
Procedure: Actuarial Process

i. SUMMARY

Project Name

Harmonization and standardization of Actuarial Process

Scope

Define the process and activities involved in Actuarial

Deliverables:

1. Improved Customer experience
2. Improved TAT in Quote processing
3. Improved Accuracy and correctness of Quotes, performance reports and valuation reports

ii. The purpose of this procedure is to;

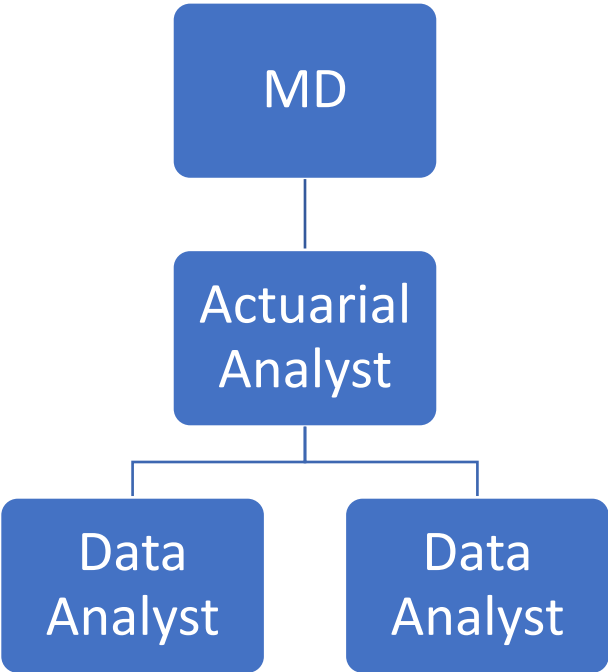
Define the process and activities involved in Actuarial Process

Why the Department Exists

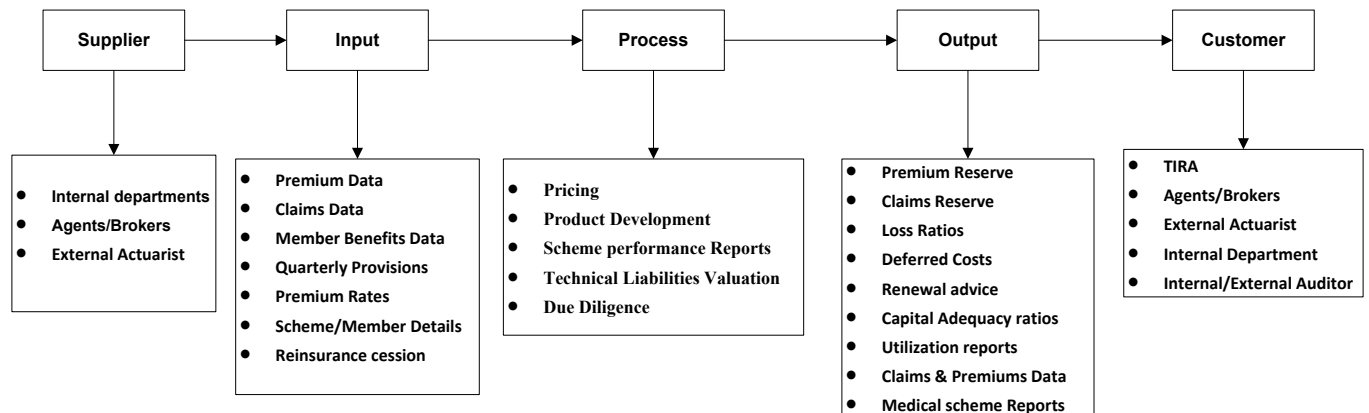
iii. Customer Expectation

- ❖ Excellent customer experience
- ❖ Improved TAT and efficiency on Quotes and reporting
- ❖ Timely issuance of reports

