

Insurance Claims Agent Interview Questions And Answers Guide.



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Insurance Claims Agent Job Interview Preparation Guide.

Question # 1

Tell me what was the most difficult period in your career so far and how did you deal with it?

Answer:-

Work related- I was having this challenge whereby a certain family was having those individuals who were not willing that a postmortem be conducted to their family member, I was supposed to intervene to deal with this situation. I tried to explain to their elders the importance of the postmortem, I manage to knock some sense into their minds and the postmortem was conducted.

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Question # 2

Tell us how well do you understand the insurance industry?

Answer:-

I am still learning the basics a great deal, but understand the need to exist and how it provides answers in need. I chose this industry based on skills that I found being underused in the past and very appealing to exercise.

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Question # 3

Tell me do you consider yourself highly organized?

Answer:-

Well, this would be my first job but if a customer irritated me I wouldn't show it. I would still treat them like everyone else and make sure they leave satisfied with their experience.

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Question # 4

Tell me what about your last job prepared you to step into this position?

Answer:-

Before I trained to enter the insurance industry, I was a customer service representative at a large call center. Our clients included both insurance clients and also some tech industry support for cellular phone contracts and warranty services. Both of those client groups involve a lot of negotiation with customers from a call center's perspective, and they both taught me how to adjust a customer's expectations politely, while explaining why it is important that we do so.

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Question # 5

Tell us how were you notified that you received the job?

Answer:-

My interview was more or less on the floor, I guess. They asked me to make a phone call and to see if I could sell. I did, I ended up calling a business. I ended up talking to the business owner. I ended up getting a quote for him. Through that my boss was like, "Okay we understand that you can do that. Try doing a residential." I got a quote through them and therefore I did my job in front of them. I showed them that I was capable of doing it.

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Question # 6

Tell us can I have your insurance license number?

Answer:-

Ask this one early in the process and you could save some time. It's a deal-breaker.

Insurance agents are licensed by the state. Getting the license number speeds up your background check with the state insurance commissioner; it sends a clear message to the agent that you intend to do a background check.

You can laugh it off as being precautionary and being a waste of a phone call if that gets the agent to show you a license, but you should make it clear that you won't hire an agent who can't prove that he or she is currently licensed. Some states give agents a card to show, others a certificate for the wall. It doesn't matter; ask for proof, look at the document, check the names and dates.



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Question # 7

Do you know who will have the primary responsibility for handling my account?

Answer:-

If an agency is big enough, the salesman may only close the deal, leaving subordinates or clerical staff to do the actual paperwork and much of the research. If that's the case, find out who will have responsibility for your account.

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Question # 8

What is the contestable period' in insurance policy?

Answer:-

'Contestable period' is usually 1 or 2 years, during which the insurance company holds all the right to investigate the policy and decide whether to pay or not to pay to the insured.

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Question # 9

Tell me what is Co-insurance?

Answer:-

Co-insurance term is usually referred to health insurance companies. In this type of policy, you share the coverage with, the insurance company in percentage of the policy value, after paying deductible or co-payment. It is the split of insurance coverage between you and insurance company; usually the split would be 80/20 % where you are liable to pay 20% and the remaining amount by the insurance company. For example, for health policy you have claimed for \$200, according to policy clause you have to pay deductible, let say \$100, now after paying deductible the remaining amount is \$100, now you have a co-insurance which is split into 80/20%. So you will pay \$20 out of \$100 from your pocket while the \$80 will be paid by co-insurance(meaning the insurance company).

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Question # 10

Is it safe to pay the premium through Insurance Agent?

Answer:-

It is safe to pay the premium through your agent as far as you are making the payment through cheques on the name of Insurance Company and receiving all the receipts for the payments.

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Question # 11

What is the difference between the participating and non-participating policy?

Answer:-

Participating policy is a policy, where the profit or benefits of the insurance company is shared with the insured in the form of a dividend or reversionary bonuses. While, the non-participating policy, does not share their profit with insured.

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Question # 12

Tell me have you had to contact a doctor before on a questionable claim?

Answer:-

Yes, many times. Sometimes they were helpful and sometimes they were not. It all depends on the place or doctor.

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Question # 13

Tell us when you have difficulty persuading someone to your point of view, what do you do?

