

# Virtual Agency Operational Improvement Review/Swiss Re Audit

## Step 1: Employee Communication

Provide an overview to agency employees involved in the process by sharing a welcome email from Mallory Cornell.

## Step 2: Send Online Surveys to Agency Staff & Review Customer Files

Method:

- a. The surveys are divided up by Agency Leadership, Commercial Lines, Personal Lines and Employee Benefits. A Document Request link will also be shared for easy uploading if needed.
- b. Employees are given at least 2 weeks to complete the surveys (75-100 questions, multiple choice with optional comment boxes for additional explanation, if needed)
- c. Agency will provide remote access to customer files in each line of business. The customer files are reviewed for proper documentation, file attachment and consistency . Employee Benefit files are NOT reviewed for HIPAA purposes.

## Step 3: Virtual Agency Solutions Reviews Survey Responses

- a. The Virtual Agency Solutions team identifies inconsistencies among survey responses and flags them for follow up questions during Step 4.

## Step 4: Videoconferences with Departments/Teams

- a. Videoconference meetings are scheduled with each department to review inconsistencies and have a conversation about operational workflows
- b. Videoconferences are scheduled for 1 hour in length

## Step 5: Final Report to Agency for Review

- a. Virtual Agency Solutions shares final report with agency leadership to review. Updates are made prior to sharing the report with the E&O carrier.

## Step 6: 30 Day Follow Up Call

- a. A follow up call between the agency and Virtual Agency Solutions to discuss status of "critical" recommendations and provide additional resources, if necessary



**Questions?**  
**Contact Mallory Cornell**  
IIAW Vice President &  
Swiss Re Approved Auditor  
[mallory@iiaw.com](mailto:mallory@iiaw.com)