

Endorsements, Certificates and ID Cards

Endorsement Requests

All endorsement should be sent to CoreAmendments@ArrowheadGrp.com. Include all supporting documents (Bill of Sale) and outline details pertaining to the endorsement request. To avoid any delays, please include your client's policy number(s) and account name.

IMPORTANT: Each of the policies will have its own designated policy number. If the change affects multiple lines, please include all policy numbers in your request.

Our goal is to complete endorsement transactions within 7 business days. Increased volume during month end may affect this processing time.

Completed Endorsements

Endorsements are not mailed to the policyholder; these are accessible through Daily Print. It is the responsibility of the producer to provide these documents to their insured(s). Check Daily Print regularly to access and download your clients' recent policy output. Or, if you prefer to be notified via email once documents become available, please contact the system administrator within your office who can setup and manage your email notification preferences.

Certificates of Insurance

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 Core Commercial Underwriter 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:

- No crossing out, changing, adding or omitting of wording in any section.
- Modification of coverage is not to be done via certificate. Any coverage changes must be submitted via email to CoreAmendments@ArrowheadGrp.com.

Auto Identification Cards

Auto Identification Cards are generated with the policy output. Vehicles and dealer plates not listed on the policy must be endorsed on the policy for identification cards to be generated.

Cancelling a Policy

All cancelations should be sent to CoreAmendments@ArrowheadGrp.com. Include the completed and signed Loss Policy Release Form (LPR). If the cancellation request is sent after the policy inception date, in addition to the signed and completed LPR, please include the first page of Declaration Pages with the new carrier (shows effective date/no lapse in coverage).