

Broker of Record Guidelines

1. Letter must be received no sooner than 90 calendar days prior to the effective date, and will be accepted up until six business days prior to the effective date of the policy if the account is blocked at Arrowhead by another broker. Please refer to "Carrier Guidelines" listed below for requirements when a submission is blocked at the carrier level.
2. Letter must be emailed to BOR@ArrowheadGrp.com and must be accompanied by a complete submission (ACORD 130, supplemental and four years loss runs valued within 90 days of the effective date)
3. A statement on an employer's Broker of Record letter that the countermanding period is waived does not relieve Arrowhead of sending the countermand letter to the original broker and allowing them the countermanding period to submit another acceptable Broker of Record.

WHAT IS A VALID BROKER OF RECORD LETTER?

1. Printed on employer's letterhead or on ACORD 36
2. Addressed to Arrowhead General Insurance Agency, Inc.
3. Shows a date that is current, dated within 30 days of receipt by Arrowhead
4. Expresses the employer's intention to appoint the broker as Broker of Record
5. Includes employer's complete name, address, effective date and the expiring policy number (if applicable)
6. Signed and dated by the corporate officer, partner, sole proprietor, executive director (nonprofit entities only), or managing members of Limited Liability Companies (LLCs). Includes printed name and title of signer.

***Arrowhead will not accept BORs received less than six days prior to the effective date.**

BROKER OF RECORD PROCEDURES

Once a qualifying and complete BOR is received, the original broker will be notified by Arrowhead within one business day. The original broker will have five business days (including notice date) to submit a countermanding BOR. During that period, only the original broker and the named insured will have access to underwriting information.

If a countermanding letter is received, we will notify the broker who submitted the original BOR. This is a courtesy letter only; no other countermanding letters will be accepted.

If a countermanding letter is not received once the five business days have expired, we will send a notification the following business day. We will notify the broker that submitted the original BOR informing them they are now the broker of record. They will have all rights and responsibilities for the account (except all commissions will be paid to the original broker on the existing policy including those resulting from audit premium). If a quote has been released on an account to the original broker, a notice will be sent to Underwriting to release a revised quote reflecting the new broker. The only variation on any subsequent quotation to the new broker will be based on payroll.

CARRIER GUIDELINES

1. Letter must be received no sooner than 90 calendar days prior to the effective date, and will be accepted up until twelve business days prior to the effective date of the policy.
2. Letter must be emailed to BOR@ArrowheadGrp.com and must be accompanied by a complete submission (ACORD 130, supplemental and four years loss runs valued within 90 days of the effective date).
3. A statement on an employer's Broker of Record letter that the countermanding period is waived does not relieve the carrier of sending the countermand letter to the original broker and allowing them the countermanding period to submit another acceptable Broker of Record.

WHAT IS A VALID BROKER OF RECORD LETTER TO A CARRIER?

1. Printed on employer's letterhead, or on ACORD 36
2. Addressed to the specific carrier at the top of the letter.
3. Shows a date that is current, dated within 10 days of receipt by Arrowhead.
4. Expresses the employer's intention to appoint the broker and Arrowhead General as Broker of Record with the specific carrier for Worker's Compensation.
5. Includes employer's complete name, street address, effective date and policy number (if applicable). The notation "all policies" is not acceptable.
6. Signed and dated by the corporate officer, partner, sole proprietor, executive director (nonprofit entities only), or managing members of Limited Liability Companies (LLCs). Includes printed name and title of signer.

BROKER OF RECORD PROCEDURES - BLOCKED AT THE CARRIER LEVEL

Once a qualifying BOR is received, it is forwarded by Arrowhead's underwriting management team to the carrier for review. If approved the carrier will notify their incumbent and offer a countermand period. If no countermand is received and it meets carrier eligibility, they will give their approval to Arrowhead for processing. We will notify the broker that submitted the BOR that their BOR has been accepted.

Please note: countermand periods vary by carrier standards. Arrowhead will not accept BORs blocked at the carrier level if the valid letter is received less than twelve business days prior to the effective date.