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| **AUTHOR’S DATA** |

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| **Name and last name:** |  |
| **Company:** |  |
| **Position:** |  |
| **Country:** |  |

**NAME OF THE CASE:**

**FRAMEWORK:**

*(Context in which the problem occurred; for instance, Underwriting, Regulations, Processes, Losses, Rates, other)*

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| **1. INTRODUCTION** |

* **Case’s background**

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| *Describe the problem briefly.* |

* **Relevant facts**

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| *Mention the elements of the decision-making process (dependent variables, uncontrolled variables, limitations, tools, decision time, etc.).* |

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| **2. DEVELOPMENT** |

* **Problem**

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| *Describe the problem and indicate why it can be considered a relevant fact.*  |

* **Courses of action**

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| *Mention the actions taken at that time in order to understand and solve the problem.*  |

* **Basis**

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| *Indicate the theoretical, legal and/or technical basis to solve the problem.*  |

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| **3. CONCLUSION** |

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| *Describe the actions carried out and the results obtained.* |

* **Alternative courses of action**

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| *Suggest alternative actions to solve the problem properly (if applicable).*  |

* **Lessons learned**

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| *Describe the relevant elements to be considered when facing similar situations in the future.*  |