

<b>Original April 16, 2024 Wording Performance Indicators</b>	<b>Updated November 12 2024 Wording Performance Indicators</b>
1.11 Representatives apply knowledge of basic insurance concepts and terminology applicable to available products.	1.11 Demonstrate knowledge of the function of insurance and the organization of the insurance sector.
1.2.1 Representatives maintain current knowledge of products and services available to clients.	1.2.1 Representatives maintain knowledge of current products and services available to clients.
1.2.1 Demonstrate knowledge of applicable insurance coverage to assist clients in forming an informed decision.	1.2.1 Demonstrate knowledge of applicable insurance coverage to support client in forming an informed decision.
2.1.2 [ CREDIT LIFE / CREDIT PROTECTION ] Demonstrate basic knowledge of applicable options for death benefits, and supplementary policy benefits if applicable.	2.1.2 [ CREDIT LIFE ] Demonstrate basic knowledge of applicable options for death benefits, and supplementary policy benefits if applicable.
2.1.7 Demonstrate the ability to report a claim.	2.1.7 Demonstrate the knowledge of how to report a claim.
3.1.1 Demonstrate knowledge of the basis and limitations of their licence.	3.1.1 Demonstrate knowledge of the basis and limitations of the Agency licence.
3.2.1 Representatives demonstrate the ability to identify potential errors and omissions.	3.2.1 Designated Representatives demonstrate the ability to identify potential errors and omissions.
3.2.1 Representatives demonstrate the ability to avoid common errors and omissions.	3.2.1 Designated Representatives demonstrate the ability to avoid common errors and omissions.