



## AGENT OF RECORD POLICY

Merchants Insurance Group recognizes that insureds may elect to change insurance agents for current term policies or during the quoting process. Merchants' policy for recognizing agent of record letters for in-force business, new business quotations, online business and program business is stated below.

### **In-Force Business**

Merchants will only accept an agent of record letter if it is received at least 10 calendar days, but no more than 90 days prior to the policy effective date of the next renewal period. We will not recognize an agent of record letter for policies mid-term. For commercial policies, the letter must be on the insured's letterhead and signed by either an owner or an executive officer of the business.

Upon receipt of the agent of record letter, the incumbent agency will be advised of the letter and given 10 calendar days to secure a counteringmanding letter. If Merchants does not receive a counteringmanding letter, we will honor the insured's request and recognize the new agent.

Once the new agent has been advised that Merchants recognizes them as the agent of record, the agent must submit completed (signed) applications for each line of business to their underwriter. The submission must be received within 10 calendar days of the agency being notified that they are the recognized agent for the insured.

### **Quotations**

When Merchants receives a quote request from more than one agency, we will recognize the first complete submission containing all required rating and underwriting information to quote the risk. The second or subsequent agent(s) who submitted the account will be notified that the risk has been received from another agency.

Merchants will only accept an agent of record letter for quotations if it is received at least 10 calendar days prior to the policy effective date. Completed (signed) applications for each line of business must accompany the agent of record letter. For commercial policies, the letter must be on the insured's letterhead and signed by either an owner or an executive officer of the business.

Upon receipt of the agent of record letter, the original agency will be advised of the letter and given 10 calendar days to secure a counteringmanding letter. If Merchants does not receive a counteringmanding letter, we will honor the insured's request and recognize the new agent.

### **Online Business- Policyholder New to Merchants**

Business quoted directly by agents using online systems is not considered "submitted" and therefore is not subject to Merchants' agent of record policy. Merchants will not accept agent of record letters for business quoted online. We will recognize the first agent that binds the policy for issuance as the agent of record.

### **Online Business- Existing Merchants Policyholder**

If a Policyholder is currently insured with Merchants, an agent cannot replace/cancel that policy by issuing a new policy through Merchants online systems without first obtaining an agent of record letter. The agent of record procedures outlined above for In-Force Business will apply.

### **Online Business and Company Quoted Business**

To the extent that new business can be quoted online and submitted to Merchants for quotation, we will recognize the first agent who binds the policy for issuance as the Agent of Record. Once a policy is bound for policy issuance, the agent of record procedures outlined above will apply.

### **Program Business**

Merchants will not recognize an agent of record letter for program business available only through authorized agents or brokers acting in the capacity of a program manager.

If you have any questions regarding Merchants' agent of record policy, please contact your Regional Manager or your Regional Underwriting Manager for clarification.

***MERCHANTS INSURANCE GROUP***

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