iv. Department Structure



v. SIPOC Structure



vi. Core Processes Listing

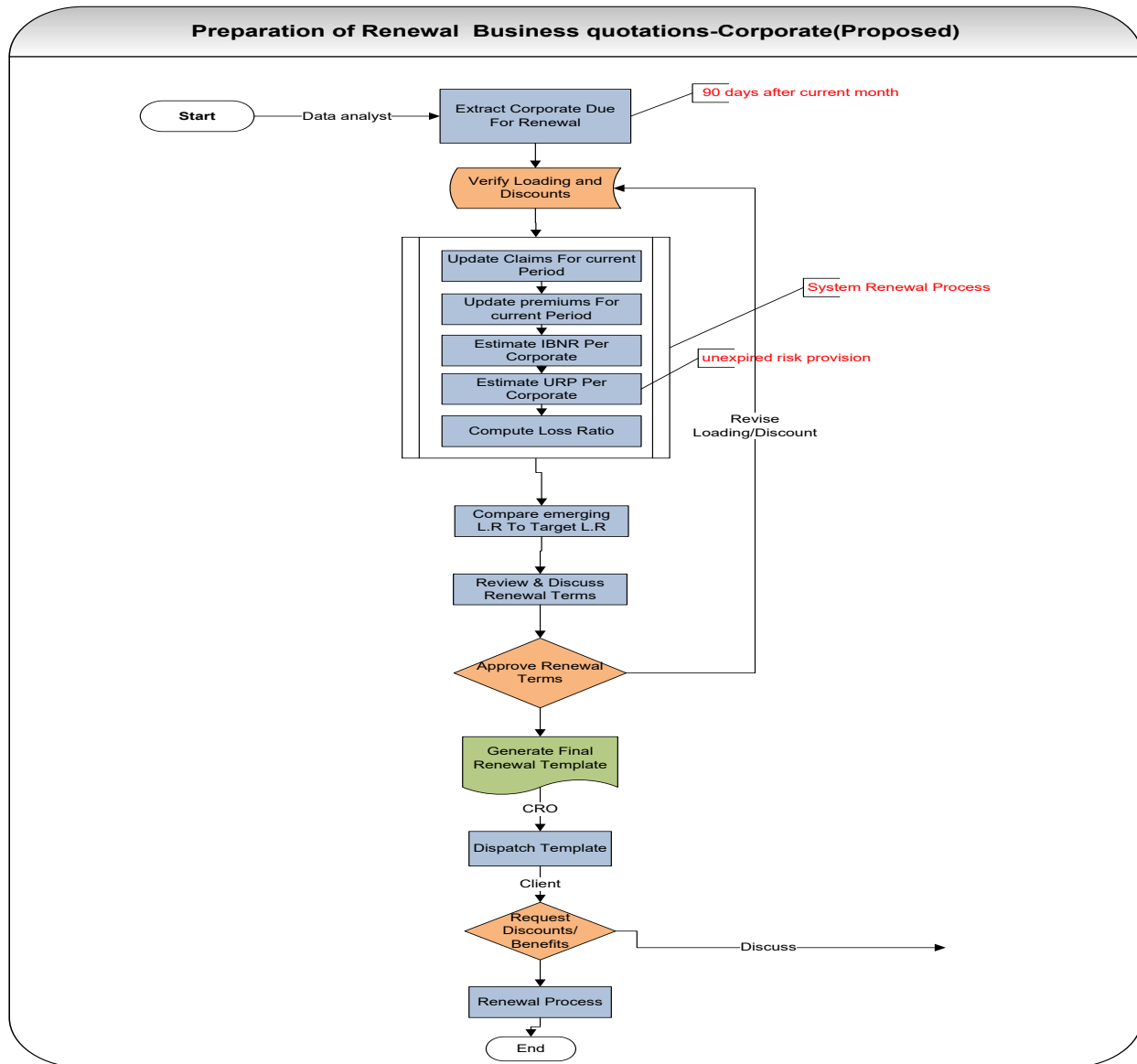
1. Pricing
 - i. Corporates
 - a. Renewing Business
 - ii. Retail
 - a. Renewing Business
2. Product Development
3. Scheme Performance Reports
4. Valuation of technical Liabilities

