

Estate Insurance Group

Job authority matrix

Key Roles / names

- 1 Chief Executive Officer
- 2 Managing Director/ Money Laundering Reporting Officer
- 3 Director
- 4 Accountant
- 5 Assistant Accountant
- 6 Senior Account Handler
- 7 Junior Account Handlers
- 8 Claims Controller

Matrix Function	Responsibility							
	1	2	3	4	5	6	7	8
Approve new clients	X	X	X					
Recruit and appoint staff	X	X						
Dismissals and redundancies	X	X						
Conduct appraisals		X						
Issue a verbal or written warning	X	X						
Sign off complaints checklist		X						
Brochures / advertising / website compliance	X	X			X	X		
Check credit rating		X	X	X	X			
Co-Sign cheques and mandates	X	X	X	X		X		
Create invoices		X	X	X	X	X	X	
Settle invoices		X	X	X	X	X		
Create files		X	X	X	X	X	X	
Set up new client data		X			X	X	X	
Identify clients 'needs and produce quotes		X				X	X	
Check quotations and clients' needs		X				X	X	
Check proposals (new & renewal)		X				X	X	
Open client accounts		X	X	X		X		
Sign motor cover notes								
Sign off new business checklists		X				X		
Administer claims		X				X		X
Authorise claims		X						X
Sign off claims checklist		X				X		X
Administer renewals		X				X	X	
Sign off renewals checklist		X						
Administer endorsements		X				X	X	
Sign off endorsements checklist		X				X		
Resolve complaints	X	X						
Documentation check		X			X	X		
Documentation issue		X			X	X		
Sign off audit checklist		X						
Financial Controls								
Quote Acceptance		X				x	x	
Invoices		x				x	X	

