

## Insurance: Conduct of Business (ICOB)

### Applicable ICOB rules for loss assessors assisting in the administration and performance of a contract of insurance

This table sets out specific ICOB rules which may or may not apply to loss assessors assisting in the administration and performance of a contract of insurance. We have assumed in compiling this table that loss assessors are not involved in selling non-investment insurance contracts.

ICOB Chapter/ Rule	Title of Chapter / Rule	Does it apply to you?
2	General rules (including unfair inducements)	Yes, except for the rule stated below
2.7	General provisions related to distance contracts	N/a
3	Financial promotion	Yes
4	Advising and selling standards	
4.2.2R	Status disclosure before or immediately after the conclusion of a contract	N/a
4.2.9R	Disclosure by insurance intermediaries when introducing	N/a
4.2.15R 4.2.17R	Retail customers and commercial customers: information on fees	Yes
4.2.19R	Overseas business for UK retail customers	Yes
4.2.20R	Application for renewals and amendments where information has already been provided	N/a
4.3	Suitability	N/a
4.4	Statement of demands and needs	N/a
4.5	Excessive charges to retail customers	Yes
4.6	Commission disclosure for commercial customers	Yes
4.7.1R	Unsolicited services	Yes
4.7.2R	Unsolicited services (tacit renewals)	N/a

4.8	Language of the information provided to customers	Yes
5	Product disclosure	N/a
6	Cancellation	N/a
7	Claims handling	
7.3.	Requirement to handle claims promptly and fairly	N/a
7.4	Duties of insurance intermediary	Yes
7.5	Retail customers: performance standards for handling claims	N/a
7.6	Motor vehicle liability insurers: claims representatives	N/a
8	Distance non-investment mediation contracts with retail customers	Yes – potentially See guidance at ICOB 1.7.3G(4)