Answer:-

I ask them questions to figure out their thought process so I can understand why they don't agree. Then I can explain the differences with my point of view and how it may be better in a positive way.

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Question # 14

Explain me what are your three greatest strengths?

Answer:-

I am a discipline person, I've got a tendency of pushing myself to hard to meet deadlines set by the company and I work to my utmost best to achieve the task given by the management.

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Question # 15

Tell me as a Claims Adjuster, most of your customers will be in some distress. What qualities do you possess that tell me you are capable of handling communication with individuals in distress?

**Answer:-**

Some sort of counselling, customers are most of the time unhappy with the delay, try to be quite and have patience and learned what customer really want.

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Question # 16

As you know this job requires a lot of communication with clients. Not all of it is communication they want to hear. What would you do about a client who reacts negatively to your evaluation?

Answer:-

Luckily, this is an area where I do have a lot of experience. If I've already explained what happened and why I need to make the adjustment, the next step is to give clients the space they need to ask questions. By fielding their concerns and addressing them, hopefully we can bring the clients to the point where they understand. Failing that, it is necessary to keep my own cool as I point out what led to this determination.

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Question # 17

Please explain what other advice would you give to a job seeker looking to gain employment?

Answer:-

It's a really good job. They have a lot of they have a lot of good career opportunities. It's a good way to get your feet wet if you're wanting to go into a marketing job. If you're looking for something, that you're like, "Okay, I want to learn how to put my name out there and talk to different people." These are people that you're probably not going to see. Yet you still have this connection with them by just talking with them. I would say it's a good job for that. If you don't have a lot of patience and you don't like being over the phone or if you're afraid you're going to get your feelings hurt because people are going to say stuff over the phone, then it's not a job for you. It's a job for someone who can take no, rejection. You may only get one quote a day out of 100 that you call. It's something that you have to take the rejection. It's rewarding because of what you make, but also being able to help people who really do appreciate that you are calling them to see if you can help them out.

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Question # 18

Tell me how much of my initial premium payment goes to commissions and fees, and how much of that commission do you get?

Answer:-

This is a big issue with life insurance products, for which the agent is going to get a big cut of what you spend up front to buy coverage. A big chunk of your first premium payment is going to the advisor, no matter what, so be sure the agent has shown you several options and given you the information necessary to pick the best one for you. That won't necessarily be the policy that provides the agent with the biggest payday.

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Question # 19

Explain what is your philosophy on working with insurance companies and consumers in settling disputed claims?

Answer:-

This is one of those areas in which an independent agent may have an edge. If your agent believes the insurance was wrong in denying a claim, she should step in and lobby on your behalf. When an agent represents one company, she may not want to put up too big a fight or could wind up out of business. An independent agent, meanwhile, has the threat of moving business to another company.

Under any circumstances, beyond knowing how an agent will help in processing claims, you want to know if they will go to bat for you when a claim goes against you.

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Question # 20

Please explain what is the difference between "revocable beneficiary" and "irrevocable beneficiary"?

Answer:-

'Revocable beneficiary' designation gives right to the policy holder to change the beneficiary name without the consent of the named beneficiary. While in 'Irrevocable beneficiary' the policy holder has to take consent of the beneficiary before the name is changed.

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Question # 21

Tell us is it possible to get the full payment on cancelling the new policy in free look period?

Answer:-

'Free Look Period' is a time-period where the insured can cancel their newly bought policy in a specific period of time from the date of issuing the policy without any penalties or surrender charges.

Yes, it is possible to get the full payment in free look period; you can cancel your new policy in 15 days by returning the policy to the life Insurance company after you receive all the documents related to the policy.

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Question # 22

Who is the beneficiary?

Answer:-

Beneficiary is the one whom you have nominated for the insured amount in case of your death.

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Question # 23

Tell me how does your firm operate? When is it open? What about after-hours contacts? How will claims reporting be handled?

Answer:-

There are plenty of reasons to get these questions answered before you have to put the agent to the test.

Say you decide to buy a car on Saturday afternoon, but don't know whether your current policy offers sufficient protection for the new car. If you drive off the lot and get in an accident, you could be in for a heap of financial troubles; if your agent isn't available until Monday and has no off-hours number to check in on, you may not have any way of knowing whether you are sufficiently covered on the new car.

