This syllabus contains the policies and expectations I have established for Property and Casualty. Please read the entire syllabus carefully before continuing in this course. These policies and expectations are intended to create a productive learning atmosphere for all students. Unless you are prepared to abide by these policies and expectations, you risk losing the opportunity to participate further in the course. The standards and requirements set forth in this syllabus may be modified at any time by the course instructor. Notice of such changes will be made by announcement in class, posted on the Canvas website and/or thru email.

Instructor: Faith R. Neale, Ph.D., Associate Professor of Risk Management and Insurance

Office Hours: Tuesdays and Thursdays, 12:15-1:45pm, Friday 351A or online (see Canvas page for Online Office Hours)

Class Types: Face-to-face (FTF) and Synchronous (SYN) as needed

Class Meetings: Tuesdays and Thursdays: 8:30-9:45am, Friday 111

Course Description

An in-depth examination of the operations of property and liability insurance companies in a dynamic business and regulatory environment. Insurer strategies and functions are examined with a focus on underwriting, actuarial activities of ratemaking and loss reserving, claims, marketing, and risk management. The impact of the effects of the global, technological, and legal environments on insurer operations are emphasized.

Students who earn a B or better in Finn 3273 may apply to The Insurance Institute of America for credit for Chartered Property & Casualty Underwriter Exam 520 (Insurer Operations). Once accepted by The Institutes, this CPCU part may be included on your resume. Receiving the CPCU designation requires completion of eight exams.

Course Objectives

1. Explain the core and supporting functions of a property and casualty insurer and the interactions between them.
2. Summarize the environment, regulations, and restrictions in which property and casualty insurers operate.
3. Examine the lines of insurance available from property and casualty insurers and the limitations of those lines.
4. Interpret information contained in insurer financial statements and determine how this information is used.
5. Assess current and emerging global, catastrophic, legal and technological risks that have significant impact on insurer operations and methods insurers use to manage those risks.

Course Resources


https://web.theinstitutes.org/purchase-study-materials

1. Canvas, Respondus Lockdown Browser (updated) and Zoom which students should download to their laptop or computer.
2. Computer or laptop to participate in classes and exams.

Poll Everywhere: The participation grade is based on attendance and interactive assessments using Poll Everywhere. Students will be able to respond to polling questions by entering their UNC Charlotte NinerNET email address. Students will be prompted to sign in via Single-Sign On (SSO) to respond to questions. The Poll Everywhere link https://PollEv.com/faithneale49er will appear on the
question slide. Students must have a Wi-Fi enabled device to log-in to Poll Everywhere and to respond to questions. This can be a laptop computer, tablet, or smartphone.

**Student Conduct**


All UNC Charlotte students have the responsibility to be familiar with and comply with the requirements of the UNC Charlotte Codes of Student Responsibility and Academic Integrity (noted above). The Code of Student Responsibility outlines the rules for student conduct in the classroom and toward all others at UNC Charlotte. The Code of Academic Integrity forbids cheating, fabrication or falsification of information, multiple submission of academic work, plagiarism, abuse of academic materials (such as Library books on reserve), and complicity in academic dishonesty (helping others to violate the Code). Any further specific requirements or permission regarding academic integrity in this course will be stated by the instructor, and are also binding on the students in this course. Students who violate the Code can be punished to the extent of being permanently expelled from UNC Charlotte and having this fact recorded on their official transcripts. The normal penalty is zero credit on the work involving dishonesty and further substantial reduction of the course grade. In almost all cases, the course grade is reduced to "F." If you do not have a copy of the Code, you can obtain one from the Dean of Students Office or access it online at the links provided above. Standards of academic integrity will be enforced in this course. Students are expected to report cases of academic dishonesty they become aware of to the course instructor who is responsible for dealing with them. Faculty may ask students to produce identification at examinations and may require students to demonstrate that graded assignments completed outside of class are their own work.

Students are prohibited from taking photos, screenshots or otherwise copying Poll Everywhere, quiz and exam questions as it is a violation of the UNC Charlotte Code of Academic Integrity. Students are encouraged to take notes of concepts requiring further explanation and should bring these to the attention of the instructor.

**Classroom Conduct**

I will conduct this class in an atmosphere of mutual respect. I encourage your active participation in class discussions. Each of us may have strongly differing opinions on the various topics of class discussions. The conflict of ideas is encouraged and welcome. The orderly questioning of the ideas of others, including mine, is similarly welcome. However, I will exercise my responsibility to manage the discussions so that ideas and argument can proceed in an orderly fashion. You should expect that if your conduct during class discussions seriously disrupts the atmosphere of mutual respect I expect in this class, you will not be permitted to participate further.

