and give examples of each. (6 Marks)

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1. List and explain any 2 possible signs of intent to commit fraud from the perspective of an insured (4 Marks)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Briefly describe the techniques that may be used in making a decision to prosecute and to follow civil proceedings. (5 Marks)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. State the resources required to prove and prosecute. (4 Marks)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. State any 4 financial consequences of a decision to prosecute. (2 Marks)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SECTION 6: 20 MARKS**

1. Define an intermediary in your own words. (3 Marks)

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1. What is the importance of questioning on the part of the insurer in accurately establishing the risk? (3 Marks)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Explain the roles of an intermediary in insurance business with reference to applying good questioning techniques in executing their roles. (5 Marks)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Discuss the consequences for the client in cases of non-disclosure by the intermediary with reference to the intermediary’s role in explaining a policy. (5 Marks)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. State the consequences for the intermediary in instances of non-disclosure. (4 Marks)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_