Likewise, you have a car accident on the weekend and need to know if you can rent a car and bill it to the insurer, or there's a fire in your home and you want to know how quickly you can get people working to weatherproof the parts of your home that survived.

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Question # 24

Tell me what continuing education classes have you taken? What credentials, if any, do you have?

Answer:-

Insurance, like the other financial services specialties, is evolving; you want someone who is current on the law and on the best procedures to follow to maximize your insurance dollar. With pricing being less of an issue in insurance than other specialties, expertise is at a premium (so to speak), so make sure you are getting an expert and not just a salesman.

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Question # 25

Tell me how many insurance companies do you represent? How long have you worked with each company?

Answer:-

The more insurers an agent represents, the more options she can present you with. At the same time, an agent may have a few favorites she prefers to work with. Captive agents, of course, work with only the one firm, but those companies are likely to provide cradle-to-grave coverage options on virtually every type of protection.

Ideally, an agent with a long history in the business has longstanding relationships with the insurer(s) she works with. If not, that raises a concern that she has not been the kind of agent an insurer wants to keep. That said, there are also legitimate reasons why an insurer might drop an agent, not the least of which is state regulations that make a company decide to no longer participate in the market.

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Question # 26

As you know this job requires flexibility and sudden changes to your schedule. How do you plan on handling the stress of the position?

Answer:-

Like any other job that has core responsibilities outside of working hours, I plan on making my work time flexible and taking the space I need to ensure that I'm effective in all situations. That might mean going in to process paperwork immediately after a late-night accident, so that I can afford to rest the next day without holding up anyone's process. It might mean asking for more flexibility to work from home as needed so that I can stay more mobile. Until I know exactly what options will be open to me, it is hard to be really exact, but I chose this career for a reason, and its needs appeal to me.

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Question # 27

Tell me when have you dealt with an angry customer before? How do you handle such situations?

Answer:-

Customers get upset sometimes I try to really listen to what they are saying repeat what they said to me so they know they are being heard then I trying to calmly let them know that I will do my best to help them with the situation. I also apologize to them for any inconvenience that they have experienced.

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Question # 28

Explain about your post-secondary education. What was your best course, and which one gave you the most difficulty?

Answer:-

My best course is my psychology class because it's dealing with the mind, and the way people think has always fascinated me.

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Question # 29

Explain me what steps do you go through when you investigate a claim?

Answer:-

I don't have the idea as I don't have the experience in that field but I think it is more or less the same when I receive the docket. I think first thing the claim must be registered on the system, check the membership and the validity, contact the policy holder, gather as much information that is needed, process the claim, decline or settle the claim.

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Question # 30

Please explain about a fraudulent claim you discovered. What action steps did you take?

Answer:-

I had a work comp claim where this man claimed to have hurt his back on the job when lifting a heavy piece of material. Only to find out, he injured it at home when he was putting a deck up in his backyard. I found out he had been treated a few months ago at a hospital for the same injury, which was stated from putting a deck up



at home. He didn't have medical insurance and was trying to get work comp to pay for it.

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Question # 31

Suppose if you could re-do any of your insurance courses, which one would you choose and why?

Answer:-

I worked in pip customer service before, and wish I could have the opportunity to work in that department again one day, so I can learn even more about insurance.

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Question # 32

Explain about a time that you went out of your way to assist a colleague. What satisfaction did you get from your actions?

Answer:-

I help people daily. When I work hard towards finding a solution to help someone and we finally get the work done, I love seeing the excitement on their face or hearing it in their voice. That reaction is what keeps me coming back. I also enjoying the learning process; I learn from them and they learn from me.

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Question # 33

Explain me about a time when you had to negotiate with someone and you wound up giving in. What would you do differently next time?

Answer:-

This is an interesting question because it's actually what appealed to me about this career in the first place. I learned early on in life that I like to give people solutions that make them happy, and when I was younger I had a hard time drawing a line. At the call center job, I learned from that, and going forward I always ask myself a few key questions about who caused the situation, who has already invested the most in a solution, and why it is necessary to obtain my key core results. That way I am more prepared to stick to my guns and get what I need out of the negotiation.

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Question # 34

Tell us how long have you been in insurance? How long with this particular agency?

Answer:-

Experience counts, but it isn't everything. If an agent has bounced around from one firm to the next, there may be a problem; at the very least, it should make you question whether the agent will be there to service your long-term needs.