**Grading**

The course grade will be based on three examinations (60%), A project (20%), assignments and quizzes (20%). Exams are worth 20% each and graded on a scale of 1 through 100. The final exam will be administered online according to the schedule outlined in the UNCC Final Exam Schedule. Students must calculate their own course grade based on the above allocations. The grade estimated in Canvas most likely is wrong. Your final grade will be based on the following scale:

90 and above = A, 80 to 89 = B, 70 to 79 = C, 60 to 69 = D, less than 60 = F

Note: Canvas is used primarily to post grades and assignments. Although it may provide you an approximate understanding of your overall grade at any given time, it is not exact and may vary widely from your actual course grade. Therefore, students are required to estimate your own course grade using the allocations provided in the syllabus.

**Exams**

This course includes both online, out-of-class and in-class learning and assignments. Exam questions will incorporate all class activities whether in- or out-of-class. All exams will be given in class and may be on paper or in Canvas with the Respondus lockdown browser. It is the student’s responsibility to download the lockdown browser and make sure it is working prior to the exam. Make-up exams, in general, will not be given. However, in the event of an emergency the student should contact the
instructor as soon as is reasonable and no longer than 24 hours after the missed exam. If an exam is the first exam missed and the absence is excused based on university guidelines, but not an unavoidable emergency, then the final exam will account for 40% of your course grade. If the absence is unexcused then you will be given a zero for that exam. Excluding emergencies, an absence is automatically considered unexcused if advance written notice, at least 24 hours prior to the exam, of the absence is not provided to the instructor. All subsequent missed exams will result in a zero for the missed exams.

**Class Participation**

Class participation includes attendance in classes, class discussion, interactive activities, and meeting the general requirements of the course. Outstanding class participation may result in extra credit points at the end of the semester. Disqualification for extra credit for outstanding class participation may occur for any of the following behaviors: consistently missing class or entering class late, using a laptop or cell phone during class for anything other than this class’s work. Other discourteous or otherwise unprofessional behavior both in-class and online, such as talking or not paying attention while material is being presented.

**Assignments and Quizzes**

In-class and out-of-class assignments and quizzes will be administered throughout the course. Students must come to class or get assignments from classmates if an assignment is discussed during class. Assignments and quizzes, especially in-class, may not be posted or announced on Canvas. Since some in-class assignments and quizzes will be dropped at the end of the semester they may not be made up even if the class absence is excused. All students are assumed to exhibit a college level understanding of written English and grammar and written assignments are graded with this in mind. Students must take care to avoid misspellings and grammatical errors to avoid a loss of points. Students needing assistance with writing and presentations should consult the Writing Resource Center at [http://www.uncc.edu/writing/wrcindex.html](http://www.uncc.edu/writing/wrcindex.html).

**Attendance**

Roll will be taken promptly at the beginning of class. Students are expected to be ready for class to begin at roll call. Students who arrive late or leave class early may be counted as absent at the instructor’s discretion.

**Guest Speakers and Student Presentations**

Class attendance is required at all times but additional penalties will be assessed if a student arrives late or misses a class when a guest speaker or students are presenting. Advance notification will be given when a speaker is scheduled or students are presenting. If you are absent during one of these classes, 2 points will be deducted from your final course grade. If you arrive late then 1 point will be deducted from your final course grade for each presentation you are late for that day. Therefore, if you are arrive after the second presentation has started 2 points will be deducted from your final course grade.

**Class Policies and Information**

**Special Accommodations:** UNC Charlotte is committed to access to education. Students in this course seeking accommodations to disabilities must first consult with the Office of Disability Services and follow the instructions of that office for obtaining accommodations. Contact the Office of Disability Services at 704-687-0040 or visit their office in Fretwell 230.

**Weekly hours required:** Per UNC Charlotte policy, a 3-credit hour class consists of 150 minutes (2.5 hours) of direct instruction and 300 minutes (5 hours) of related class work per week for approximately 15 weeks. Out-of-class work may include but is not limited to reading, research, various assignments and studying for quizzes and exams.

**Canvas:** This course is administered with Canvas. Class materials including announcements will be posted on Canvas or e-mailed to the student. It is the student’s responsibility to check the Canvas website and their e-mails frequently to keep updated on the class. Students are encouraged to use the Canvas app on their smart phones to have timely access to announcements and other notifications.
Students are expected to come to all classes and are strongly discouraged from missing class. In the event a student misses class and expects it to be excused the student must immediately email me at fnrneale@uncc.edu as soon as possible when your planned or unplanned absence is known AND submit supporting documentation to the assignment on Canvas. The subject of your email must state "Request for Excused Absence - FINN 3273."

