



# COURSE DESCRIPTIONS

## P&C TRACK | ANGIE HEAVENER, CIC, CPIA

### NEW EXPOSURES, NEW RESTRICTIONS, NEW HOMEOWNERS POLICY

The last time ISO made major changes to the Homeowners policy was 2011. There have been a number of reactive changes to the new hazards and exposures that have been created but there has not been a major rewrite in eleven years. We will look at a new HO 3 and the new Open Perils Tenants (HO 00 14) form. We will discuss some of the new broadening of coverages and some of the new restrictions. Be ready as your carriers adopt the new edition date. You will want to know what is coming.

### DISCLAIMERS, DO THEY REALLY HELP?

It seems like today we can't do anything without attaching some type of disclaimer to the policies we sell. Why?

Sales 101 – Look what you can get for your money! Isn't that what sales is? Maybe in some industries but not ours. Maybe ours was even that way at one time but today we have to communicate to the insured what the policy will do and more important what the policy will not do.

Disclaimers have become a big part of our processes.

- Don't list coverages, exclusions or limitations without a disclaimer.
- Don't read contracts or leases without providing a disclaimer.
- Don't provide an annual questionnaire without a disclaimer.
- Don't provide a quote or present a proposal without a disclaimer.

This is just a few of the issues agents and staff have to deal with daily. So, the big question is what should all of these disclaimers say. We will look at some suggestions.