

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 calendar days prior to the effective date of the policy if the account is blocked at Arrowhead by another broker.
2. Letter must be emailed to BOR@ArrowheadGrp.com and must be accompanied by a complete submission (applications)
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.
4. Arrowhead will not quote or accept BOR from agents that policy is currently written with other QBE Programs or QBE Corporate Business Unit.
5. Arrowhead will not accept mid-term BOR's

What is a valid Broker of Record letter?

1. Printed on employer's letterhead or on ACORD 36
2. Shows a date that is current, dated within 30 days of receipt by Arrowhead
3. Expresses the employer's intention to appoint the broker as Broker of Record
4. Includes employer's complete name, address, effective date and the expiring policy number (if applicable)
5. Signed and dated by the corporate office, partner, sole proprietor, executive director (nonprofit entities only), or managing members of Limited Liability Companies (LLCs). Includes printed name and title of signer. Note, information and data from the current underwriting file will not be used to support a submission received via a BOR.

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. Arrowhead will not accept BORs under the following circumstances:

- Valid letter is received less than six business days prior to the effective date

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. The applications and documentation submitted from the new broker will be forwarded to CoreNewBusiness@ArrowheadGrp.com to allow a new account to be created.