



DIGITAL WORKER

# Ilana

## Insurance Underwriter

The Insurance Underwriter is a critical position for driving profitable growth, ensuring the most effective pricing structure while quickly and efficiently processing claims.

The Insurance Underwriter's responsibility for new submission applications is to review incoming emails to determine appetite fit, analyze attached documentation, research further information, and input this data into internal systems to produce a policy quote.

### KPIs

100%

AUTOMATION FOR  
40% OF INCOMING  
SUBMISSIONS

70%

REDUCTION OF  
MANUAL WORK FOR  
THE UNDERWRITING  
TEAM

4X

FASTER  
TURNAROUND TIME

### Responsibilities

- Collect, review, and analyze Commercial General Liability, Commercial Property, and Commercial Umbrella new business applications
- Qualify accounts according to company guidelines
- Obtain additional applicant information to determine coverage needs
- Enter quotes in quoting and rating system
- Collaborate with other underwriting, operations, claims, marketing, and home office management as necessary
- Implement and manage effective pricing and rate strategies for profitability, book growth, and maintain successful producer relations

### Skills

- Convert unstructured raw data (e.g., emails, ACORD forms, etc.) into structured, usable information
- Read and interpret information from Statement of Values (SOVs), loss run reports and ACORD forms
- Handle exceptions with human-in-the-loop capability, working side-by-side with traditional team members