



AIG Asia Pacific Insurance Pte. Ltd.
 AIG Building, 78 Shenton Way #09-16 Singapore 079120
 Co. Reg. No. 201009404M

Notice: Statement pursuant to Section 25(5) of the Insurance Act (Cap 142) or any amendments thereof; You are to disclose in this application, fully and faithfully, all the facts which you know or ought to know, otherwise the policy issued may be void and you may receive nothing from this policy.



Business Process Outsourcing/Call Center Professional Liability Proposal Form

I. APPLICANT DETAILS

Name of Insured:	
Address(es):	
Web Site Address:	
Establishment Date: (If less than 2 years, please provide business plan)	

II. BUSINESS ACTIVITIES

2. Please state the following details:

Number of Partners/Directors/Principals: _____

Number of Trainers: _____

Number of Customer Support Representatives (CSR): _____

Number of Clerical or others: _____

3. Please give the following details of all Partners/Directors/Principals:

Name	Qualifications	Years in Industry	Years as Partner /Director/Principal

If a Partner/Director/Principal has been working in the relevant industry for less than 3 years, we will require a brief resume outlining career details.



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4. Please provide a full description of the activities of Insured:

5. Please state, during the past 5 years:

(a) has the name of the Insured(s) been changed? Yes No

(b) has any other business(es) been purchased, merged or consolidated with the Insured? Yes No

If "yes", please provide details on a separate sheet.

6. Please provide details of any major new operations undertaken during the last 12 months or planned for the next 12 months.

7. Please approximate the business activities by percentage of fee income derived.

Helpdesk – IT Services	_____	%
Helpdesk – Financial/ Banking/ Mortgage	_____	%
Helpdesk – Other	_____	%
Telemarketing – Finance Credit Card	_____	%
Debt Collection Services	_____	%
Other Outsourcing (PLEASE SPECIFY)	_____	%

8. Please give names of any professional organisations or associations of which the Insured or Partners/Directors/Principals are members:

9. Please give the following fee income details:

Year	Singapore	USA/ Canada	Elsewhere (Please provide details)
Previous Completed Financial Year			
Current Financial Year			
Estimate of next Financial Year			

10. Please provide details of the 5 largest contracts you have carried out in the past five years:

Client Name	Services Provided	Annual Revenue



11. What percentage of the Insured's business comes from repeat customers? _____%

12. What is the average length of time of a contract? _____

13. Please check the media over which Customer Relationship Management (CRM) services are provided:

Telephone (voice based) Internet Based (e-mail management) Live Chat

Others (PLEASE SPECIFY)

14. Are the CRM services scripted so that the CSR merely runs through a predetermined question and response log or is it free flow? Scripted Free Flow

15. Please give details of the recruitment procedures of the trainers and the CSRs practiced by the Insured in terms of:

(a) Employee References

(b) Minimum Qualifications

16. Quality Procedures

(a) Are all the telephone calls/ email/ chat responses recorded? Yes No

(b) What percentage of responses are monitored and reviewed for quality of the response given? 0%-25% 26%-50% 51%-75% 76%-100%

(c) For how long does the Insured maintain such records

17. Does the Insured have written contracts or agreements with each client? Yes No
If "yes", please attach copy of standard contract terms

18. Subcontracting Work

(a) Please state the amount of Firm's involvement in subcontracting work to others? _____%

(b) If subcontracting work exists, please describe the services undertaken and provide a specimen of the contract terms applicable to this work.

(c) Are subcontractors required to carry their own Professional Liability insurance? Yes No



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III. FRAUD & DISHONESTY COVERAGE

19. If the Insured wishes to have coverage for Fraud/ Dishonesty, please complete the following:

- (a) Has the Insured(s) sustained any loss or claim through the fraud or dishonesty of any person?
 Yes No

If "yes", please specify

- (b) Is the Insured(s) aware of any allegation or occurrence of fraud or dishonesty at any time committed by any past or present partner/director/principal or employee? Yes No

If "yes", please give details and state precautions taken to prevent a reoccurrence.

- (c) Does the Insured(s) always require satisfactory references or only when engaging senior employees? Always Senior Appointments Only

Nature of Reference Written Verbal

- (d) Is any employee allowed to sign cheques on his/her signature alone for values exceeding S\$50,000? Yes No

If "yes", please give details on a separate sheet.

