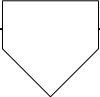
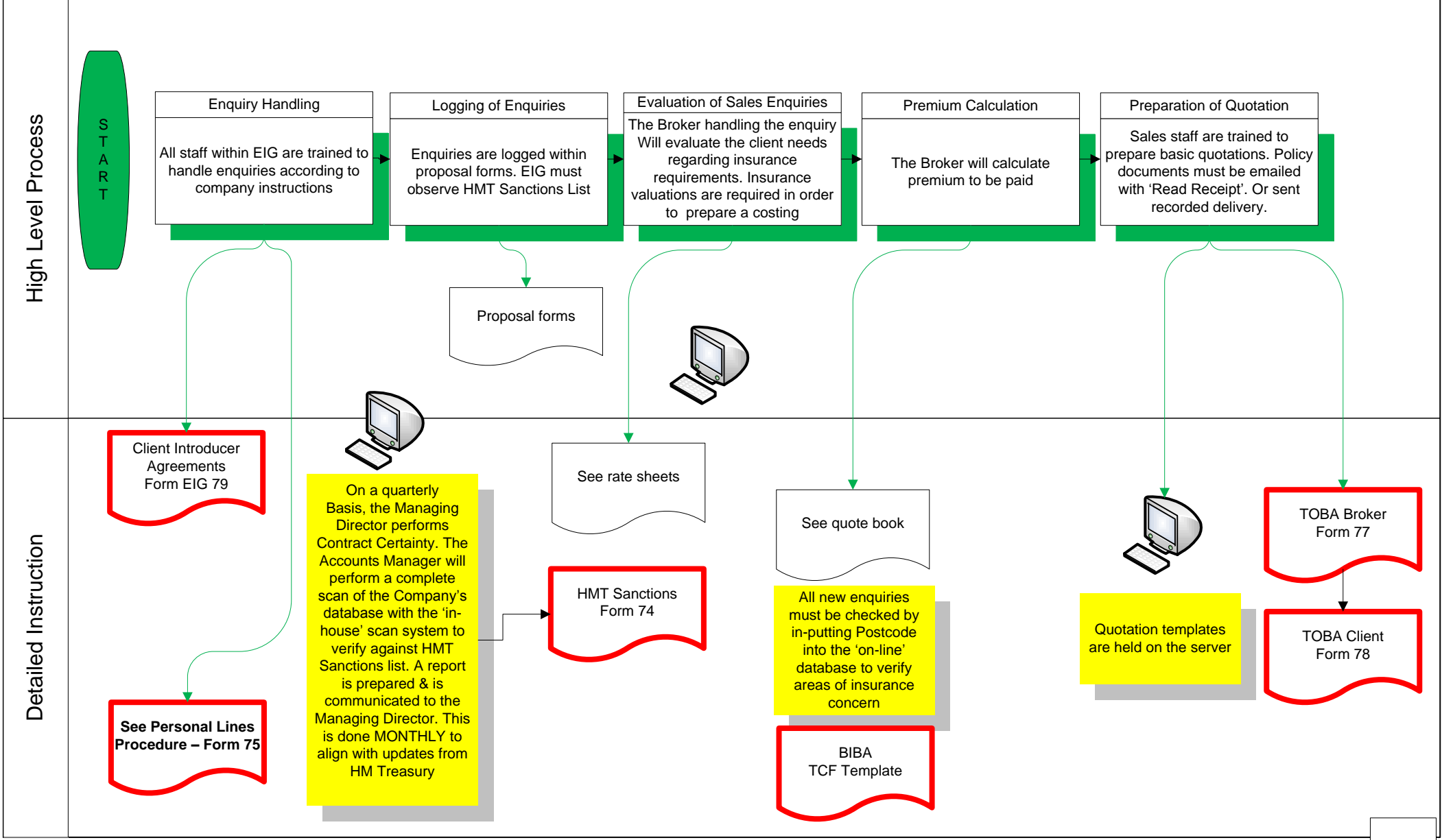
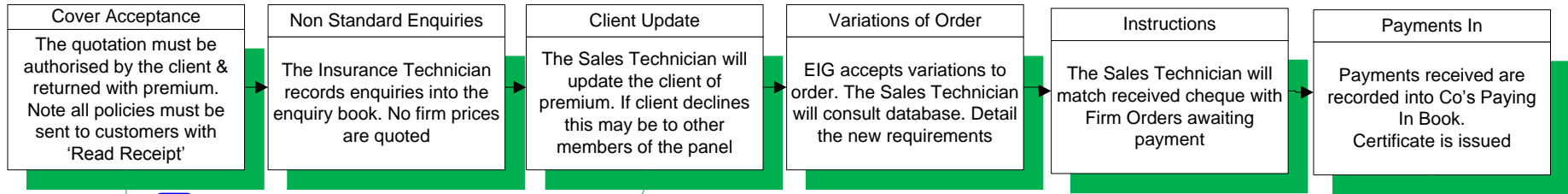