1. Pricing: Corporate- Renewal Business

Requirements for renewal advice

- i. Corporate Details
- ii. Historical/Current Claims
- iii. Agent/Broker Details
- iv. Contact Person details
- v. Premium Breakdown;
 - a. Member List Details, Benefits & Limits ,Cover periods, Policy Type
 - b. Premium Loading & Discount Details if any

Fig 1. Flow chart {pricing: Corporate-Renewal Business}

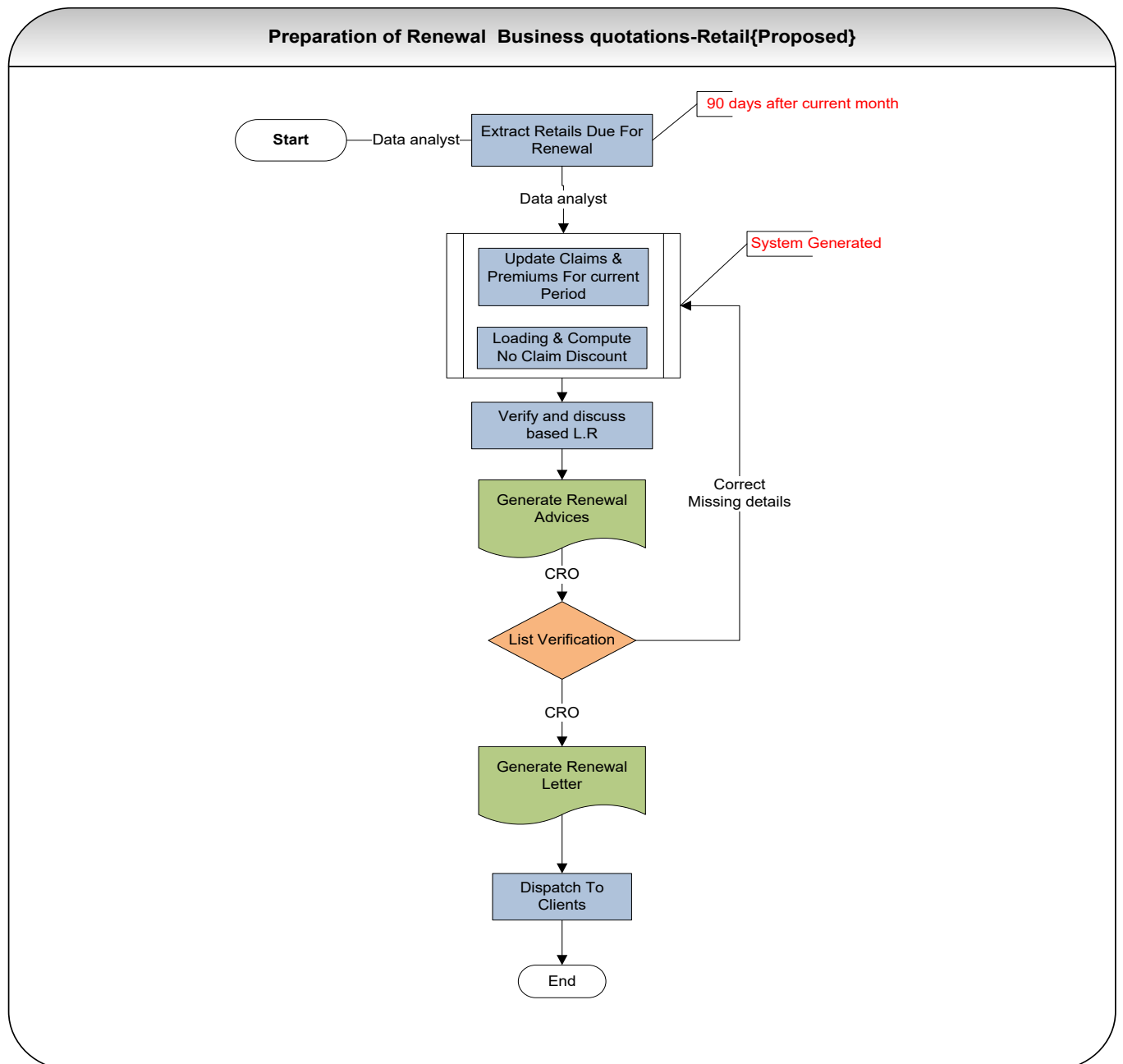


2. Pricing: Retail-Renewal Business

Requirements for Retail renewal advice

- i. Proposer Details
- ii. Agent/Broker Details
- iii. Contact details
- iv. Premium Breakdown;
 - a) Member details, Benefits & Limits ,Cover periods, Policy Type
 - b) Premium Loading & No-Claim discount Details if any