Remember my story about my wife and George, the insurance agent she wanted on our side in case of emergency? Well, for her to get her wish and have George in place during an emergency, George needs to still be in the business and working with us. If he were changing firms all the time, chances are that we'd be stuck in the event of a disaster, with Susan frustrated about having to deal with a stranger (and if she wanted to deal with a stranger, we'd have saved the \$52 in annual premiums and done the deal on our own, without the agent).

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Question # 35

Explain what do you mean by term 'Insurer' and 'Insured'?

Answer:-

Insured is the one who holds the policy and Insurer is the company that covers the insured.

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Question # 36

Tell me some of the career movement on your resume?

Answer:-

There are only two reasons, I was laid off from two of my previous jobs and some of my bosses retired. So that I seek for another higher salary job.

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Question # 37

Tell me have you researched our company? What attracted you to our organization?

Answer:-

I know that you are a multimillion dollar company that was first established in 1878 with revenue of over 2.3 billion each year and one of the top rated insurance providers in the world.

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Question # 38

Tell me in your opinion, what makes you the best candidate for this job?

Answer:-

I am your best candidate because I am a organized problem solver who knows how to manage diverse relationships with integrity.

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Question # 39

Tell me could I get the names of a few recent clients who you have worked with?

**Answer:-**

Ideally, you'd get the names of customers whose cases are similar to yours and who use the advisor for the same types of situations.

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Question # 40

What is no-claim bonus?

Answer:-

No claim bonus is a benefit for those who have not claimed insurance during the preceding year of cover. This will lower the premium on the following year.

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Question # 41

What is the Surrender Value?

Answer:-

Surrender Value is the amount when you stop paying the premium and withdraw the entire amount. The policy ceases as soon as you withdraw the money, and the insured will lose out all the returns on it.

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Question # 42

What happens if you fail to make required premium payments?

Answer:-

Usually, Insurance Company gives a grace period of 10-15 days to the insured if they fail to pay the premium before the due date. Further, if you fail to pay a premium, then your policy will lapse. You can revive your policy by paying the outstanding premium along with the interest, counted from the date the policy got lapsed. Different Insurance Company has a different norm for reviving the policy.

However, if your policy is in force for a longer period like say more than 2-3 years, and if you fail to pay a premium, then insurance company will deduct the premium amount from your accumulated funds, especially in permanent life insurance. This will continue till there is an available fund after which your policy will be terminated.

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Question # 43

Explain what experiences do you have talking with legal counsel on claims?

Answer:-

I've never been in contact with legal counsel regarding claims but I do have contacts with the legal counsel including prosecutors and advocates, I think with that experience and contacts I won't have any difficulties should the client is not satisfied with his or her claims and decide to take the company to court, I will deal with that and present my facts in the court of law.

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Question # 44

Top 20 Insurance Claims Agent Job Interview Questions:

Answer:-

- * Have you had to contact a doctor before on a questionable claim?
- * Explain to me some of the career movement on your resume.
- * What motivates you to do a good job as a claims adjuster?
- * Are you efficient with your time?
- * What was the most difficult period in your career so far and how did you deal with it?
- * What steps do you go through when you investigate a claim?
- * What types of programs and software are you well versed in?
- * What are you currently working on for self development?
- * Tell me about a fraudulent claim you discovered. What action steps did you take?
- * When you have difficulty persuading someone to your point of view, what do you do?
- * Have you researched our company? What attracted you to our organization?
- * What experiences do you have talking with legal counsel on claims?
- * What are your salary expectations?
- * We were initially looking for someone with 5 years' experience in a similar role. Considering you have just 2 years' experience, would you be willing to accept this position at a lower salary?
- * If you could re-do any of your insurance courses, which one would you choose and why?
- * Describe your leadership skills.
- * When entering a new job, describe how you build relationships with your new coworkers and supervisors.
- * Outside of work, what type of creative activities do you like to pursue?
- * How often do you discuss work with your colleagues in order to think up new systems and styles of working?
- * Tell me about yourself.

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Question # 45

Operational and Situational Insurance Claims Agent Job Interview Questions:

Answer:-

- * Here's one of our insurance plans. Sell it to me
- * What insurance plans are you familiar with?
- * Which up-selling techniques have you employed to your clients?