Responsibilities:
The Managing Director of EIG is responsible for this process

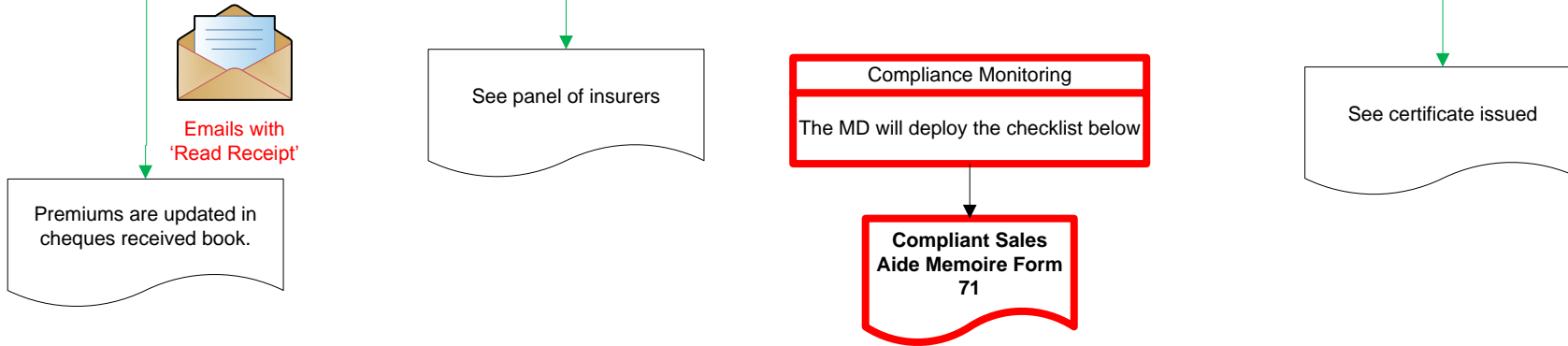


Responsibilities:
The Quality Manager is responsible for this function

High Level Process



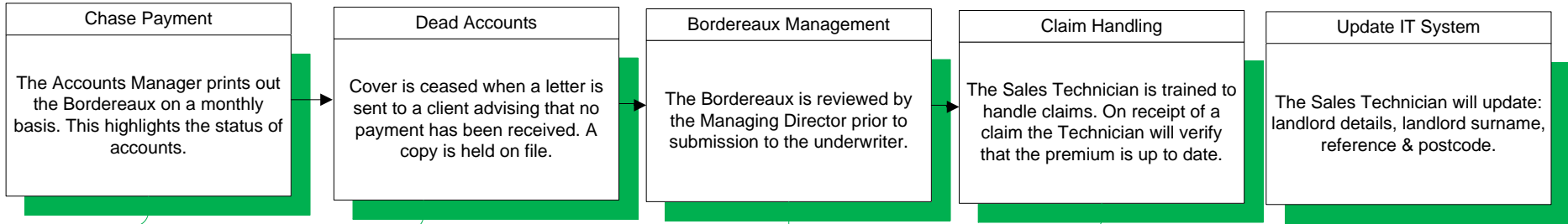
Detailed Instruction



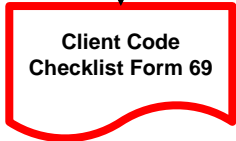
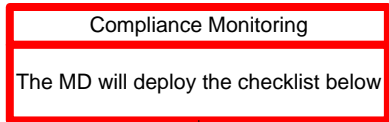
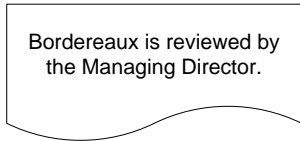
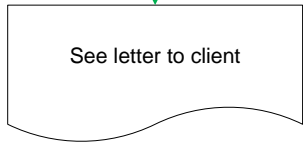
Responsibilities:
The Managing Director is responsible for this function