Fig 2. Flow chart {pricing: Retail-Renewal Business}



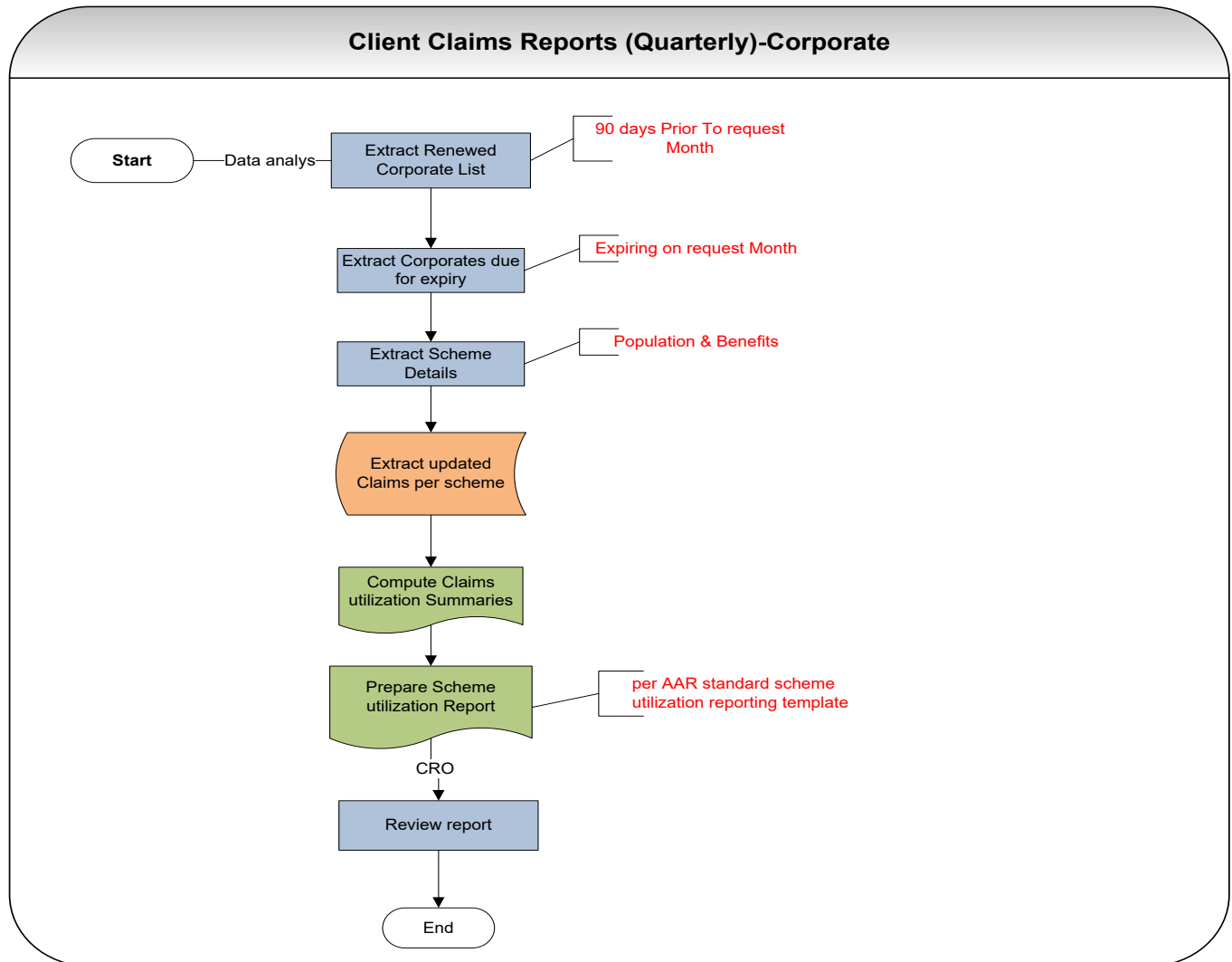
3. Reporting: Corporate-Scheme Reports

Report Details

- I. Proposer Details
- II. Medical Scheme Report
- III. Agent/Broker Details
- IV. Contact person details
- V. Utilization Breakdown;
 - a. Member Details