Insurance Claims Agent Interview Questions And Answers

- * What questions should you ask to evaluate a prospective client's needs?
- * How do you use social media to identify prospects?
- * Are you comfortable with cold-calling?
- * How do you keep track of policy plans you've sold?
- * What forms of advertising do you employ as an insurance agent?
- * What are people's criteria in choosing an insurance policy?
- * If a client was trying to negotiate in a way that wouldn't be profitable to our company, what would you do?

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Question # 46

Behavioral Insurance Claims Agent Job Interview Questions:

Answer:-

- * Tell me about a time you had to deal with an aggressive client. How did you handle it?
- * Describe a time you persuaded someone to buy insurance after having refused at first
- * Tell me about a time you had to close deals to meet quota in a short period of time. How did you manage?
- * What's the most successful sale you've ever made?
- * Describe a time you helped a client with a problem regarding their policy

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Question # 47

Basic Insurance Claims Agent Job Interview Questions:

Answer:-

- * What challenges are you looking for in this position?
- * When would you be available?
- * Tell me about your post-secondary education. What was your best course, and which one gave you the most difficulty?
- * How well do you understand the insurance industry?
- * If hired by us, what would your goals be as an adjuster?
- * What kinds of communication situations cause you difficulty? Give an example.
- * Why did you choose to become a Claims Adjuster?
- * What are your three greatest strengths?
- * In your opinion, what makes you the best candidate for this job?
- * Where do you see yourself in 5 years?
- * Do you consider yourself highly organized?
- * Tell me about a time that you went out of your way to assist a colleague. What satisfaction did you get from your actions?
- * When have you dealt with an angry customer before? How do you handle such situations?
- * As a Claims Adjuster, most of your customers will be in some distress. What qualities do you possess that tell me you are capable of handling communication with individuals in distress?
- * I'm interested in knowing more about the culture and type of work you are seeking. What is your ideal position at this time?

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Question # 48

Sample Insurance Claims Agent Job Interview Questions:

Answer:-

- * What are the most important personality traits of an effective insurance agent?
- * Who are this agency's top 3 competitors?
- * Why were you initially interested in the insurance industry?
- * How do you keep your energy level up on days when you hear more "no's" than "yes's"?
- * Have you thought about pursuing the CFP designation?
- * We must change from being producers to marketers if we are to be successful. What do you think of that statement?
- * Pretend to sell me yourself as the product and tell me what the benefits are.
- * How do you convince prospects that they need to make a change (in insurers)?
- * Tell me about a time when you converted a "no" to a "yes."
- * How do you cope with rejection on a daily basis?
- * Have you ever sent a prospect a written communication that contained a spelling or grammatical error?
- * What are some ways you build trust with clients?
- * How do you differentiate yourself from your peers?
- * How do you personalize the process of buying insurance for each client?
- * Do you belong to any insurance agent associations?
- * What would you tell a customer who said they could buy your product from another agency at a cheaper rate?
- * Do you have experience using a Customer Relationship Management program?
- * What are key elements of an effective content marketing strategy?
- * How do you show the customer that they are valued and important?
- * Tell me some ways you have tried expanding beyond your natural market.

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Question # 49

Explain me how are the companies you deal with rated?

Answer:-

You'd like to know about an insurer's financial strength before you buy one of its policies. The major independent research firms -- Standard & Poor's, Moody's Investor's Service, A.M. Best, and the like -- measure a company based on the depth of its reserves, the spread of its risks, profitability and investment income, the quality of management, and more. From there, the service assigns a grade. Your agent should be willing to give you at least two ratings reports on any insurer you are considering. If he can't deliver, question what is being hidden here. While insurance company failures are rare, they are not unheard of, especially since the financial crisis that swept the country in 2008.



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Question # 50

Please tell us what do you mean by 'Loss Payee'?

Answer:-

The loss payee is a person or institution (Bank) that receives the insurance payment on the loss of the property or vehicle you own. It is a legal definition used to cover the investment of other parties or bank that is owned by you. For example, you have a car on loan, and also you have insurance for that car. Now you met an accident, and your car is a total loss (meaning completely damaged beyond repair). Your bank still owes money from you in such case when you claim the insurance; the insurance company will pay money directly to Bank or person you owes money. Here bank is a loss payee.

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Question # 51

Explain what are the different types of Insurance Coverage?