- (e) How frequently are checks carried out on all entries in the cash book with paying-books, receipts, counterfoils and vouchers and reconciled with bank statements including the balance of cash and unrepresented cheques, independently of employees receiving or banking monies, in respect of monies belonging to the Insured as well as in trust on behalf of others?

Weekly Monthly Quarterly Others

- (f) Are client funds kept in a properly designated client account which is separate from the bank account of the Insured? Yes No



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IV. INSURANCE & LOSS HISTORY

20. Is any partner/director/principal after inquiry aware of any claims ever been made against the Insured(s) or their predecessors in business or any of the present or former partners/directors/principals? Yes No

21. Is any partner/director/principal after inquiry, aware of any circumstances or occurrences which may give rise to a claim against the Insured or their predecessors in business or any of the present or former partners/directors/principals? Yes No

If you have answered "YES" to questions 20 or 21, then full details of each matter must be advised before quotation can be considered. We must remind you that it is imperative to answer these questions correctly. **FAILURE TO DO SO COULD WELL PREJUDICE YOUR RIGHTS**, if subsequently a claim should arise.

22. (a) Please list out details of previous Professional Liability Insurance carried during the past 3 years.

If none, then please check here

Period	Insurer	Limit	Excess	Premium

(b) Has any proposal for Professional Liability Insurance made on behalf of the Insured(s) or any predecessors in the business, or present partners/directors/principals ever been declined or has such insurance ever been cancelled or renewal refused or special terms imposed? Yes No

If "yes", please advise reason(s).

23. (a) Please specify Limit of Liability desired:

\$ _____ \$ _____ \$ _____ \$ _____ \$ _____

(b) Deductible desired:

\$ _____ \$ _____ \$ _____ \$ _____ \$ _____

SIGNING THIS PROPOSAL DOES NOT BIND THE PROPOSER TO COMPLETE THIS INSURANCE



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V. DECLARATION

I/We declare that the statements and particulars in this application/ proposal are true and that no material facts have been misstated, misrepresented or suppressed after enquiry. I/ We agree that this application/ proposal, together with any other information supplied by me/ us shall form the basis of any contract of insurance effected between the Insurer and me/ us. I/ We undertake to inform the Insurer of any material alteration to those facts occurring before the renewal / completion of the contract of insurance.

I agree and consent, and if I am submitting information relating to another individual, I represent and warrant that I have the authority to provide that information to AIG, I have informed the individual about the purposes for which his/her personal information is collected, used and disclosed as well as the parties to whom such personal information may be disclosed by AIG, as set out in the contents of the consent clause contained below and the individual agrees and consents, that AIG may collect, use and process my/his/her personal information (whether obtained in this application form or otherwise obtained) and disclose such information to the following, whether in or outside of Singapore: (i) AIG's group companies; (ii) AIG's (or AIG's group companies') service providers, reinsurers, agents, distributors, business partners; (iii) brokers, my/his/her authorised agents or representatives, legal process participants and their advisors, other financial institutions; (iv) governmental / regulatory authorities, industry associations, courts, other alternative dispute resolution forums, for the purposes stated in AIG's Data Privacy Policy which include:

- a) Processing, underwriting, administering and managing my/his/her relationship with AIG;
- b) Audit, compliance, investigation and inspection purposes and handling regulatory / governmental enquiries;
- c) Compliance with legal or regulatory obligations, risk management procedures and AIG internal policies;
- d) Managing AIG's infrastructure and business operations; and
- e) Carrying out market research and analysis and satisfaction surveys.

Note: Please refer to (and if submitting information relating to another individual, refer such individual to) the full version of AIG's Data Privacy Policy found at http://www.aig.com.sg/sg-privacy_1030_237853.html before you provide your consent, and/or the above representation and warranty.

Signed _____

Title _____
 (to be signed by Partner/ Director/Principal or equivalent)

Insured(s) _____

Date _____



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VI. PLEASE ENCLOSE WITH THIS PROPOSAL FORM

- A Brochure (if available)
- Copy of Standard Contract Terms (if available)