

CHARTERED STATUS WHAT DOES IT MEAN?



with Robyn Lockhart
SME Team Manager

Covéa Insurance Commercial Lines has recently renewed its corporate Chartered Insurer Status for the 8th consecutive year. SME Team Manager, Robyn Lockhart, explains what it means and why it's important to Covéa.

"Having Chartered Status means we must hold ourselves accountable to high professional standards and abide by a code of ethics. In CII's words 'it's a symbol of technical competence and signifies a public commitment to professional standards'.

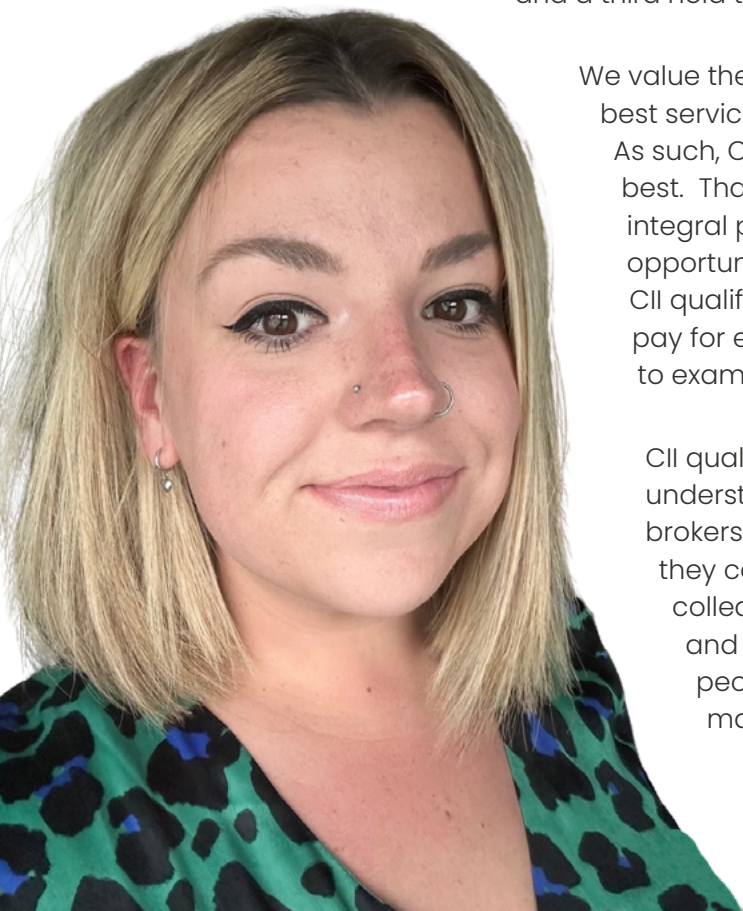
Gaining Chartered Status entails meeting strict eligibility criteria which revolve around evidencing professionalism through employees being qualified by passing CII exams; specified percentages of board members and customer-facing employees holding CII membership; and the business having formal professional development and inclusivity policies. It's more than a 'tick-box' exercise with serious repercussions for those not meeting the standards.

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For us at Covéa, Chartered Status aligns with our corporate values and demonstrates our integrity to brokers and customers through our ongoing commitment to continuous improvement and caring for our customers. 99% of our commercial team are CII members and a third hold the CII certificate.



We value the role technical knowledge plays in delivering the best service for our commercial brokers and SME customers. As such, Chartered Status enables us to operate at our best. That's why we've made gaining CII qualifications an integral part of our career development programme, with opportunities and greater progression open to those who are CII qualified. To support employees with getting qualified, we pay for exams and study materials, give paid study days prior to exams, and financial rewards on passing.

CII qualified employees have greater underwriting understanding which means, when they're speaking to brokers or customers over the phone or on webchat, they can make decisions without needing to refer to a colleague. This makes a huge difference to the broker and experience. It's also much more empowering for our people who can operate confidently and autonomously, making their role more rewarding and fulfilling.

Within our Commercial underwriting team, we operate an 'Underwriting License' system which grants people authority to operate according to their assessed level of competence. Individuals can progress to the highest level through a combination of CII qualifications, Continuous Professional Development (CPD) and experience, creating clear career pathways into professional technical roles with greater responsibility and higher salaries. It may not be as widely recognised as law or medicine, but being CII qualified offers a ticket to a respected profession with plentiful career opportunities.

So, CII Chartered Status works for our people, our brokers, and our business and we're delighted to renew our corporate status for the eighth consecutive year."

