

MJ Kelly would like to welcome you as a producer, and we look forward to assisting you in any way we can. We are here to provide the best service possible to help you increase your brokerage business. We do understand that brokerage business can be a little confusing at times, so we have devised this "checklist" to assist you with some of the questions you may have. Our outstanding service team is always available to answer any questions you may have.

## **UNDERWRITING:**

- Send fully completed applications/submissions to avoid the delay of requesting additional information. Feel free to contact our underwriting department to discuss a risk if you are unsure what application to send. Applications and supplements are available on our website.
- Always ask for 3 to 5 year loss information. If the insured has had ANY losses, we must have the currently valued loss runs in order to offer a firm quote. "Currently valued" means they must have been run within the past 30 days.
- Do not send the ACORD garage application for auto service or dealer operations. The Colony Garage Application is a good application to send with submissions. Other supplements may be required, based upon the type of work and type of vehicles.
- Send Property & Casualty submissions to: [newbusiness@mjkelly.com](mailto:newbusiness@mjkelly.com)
- Send Auto and Garage submissions to: [transportation@mjkelly.com](mailto:transportation@mjkelly.com)
- Please note that our E&S markets will not compete with standard markets and BOP programs. If the risk is already with a standard market or on a BOP, that is usually the best place for them. Our markets are not able to offer all of the coverages and forms offered by those specialized programs, and our pricing will be higher.
- Audit premiums: Certain policies may be auditable at the carrier's request. If audited, the endorsement and invoice will be sent to your agency to send out and bill to your insured. If the insured disputes the audit, the carrier will require documentation from the insured to reopen the audit for possible revision. If your agency cannot collect an audit premium from an insured, the premium may be returned to the carrier as uncollectible if advised in a timely fashion. If uncollectible, your agency must send us copies of three attempts to try & collect (invoices or statements). Audit premiums are time sensitive, so it is imperative to stay in close contact with MJ Kelly regarding audit premium balances.

## **ACCOUNTING:**

- Account current statements are generated the first business day of each month and sent by email. The full balance is due on or before the 15th of the same month (unless exceptions are shown in the due date column of the statement). Once you get your statement, please be sure to let us know of any discrepancies or questions you may have.
- Payment for any balance due on your agency statement must be in the form of an agency check, cashier's check, money order, agency EFT, or check from an outside finance company. Insured checks are not accepted for balances on the agency's statement.

## **CANCELLATIONS:**

- When requesting cancellation of a policy, an LPR will need to be filled out by insured and signed. Please note if any 3rd parties are listed on the policy, they will also need to sign. Flat cancellations are not allowed. Cancellations cannot be back dated. If a policy cancels and reinstatement is wanted, please note it will depend on the company guidelines. Reinstatement can never be guaranteed.
- Cancellation returns: If a policy is premium financed, we may bill your agency for the unearned commission balance. Once the commission balance is paid to us, we will forward the gross returns to the finance company.

## **BARCO PREMIUM FINANCING (offered in-house by MJ Kelly):**

- Down payment (as shown on the finance agreement) is made up of minimum earned premium, earned fees, and set up fee. This is the non-refundable portion of the policy. Down payments are also to be collected from the insured by your agency and paid to MJ Kelly by agency check (or other agency payment method).
- Payment Methods: Mail, Online e-check, and Credit Card by phone.
- Additional premiums may be added to financing with an additional down payment to be collected by your agency. Please contact Barco for the required amount down. All return premiums are applied toward the insured's finance balance.
- If payment is not received on the due date, an "Intent to Cancel" notice is issued the following day. The insured then has 8 days to make a payment or notify us payment is coming. On the 8<sup>th</sup> day, a Direct Notice of Cancellation is issued. This is usually effective 13 days from the date issued unless the policy has a 30 day notice or Filings.
- Reinstatement: Barco is happy to request reinstatement upon receipt of past due payments. Reinstatement is not guaranteed and is at the discretion of the carrier.