Failure to bring a polling device to class will result in a zero grade(s) for that day. If a student has a technical issue with Poll Everywhere students must contact IT immediately for help. If a Poll Everywhere grade doesn't post as expected, students must contact IT help within 1 week or 7 days of the grade being posted. Go to Student Guides - Poll Everywhere | The Center for Teaching and Learning | UNC Charlotte for more information.

A great deal of communication is done by Canvas and e-mail. Students are responsible for checking Canvas and their UNCC e-mail account throughout the semester. All e-mails to the instructor must be written in a professional manner.

Electronic video, image capture, and/or audio recording is not permitted during class, whether conducted in person or online, unless the student obtains permission from the instructor. If permission is granted, any distribution of the recording is prohibited. Students with specific electronic recording accommodations authorized by the Office of Disability Services do not require instructor permission; however, the instructor must be notified of any such accommodation prior to recording. Any distribution of such recordings is prohibited.

Still photography is strictly prohibited in class at all times. Violation of this policy may be considered a violation of UNC Charlotte’s Student Conduct Codes.

Students are permitted to use computers during class for note-taking and other class-related work only. Those using computers during class for work not related to that class must leave the classroom for the remainder of the class period. The use of cell phones or other communication devices is also disruptive and may not be used during class. If an emergency those using such devices must leave the classroom for the remainder of the class period. With the above exception, Cell phones may not be on during class or exams. This includes ringing, text messaging, internet, video, camera, and silent modes. Headphones and earbuds may not be used during class. Each violation of this policy will automatically result in a 1-point deduction from your final course grade and loss of extra credit participation points.

Additional materials or information may be provided as needed by the instructor throughout the course. If a student misses a scheduled class when this material or information is provided it is the student’s responsibility to arrange to obtain this from another student.

Exams will be administered in class or online (if directed by UNC Charlotte) with Respondus Lockdown Browser and include multiple-choice, matching, short answer questions and problems involving calculations. Online exams will also use web monitoring.

As a condition of taking this course, all required papers may be subject to submission for textual similarity review to SimCheck [or another plagiarism detection service] for the detection of plagiarism. All submitted papers will be included as source documents in the SimCheck [or another plagiarism detection service] reference database solely for the purpose of detecting plagiarism of such papers. No student papers will be submitted to SimCheck without a student’s written consent and permission. If a student does not provide such written consent and permission, the instructor may: (i) require a short reflection paper on research methodology; (ii) require a draft bibliography prior to submission of the final paper; or (iii) require the cover page and first cited page of each reference source to be photocopied and submitted with the final paper.
Extra Credit

Extra credit offered for extracurricular activities for a university or GIS sponsored event is contingent on class attendance the day of class. In other words, you must attend class in its entirety the day of class in order to earn extra credit for an extracurricular event occurring the same day.

Title IX Reporting Expectations:

UNC Charlotte is committed to providing an environment free of all forms of discrimination and sexual harassment, including sexual assault, domestic violence, dating violence, and stalking. If you (or someone you know) has experienced or experiences any of these incidents, know that you are not alone. UNC Charlotte has staff members trained to support you in navigating campus life, accessing health and counseling services, providing academic and housing accommodations, helping with civil protective orders, and more.

Please be aware that all UNC Charlotte employees, including faculty members, are expected to relay any information or reports of sexual misconduct they receive to the Title IX Coordinator. This means that if you tell me about a situation involving sexual harassment, sexual assault, dating violence, domestic violence, or stalking, I am expected to report the information to the Title IX Coordinator. Although I am expected to report the situation, you will still have options about how your case will be handled, including whether or not you wish to pursue a formal complaint. Our goal is to make sure you are aware of the range of options available to you and have access to the resources you need.

If you wish to speak to someone confidentially, you can contact the following on-campus resources, who are not required to report the incident to the Title IX Coordinator: (1) University Counseling Center (counselingcenter.uncc.edu, 7-0311); or (2) Student Health Center (studenthealth.uncc.edu, 7-7400). Additional information about your options is also available at titleix.uncc.edu under the “Students” tab.

COVID-19 Face Coverings

Masks to protect against COVID-19 are optional in the classroom. Students who would like to continue wearing them are encouraged to do so however, it is no longer required to participate in class.