Answer:-

Insurance policy is categorised into two

- a) General or Non-life Insurance
- b) Life Insurance

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Question # 52

How to claim the policy?

Answer:-

In order to claim the policy, you have to fill up the claim form and contact your financial advisor from whom you have bought the policy. You have to supplement all the required documents like original payment receipt to your insurance company. If everything is ok, you will be paid within seven days of the policy claimed.

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Question # 53

Please explain what do you mean by 'insurance coverage'?

Answer:-

The term 'insurance coverage' means, when an individual takes an insurance policy the insured will be covered by insurance company for a specific amount for themselves or the things that he had taken the insurance policy, for which he would be paying premiums to the insurance company. The insurance company will pay the insured in case of damage or claims made by the insured according to their 'insurance coverage'.

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Question # 54

Please explain what was your favorite part about working there?

Answer:-

My favorite part would ... Not only other than the pay, was being able to interact with our clients. If they had questions being able to help them better understand something that they didn't quite fully understand. Different things like that, being able to help people out because at the end of the day it was something that I had a passion for. If I'm able to help them out versus them having to not understand something or if they were in a scenario where they had the wrong policy information. Being able to give them that information and help them out at the end of the day was a rewarding feeling.

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Question # 55

Suppose if hired by us, what would your goals be as an adjuster?

Answer:-

I am looking forward to work hard by awarding genuine claims to genuine clients and reaching the company's goal as that of mine.

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Question # 56

Explain what motivates you to do a good job as a claims adjuster?

Answer:-

Problem solving that motivates me if I do my best and help resolve a problem and if the client is satisfied I am satisfied too.

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Question # 57

Tell me why did you choose to become a Claims Adjuster?

Answer:-

Actually, I landed a job in the claims department at a young age through a friend of a friend. I learned the role and the skills that came with it. It was something I enjoyed and so I stayed in that area.

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Question # 58



Please tell us how would you describe the application and interview process?

Answer:-

I applied online. I applied at the Job Wanted Ads here at Texas State. They put their ad in through them. I got a response the next day. I called them, emailed them my resume. When I went in for my first interview, it was more difficult than I expected. Usually in an interview I felt that it was going to be more or less like, "Okay you've done this job before. Tell me a little bit about the experience you've had with it." With that one they wanted to know more information about schooling. How I was able to best suit the job? How my job performance was going to work with that? If I was able to make 75 phone calls in an hour versus making 15 phone calls in one hour. Doing things like that.

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Question # 59

Is it advisable to replace the policy with another policy?

Answer:-

If it is not a long duration that you have bought the policy, then you can replace the policy. But in other case it is not advisable as you will lose all the benefits of the previous policy also the premium will go high as you go older. Also, the two-year period of contestability will also begin again.

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Question # 60

Please explain what do you mean by 'Deductible'?

Answer:-

Deductible is one of the several types of clause that are used by the insurance company as a threshold for policy payment for health insurance or travel insurance. Deductible is a decided amount that you have to pay from your pocket while claiming the insurance. For example, you have a deductible of \$500, and you have insurance coverage for \$2000, then you are responsible for paying for \$500 and the remaining amount \$1500 will be paid by insurance company.

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Question # 61

Tell us what companies get most of your business and why?

Answer:-

"Independence" is great, but it doesn't mean an agent won't play favorites. That's okay, so long as the agent's favorite consistently provides proper coverage, rather than the best commission structure.

The reason for asking this question in advance of doing business, however, has to do with how you will size up the agent's advice. If, after a needs analysis, the agent is recommending companies that are not the primary carriers he works with, you will want to know why. If he picks his fave, you'll want to know what makes this a better policy than other available options.

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Question # 62

Do you know how can we reduce our costs?

Answer:-

In all types of insurance, there are ways to cut costs, jettisoning unnecessary coverage, consolidating policies under one insurer, qualifying for discounts, and more. Ask for a list of all potential discounts. Insurers offer discounts for everything from people who stop smoking to those who enter a weight-loss program or get good grades.

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Question # 63

Tell us something that do you know about our company?

Answer:-

I'm most familiar with the services that you advertise through television and workplace outreach, of course, but most people are. I'm also aware that you operate as a large, international insurer, but that most of your sales are through agents and brokers, not the direct market. This means I'm likely to be working with clients who have their own advisers and representatives, so I need to be prepared to defend the company's positions, but I can also count on having a translator on the other end to work with most clients.