- b. Policy Details
- c. Benefit & Limits
- d. Utilization Summary

Fig 3. Flow chart { Reporting: Corporate-Claim Reports}

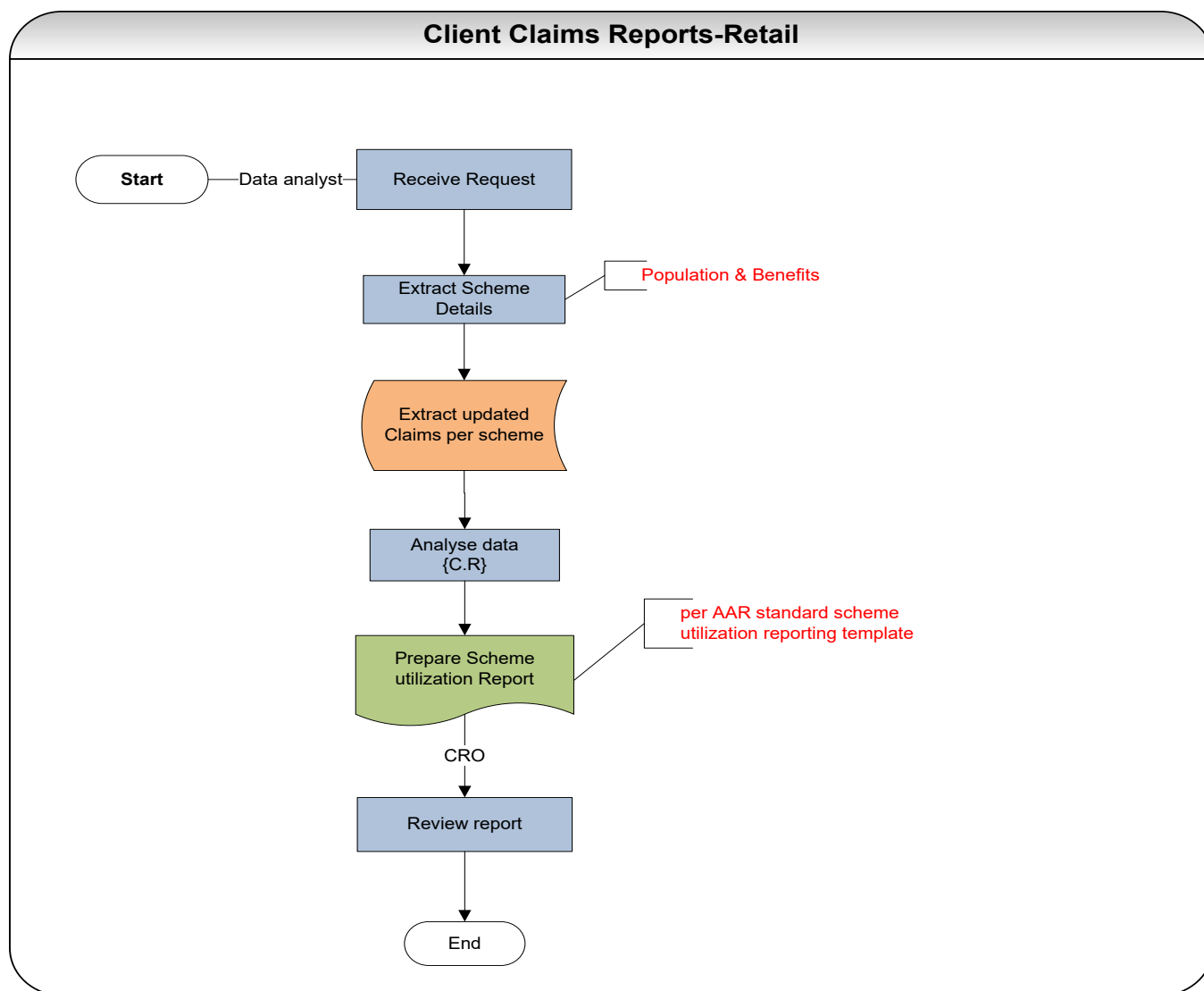


4. Reporting: Retail-Claim Reports

Report Details

- I. Proposer Details
- II. Agent/Broker Details
- III. Client Contact details
- IV. Utilization Breakdown;
 - a. Member Details
 - b. Policy Details
 - c. Benefit & Limits
 - d. Utilization Summary