Monitoring & Measurement
1) Contract Certainty Indicators – See Business Plan
2) Audit

High Level Process



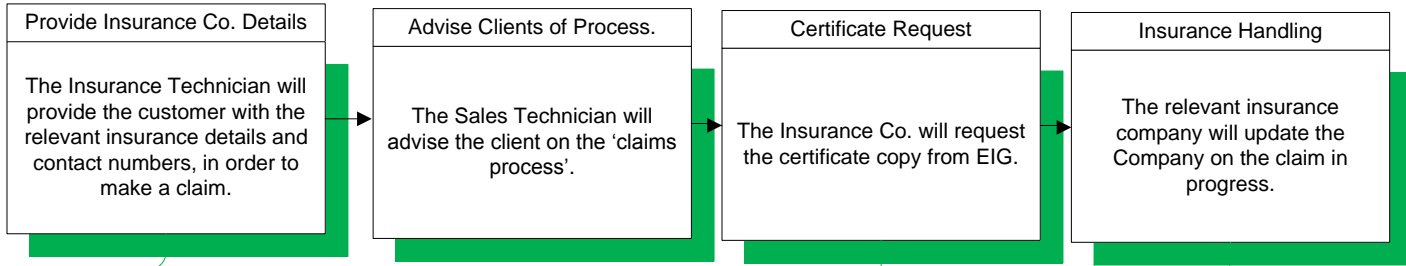
Detailed Instruction



Responsibilities:
The Managing Director is responsible for this function

Monitoring & Measurement
1) Contract Certainty Indicators – See Business Plan
2) Audit

High Level Process



Detailed Instruction

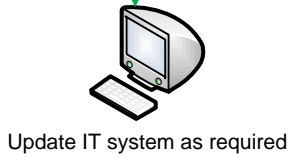


Compliance Monitoring
The MD will deploy the checklist below

**BIBA
Contract Certainty**

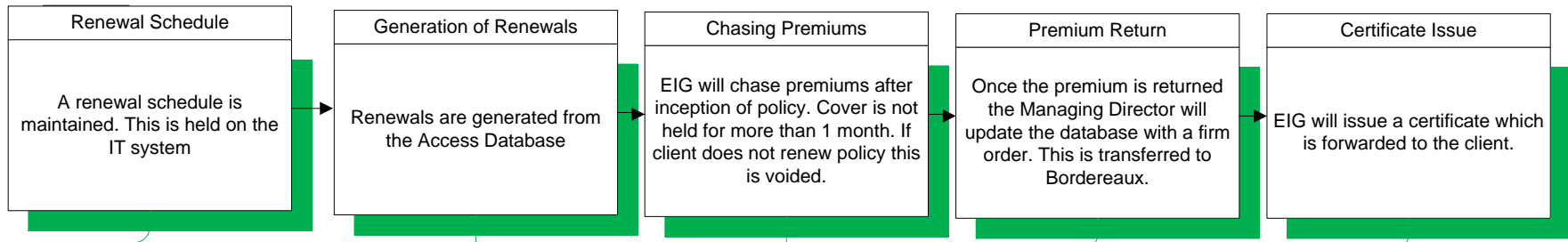
**BIBA
Consumer Insurance
Disclosure Act Form
72**

Copy of certificate requested
for insurance company

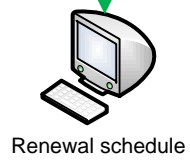


Renewal

High Level Process



Detailed Instruction



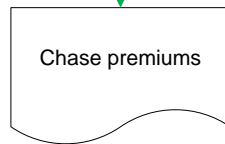
Renewal schedule



EIG will collect client perception of Service via phone or e-mail



Access Database



Chase premiums



Update database



Certificate Issued