



Agent of Record Guidelines

1. When should an agent of record letter be used? Only when an insured has decided to appoint another agent to handle their account. It should not be used if the intent is to simply authorize an agent to obtain a renewal quotation. An agent of record letter cannot be filed where the new agent does not represent the program administrator presently on the policy.
2. An agent of record is determined either by being the current agent on an active and in-force policy; or by being the first appointed agent to provide a new submission not currently written by the program administrator, received and deemed to be in good order for an underwriting review per the clearance, and submission intake process.
3. Mid-term agent of record letters will not be processed for the current and active policy term. If an agent of record letter is received and submitted to the program administrator, the change will not be made until the next upcoming policy effective date period. As soon as a new/renewal policy is issued, the existing agent of record will remain in effect for the policy term's entirety. A ten day wait/rescinding period applies during which time the current agent of record will be notified of the change request and be provided the opportunity to validate they have lost the client. If after the 10 days concludes and no rescinding letter is received, the new agent of record will be assigned to the upcoming policy effective period.
4. All responsibilities remain with the current agent of record through the remainder of the in-force policy period.
5. Does the new agent have a professional liability exposure? Definitely. It is, therefore, critical that the agent be fully aware of the client's exposure before they agree to take over an account.
6. The agent of record letter must show the name of the company and include the name of the person signing, their title, the date of signature, and be on the insured's letterhead. Please utilize the sample agent of record letter provided on our website as needed.
7. Agent of record letters must not be backdated.
8. Agent of record letters will not be recognized prior to effective date of a brokerage appointment.