Class Attendance COVID-19:

Students are expected to attend every class and remain in class for the duration of the session when it is safe to do so in accordance with university guidance regarding COVID-19. An absence, excused or unexcused, does not relieve a student of any course requirement. For absences related to COVID-19, please adhere to the current guidelines located at https://ninernationcares.charlotte.edu/covid-19-information.

Optimal Study Habits

1. Take handwritten notes while covering digital material and in class. Highlight terms and areas that are confusing and/or that I emphasize.
2. Transfer handwritten notes to laptop if needed the day of, or by the following day. When the question is answered fill in the information.
3. Take associated online and Canvas quizzes and take notes of confusing terms or concepts. Try to answer the questions yourself for best retention.
4. Come to class prepared to actively participate. Do preparation work, consisting of reading assignments, research and any other assignment due before class. Bring all questions to class.
5. Review notes every day including previous notes. By exam time you should only need to review material and can concentrate on problem areas.
6. Use more than one method. Some students learn best if they record their notes and listen back to them. Some students are visually-oriented and should use flowcharts, graphs, highlighters, etc… Regardless, the process of transferring this information into your preferred learning style will help you retain this material.
Free courses to review or learn the basics:

CPCU Mini-course Free  https://web.theinstitutes.org/online-cpcu-mini-course

Discovering the Basics of Insurance CPCU mini-course, free.  https://web.theinstitutes.org/discovering-basics-insurance

Associates in Insurance CPCU mini-course, free,  https://web.theinstitutes.org/online-ains-mini-course
<table>
<thead>
<tr>
<th>Week/Date</th>
<th>Topic</th>
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<tbody>
<tr>
<td>1: Aug 23 &amp; 25</td>
<td>Overview of Course and the Property and Casualty Insurance Market</td>
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<tr>
<td>2: Aug 30 &amp; Sep 1</td>
<td>Understanding How Insurers Operate (CH1)</td>
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<tr>
<td>3: Sep 6 &amp; 8</td>
<td>Regulating Insurance Operations (CH2)</td>
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<td>4: Sep 13</td>
<td>Lines of Business</td>
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<td>5: Sep 15</td>
<td>ERM for Insurers</td>
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<td>5: Sep 20 &amp; 22</td>
<td>Underwriting Risk (CH4); Adverse Selection &amp; Pooling</td>
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<td>6: Sep 27 &amp; 29</td>
<td>Exam 1 Marketing and Distributing Insurance (CH3)</td>
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<td>7: Oct 4 &amp; 6</td>
<td>Analyzing Claims (CH6)</td>
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<td>8: Oct 11</td>
<td>Career Fair, 5:00-7:00pm, Student Union 340</td>
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<td>9: Oct 18 &amp; 20</td>
<td>Exam 2 Developing Insurance Rates: Introduction</td>
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<td>11: Nov 1 &amp; 3</td>
<td>Reserving for Losses</td>
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<td>12: Nov 8 &amp; 10</td>
<td>Ratemaking exercises, Mandatory Class (in class)</td>
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<td>Ratemaking Training with NCJUA, Mandatory Class via Zoom (not in class)</td>
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<td>Risk Register &amp; Group Member Evaluation Due</td>
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<td>13: Nov 15 &amp; 17</td>
<td>Understanding Risk Control (CH5: 5.3-5.14)</td>
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<td>Case Study PPT &amp; Group Member Evaluation Due</td>
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<td>14: Nov 22 &amp; 24</td>
<td>Understanding Premium Auditing (CH5: 5.14-5.25)</td>
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<td>Thanksgiving Break</td>
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<tr>
<td>15: Nov 29 &amp; Dec 1</td>
<td>In class practice – mandatory attendance</td>
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<td>Presentations (3) mandatory attendance</td>
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<td>Dec 6</td>
<td>Last day of class – Final Exam Review</td>
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<tr>
<td>Dec 13th – Tuesday</td>
<td>8-10am - Final Exam – Cumulative</td>
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*Please check the University website at https://ninercalunccedu/courses-registration/exam-schedules for updates on the final exam schedule. Many times changes to this schedule are made very late in the semester.

This schedule is tentative and subject to change.

Class meetings: Tuesdays & Thursdays, 8:30-9:45am in Friday 111

The Belk College of Business strives to create an inclusive academic climate in which the dignity of all individuals is respected and maintained. Therefore, we celebrate diversity that includes, but is not limited to ability/disability, age, culture, ethnicity, gender, language, race, religion, sexual orientation, and socio-economic status.