

# Loss Run Reports

Access real-time loss runs and plan of action reports for most of our carriers and report a new claim online through ACM's producer portal. Currently valued loss runs can also be obtained through the Policy Inquiry. Through either channel you can receive data on both in force and expired terms.

## LOSS RUNS THROUGH ACM'S PRODUCER PORTAL

You are authorized to issue unaltered ACORD certificates of insurance on the most current ACORD version only as evidence of insurance coverage. Prior authorization is required by Arrowhead's Workers' Compensation Program before you may release any policy document amending coverage. You are solely responsible for the accuracy and completeness of any certificate or evidence issued. Certificates are not valid if the ACORD form is altered. The following provisions must be adhered to:

1. Login at [ArrowheadExchange.com](https://ArrowheadExchange.com)
2. Select Workers' Compensation from your left navigation
3. Above the marketing representatives, click the yellow arrow.
4. Be sure to allow pop-ups. Loss runs valued within the last 24 hours will appear in a new window.

## LOSS RUNS THROUGH ARROWHEAD'S POLICY INQUIRY

1. Login at [ArrowheadExchange.com](https://ArrowheadExchange.com)
2. Select Workers' Compensation from your left navigation
3. Then click Policy Inquiry & Loss Runs
4. Enter the most recent policy number, FEIN, Policyholder Name or DBA.
5. Hover over the box where the policy number appears above the search engine.
6. The Summary and Loss Runs options will become visible.
7. Click on "Loss Runs" then open or save to your computer.

Forgot your username and password? Contact [TechSupport@ArrowheadGrp.com](mailto:TechSupport@ArrowheadGrp.com) or call 800.333.5553 x6844.

Note: Loss runs through the Policy Inquiry are valued as of the previous month end. Upon receipt of month end data from our carriers, we will generate new loss runs for that month end and these will be available via [ArrowheadExchange.com](https://ArrowheadExchange.com) Policy Inquiry by the 15th of each month.

## LOSS RUNS REQUESTED BY POLICYHOLDERS

Loss runs for all expired policies may be requested via email at [LRR@ArrowheadGrp.com](mailto:LRR@ArrowheadGrp.com). An automatic email notification will be sent advising your request has been received. We commit to completing your request within five to eight business days. Upon completion of your request, you will receive an email with the desired loss runs attached.

**NOTE:** Due to privacy laws, the Loss Run Reports and Plan of Actions can only be released to the policyholder or the producer on the account.

## CONTACT INFO

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