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Question # 64

Explain are you efficient with your time?

Answer:-

I make the most of my time by performing the highest priorities first and working my way down a list that I usually generate. If I run out of items on the list, I find other areas of my job that need to be worked on and preform those duties.

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Question # 65

Tell us how do you charge for your services?

Answer:-

All advisors must spell out their cost structure. Insurance may be more product or commodity than service, but you still want to avoid surprises, particularly if you intend to develop a relationship and get on the phone periodically seeking advice

Insurance agents get paid more for selling new policies than for maintaining older ones, and some recoup this decline by adding hourly costs for offering ancillary financial planning services. If an advisor will put you on the clock when you call for advice, you should know it up front, especially if the charges are in addition to



ongoing commissions from your insurance policies.

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Question # 66

What is Paid Value?

Answer:-

The paid value is something, when the insured stops paying the premium but do not withdraw the amount. The sum assured by the insurance company is reduced proportionally depending when insured has stopped paying the premium. You will get the amount at the end of the term.

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Question # 67

Tell me your job title and primary duties?

Answer:-

I was a marketing coordinator agent. I was the annoying person that would work on your leads. Those were telephone marketing, emails, different things like that, but I also did handle social media. Anything that our agency posted social media-wise on Facebook, Instagram, different things like that, was all through me. With that position I was able to ... You have the potential to work your way up with all the certifications and eventually becoming an agent. That's what my boss had actually done. That's not what I really wanted to go into.

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Question # 68

Tell me what types of programs and software are you well versed in?

Answer:-

I'm a self motivated and positive person. I'm industrious, dependable and accountable. I am practiced in dealing with the public and have excellent problem and complaint resolution skills. I also have a great depth of experience in working with complex processes and matrixes and I work extremely well in a fast paced and even a chaotic environment.

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Question # 69

Explain me what questions did the interviewer ask during the job interview?

Answer:-

My interview was more or less on the floor, I guess. They asked me to make a phone call and to see if I could sell. I did, I ended up calling a business. I ended up talking to the business owner. I ended up getting a quote for him. Through that my boss was like, "Okay we understand that you can do that. Try doing a residential." I got a quote through them and therefore I did my job in front of them. I showed them that I was capable of doing it.

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Question # 70

What is 'declaration page' in insurance policy?

Answer:-

'Declaration page' in insurance policy, bears all the information of the policy holder like name, address, vehicle information, type of coverage and loss payee information.

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Question # 71

Tell me what are you currently working on for self development?

Answer:-

Delegating - I often have a hard time allowing other to help me because I don't know if they will be through enough or do as good of a job. Speaking in front of large groups - I'm ok doing this but I do get really nervous. Too thorough - if I'm not careful it can slow me down sometimes.

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Question # 72

Tell us do you specialize in any particular areas?

Answer:-

Some agencies are full-service, others are limited to specific lines and types of coverage. For example, I have one insurance agent for my home and auto coverage and another agent who handles my life-insurance needs.

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Question # 73

Where do you see yourself in 5 years as Insurance Claims Agent?

Answer:-

Naturally I have to be where I have set my goal within the span to that ultimate success where I must be a leading person to motivate and help subordinates to resolve the claims and in decisional making process.

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**Question # 74**

What do you mean by term Annuity?

Answer:-

An annuity is the term used for the regular amount paid by the insurance company to the insured, after a certain period of time. The payment can be monthly or quarterly, this is often done to supplement income after retirement.

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Question # 75

Explain me what kinds of communication situations cause you difficulty?

Answer:-

Use of informal communication in areas where there are many communication barriers to pass a formal message. E. G. A manager giving me an important duties by verbal in a loud and congested area.

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Question # 76

Please tell me what is a premium'?

Answer:-

It is the amount to be paid for a contract of insurance to the insurance company. It is the sum that a person pays monthly, quarterly or annually according to their plan, in return of the coverage he/she has taken from the insurance company.

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Question # 77

Please tell me what was the work environment like?

Answer:-

It was good. I had my own office, 2 screen computer. There was 5 of us at our agency, pretty easy, laid back, dress business casual. Had a good lunch break, everything was pretty good. I really did enjoy that.

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