Fig 4. Flow chart {Reporting: Retail-Claim Reports}

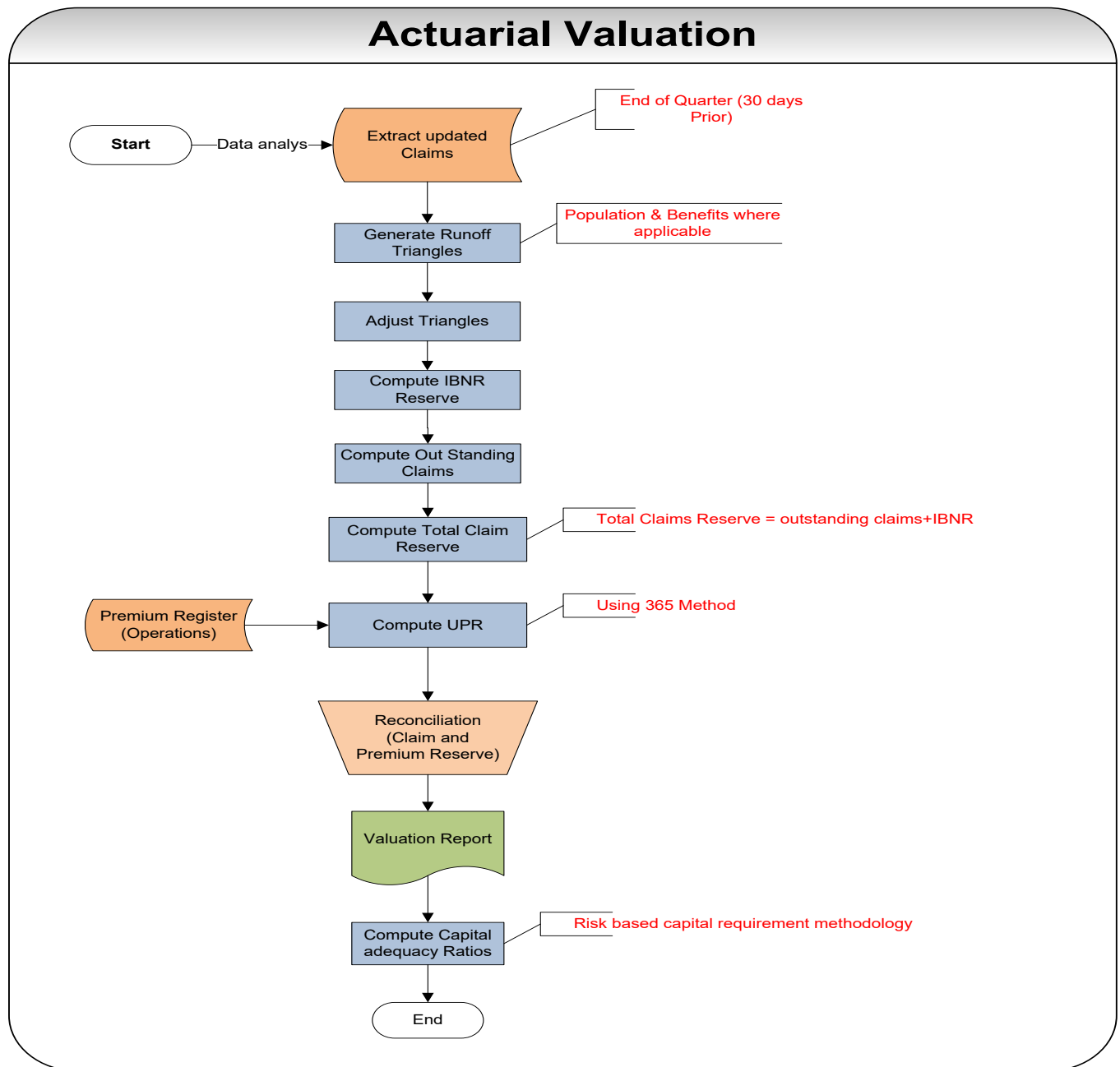


5. Actuarial Valuation

Requirements for Valuation

- i. Updated Claims Data
- ii. Policy Details ;i.e. Population and Benefits
- iii. Premium register

Fig 5. Flow chart {Actuarial Valuation}



6. Loading Structure & Approval Levels for Renewal Quotations

Table 1: Showing Loading Structure

Claim Ratio	Discount / Loading
Below 60%	5%
61% to 70%	10%
71% to 80%	15%
81% to 90%	Load by 25%
91% to 100%	Load by 30% with restricted provider network
100% to 149%	1. Convert Outpatient to Fund management and IP on insurance or load 50% with a restricted provider network
	2. Review price and load as per pricing guideline with consideration of previous loss experience.
OVER 150%	Decline Cover both for Outpatient and Inpatient. Offer Fund for both.

