
INSTITUTION

CITY

STATE

\$

CERTIFICATE #

TOTAL ASSETS

EXAMINER

DATE OF EXAMINATION

OFFICER

SALE OF INSURANCE PRODUCTS QUESTIONNAIRE

Page 1 of 2 – 05/16/2002 Sale of Insurance Products Questionnaire	<u>YES</u>	<u>NO</u>																		
1. a. Are insurance products sold at this institution (whether through a third party provider or directly through the institution, its subsidiary, parent company, or affiliate)? If yes, complete the remainder of the questionnaire.																				
b. If the institution does not sell these products at this time, does it intend to do so in the near future? Approximately when? _____																				
2. List all types of insurance products being offered at this time and the insurance company the product is offered through. Please note if the insurance company is related to the financial institution. <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%; text-align: center;">insurance product</th> <th style="width: 33%; text-align: center;">insurance company</th> <th style="width: 33%; text-align: center;">relationship</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>	insurance product	insurance company	relationship																	
insurance product	insurance company	relationship																		
3. Does the institution review on a regular basis the financial capacity of the underwriting insurer? Date of last review: _____																				
4. Since the last examination of the institution's insurance activities, have the books and records relating to insurance transactions been kept separate and apart from other records for the same customer? (LSA R.S. 22:3064)																				
5. a. Has the board adopted a written policy that adequately addresses the institution's plans and responsibilities in regard to the sale of insurance products?																				
b. Does the board periodically review the policy? When was the policy last reviewed? _____																				
Sales Personnel: 6. a. Provide the examiners with a list of all personnel allowed to sell insurance products for the financial institution at this time. Also note whether the person is an employee of the financial institution, its affiliate, subsidiary, or parent company; an insurance company; or a dual employee (also an employee of a third party vendor); and the class of insurance license each of these persons holds.																				
b. Has the institution's blanket bond carrier been notified of the institution's intent to sell insurance products and have assurances been received regarding coverage of dual employees? When was the applicability and adequacy of such coverage last reviewed? _____																				

Page 2 of 2 – 05/16/2002 Sale of Insurance Products Questionnaire	<u>YES</u>	<u>NO</u>
Setting and Circumstances: 7. If insurance products are offered by any entity other than directly by the institution or its subsidiary, does each entity have a written agreement with the institution regarding compensation for use of space, equipment, and personnel? Provide a copy of the agreement to the examiners.		
Sales Practices: 8. a. Is it ever required that a customer obtain insurance from the financial institution ¹ ? (R.S. 22:3058(A))		
b. Will the institution require a customer to purchase insurance as a condition of or in relation to the purchase of another product or service offered by the institution? (R.S. 22:3058(A))		
c. Does the financial institution offer any insurance products only in combination with other products that are not available separately? (R.S. 22:3058(B))		
d. When insurance is required as a condition of obtaining a loan, are the insurance and credit transactions completed independently and through separate documents? (R.S. 22:3061(A))		
e. Will the financial institution allow the premiums on required insurance to be included with the primary credit? (R.S. 22:3061(B))		
f. When an extension of credit requires that the borrower obtain insurance, has the institution ever rejected an insurance policy because a particular person issued or company underwrote the insurance policy? (R.S. 22:3062(2))		
Audit: 9. Are insurance product sales included in the scope of either the internal or external audit programs?		
Complaints: 10. a. Has the institution received any complaints within the last 12-month period with respect to the sale of insurance products to its customers?		
b. If yes, how many complaints were received? _____ Please allow the examiners to review the complaints.		
11. Does management have a copy of the OFI's Sales of Insurance Products Policy? If not, was a copy left with management? _____		
12. Estimate the following income/expense items for the previous calendar year or accounting period. Total \$ volume of sales _____ Gross commissions/fees from sales _____ Direct expenses relating to the sales _____ Total commissions/compensation paid _____ Net income generated from this activity _____		

Comments: (you may use the back of this page or an attachment for additional comments)

¹ A financial institution may cross-sell or cross-market its products and services by informing customers that insurance is available from the financial institution, and a financial institution that requires a customer to obtain insurance coverage in connection with a loan may provide the insurance.

² This section shall not apply to a premium finance loan that is not made in connection with another loan.

