HERBERT CHITEPO SCHOOL OF LAW AND BUSINESS SCIENCES

DEPARTMENT OF ECONOMICS AND FINANCE

BACHELOR OF COMMERCE	**PART 2 SEMESTER 1**
COURSE	**INSURANCE BROKING AND CLIENT SERVICES**
CODE	**HRMI2210**
DATE	**2024**
DURATION	**3 HOURS**

<u>INSTRUCTION TO CANDIDATES</u>

1. **THE PAPER COMPRISES 5 QUESTIONS.**
2. **YOU ARE REQUIRED TO ANSWER ANY FOUR QUESTIONS.**
3. **BEGIN THE ANSWER TO EACH QUESTION ON A FRESH PAGE OF THE ANSWER BOOKLET.**
4. **NON-PROGRAMMABLE SCIENTIFIC CALCULATORS ARE ALLOWED INTO THE EXAMINATION.**
5. **CANDIDATES WILL OBTAIN CREDIT FOR SHOWING ALL WORKINGS.**

QUESTION 1

Present a sound argument on the role of the broker in the development of insurance. [25 marks]

QUESTION 2

Explain how errors and omissions occur, reported and handled in insurance broking organisations. . [25 marks]

QUESTION 3

3.1 Explain the importance of retaining clients and winning new business for insurance brokers. [15 marks]

3.2 Discuss the impact of Alternative Risk Transfer and information technology on the future of insurance broking [10 marks]

QUESTION 4

Critically analyze the law of agency vis-a-vis broker insurer relationship and broker client relationship. [25 marks]

QUESTION 5

Your client, Gwiza, t/a Borimhori Home Repairs is a one person business. Gwiza is a handyman who does minor repairs, electrical or plumbing jobs in homes and small offices. Gwiza tells you he has never had a claim and is very careful. If he buys liability insurance it will drive up his costs. He must pass these costs along to his customers and he may no longer be competitive. Explain the meaning of legal liability to Gwiza and why he should buy liability insurance for his business. What coverages would you recommend based on your knowledge of his exposures and why?

[25 marks]

END OF EXAMINATION PAPER