

● Client Support / Account Management

Context of change and impact on job tasks

With an increased focus on physical risks as a result of climate disasters, and transition risks linked to sustainable developments, insurers will need to account for these sustainability-risks in terms of understanding changes in new/updated sustainability-liability products.

As a result, the Client Support/Account Management job role holder will be responsible for evaluating the changing needs in customer environments as a result of sustainability developments, such as increased frequency of climate disasters, and subsequently provide guidance on how insurance renewal solutions need to be tailored to these needs.

This job role holder will need to have an understanding of the organisation's sustainability agenda in relation to client and business acceptance criteria, and will be directly responsible for communicating emerging sustainability-liabilities in new/updated products based on the client's profile and needs, specifically for sustainability-focused investment products. Furthermore, they will need to be able to see the types of risk and opportunities emerging from climate change in the market. This will enable the job role holder to develop strategies for and tailor renewal policies.

The overall changes to this job role holder will heavily focus on expanding knowledge of new/updated sustainability-liability products, and their terms and conditions, to ensure customer's policy needs are being sufficiently met and updated

Time horizon of impact: Within the next three years

Impact on key job tasks

● High augmentation ● Moderate augmentation ● Low augmentation

Critical work function	Additional key job task	Impact on job task
Manage customer renewal process	<ul style="list-style-type: none"> Evaluate changing needs in customer's environment to ensure new/updated sustainability-liability renewal solutions are customised accurately Understand and provide guidance for new/updated sustainability-liability products for different policy renewal options Understand organisation's sustainability agenda pertaining to client acceptance and business strategy 	●
Source for business opportunities	<ul style="list-style-type: none"> Develop and design proposals with incorporation of sustainability-liability products to remain competitive in the insurance market Ensure sales and marketing initiatives spotlight new/updated sustainability-liability products, and align with organisation's overall business strategy Communicate changes in existing and emerging sustainability-liability policies that could be beneficial to the client Understand changes, risks and opportunities emerging from climate change for insurance products 	●

SF TSCs needed

• Climate Change Management	L3	L4	L5
• Non-Financial Industry Sustainability Developments	L3	L4	L5
• Sustainable Insurance and Re-Insurance Solutions and Applications	L3	L4	L5
• Sustainability Risk Management	L3	L4	L5