

# Course : Insurance intermediation and the Insurance Distribution Directive

## Risks and best practices

*Practical course - 2d - 14h - Ref. PJU*

*Price : 1310 € E.T.*

This two-day training course will enable you to understand the challenges and requirements of the insurance intermediary profession. In particular, it will enable you to decipher the requirements of the new Directive on the Distribution of Insurance Products (DDA) and master its obligations.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Understanding the organization of insurance product distribution
- ✓ Identifying the role of insurance intermediaries
- ✓ Know the conditions of access, exercise and control that apply to intermediation.
- ✓ Deciphering the new Insurance Distribution Directive (IDD)
- ✓ Master the obligations of the Insurance Distribution Directive (IDD)

## Intended audience

General public

## Prerequisites

No special knowledge required.

## Practical details

### Exercise

Theoretical input and practical exercises, quizzes and case studies.

### Teaching methods

Active teaching based on discussion, case studies, role-playing and assessment throughout the course.

## Course schedule

### PARTICIPANTS

General public

### PREREQUISITES

No special knowledge required.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## 1 Know the different categories of distribution players

- Insurance knowledge quiz.
- Intermediation and distribution networks.
- Insurance market statistics.

### Exercise

Quiz.

## 2 Mastering intermediation regulations

- Hierarchy of standards between European and national law.
- Code elements applicable in France (various codes).
- Insurance code intermediation.
- Elements of European law applicable in France: DIA to DDA.
- Objectives and scope of the European directive.
- 5 pillars of the DDA directive.
- Transposition under French law.

### Case study

Regulations applicable to insurance intermediaries. Quiz.

## 3 Identifying intermediaries: legal framework and responsibilities

- Insurance broker.
- General agent.
- Insurance agents.
- Agents of insurance intermediaries.
- Employed individuals.
- Intermediaries registered in another country.

### Hands-on work

Choose an appropriate intermediary status.

## 4 Know the conditions of access to practice

- Duty to register.
- Continuing education requirement.
- Applicable penalties.

### Exercise

Quiz on intermediary entry requirements.

## 5 Mastering policyholder relations and practice conditions

- Customer information obligations: identity of the intermediary, duty to advise and prevention of conflicts of interest.
- Advisory levels in DDA and their transposition to France.
- DDA principles and remuneration.
- Customer documentation and DDA: NTE, KID/DIC for life insurance and PID for non-life insurance.

### Hands-on work

Marketing an insurance product to a customer: information, rules of conduct and conflicts of interest under the DDA.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

## 6 About the Autorité de Contrôle Prudentiel et de Résolution (ACPR)

- ACPR's missions and powers.
- Supervision of product marketing by the ACPR.
- ACPR recommendations (n°2013-R-01) and DDA.
- Customer communication of legal and regulatory information about the intermediary and the insurance transaction.
- Checks on the insurance intermediary's professional skills and partners.
- Measures to combat money laundering and the financing of terrorism.

### Case study

How can you avoid "classic" claims?