Fig 6: Showing Approval levels for Renewal Quotations

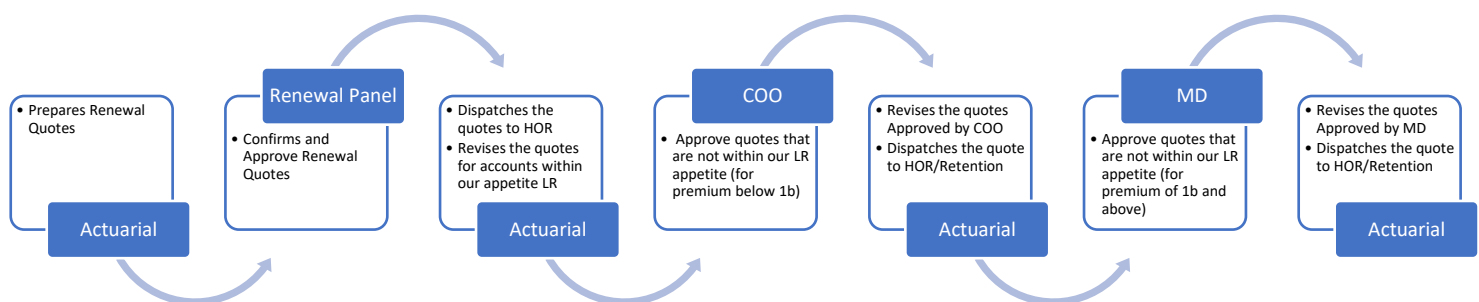
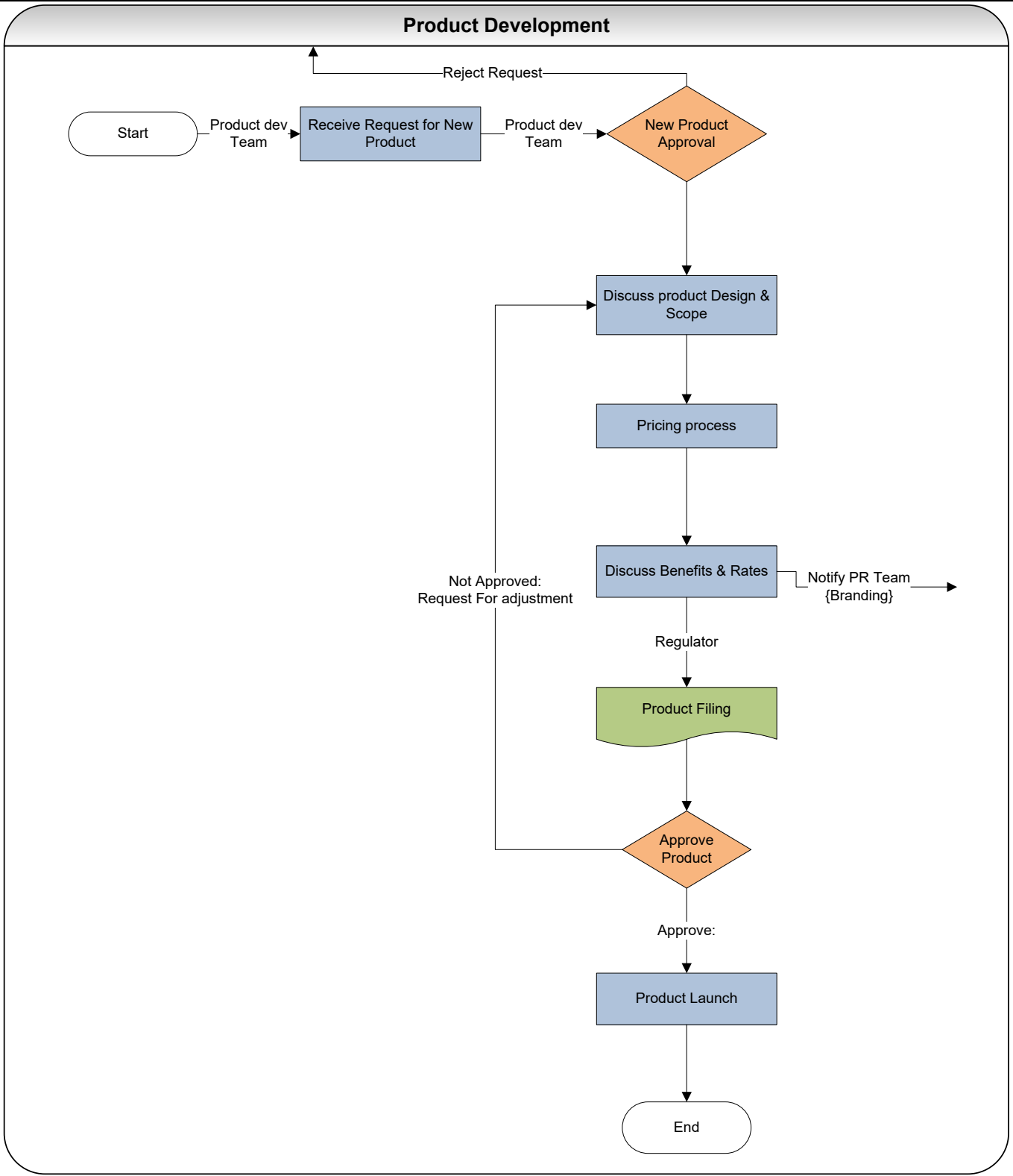


Fig 7. Flow chart {Product Development}



Documents Reference

- a. Scheme utilization template
- b. Sample Quotation template
- c. Sample Invoice Template
- d. Product catalogue
- e. Valuation report Template
- f. Sample Renewal advice/Letter template

Sign-Off

Process Owner: Actuarial Team



Johnson Mushi
Actuarial Analyst