Agent/broker of record (A/BOR) changes

Agent/broker of record changes can be a frustrating part of the insurance industry but, at UFG Insurance, we understand that in some instances a change of agent is best for all parties. We are committed to helping you and your customers create a relationship that works.

For agent use only.

All A/BOR changes must be submitted either on an ACORD® Agent/Broker of Record Change form or requested on the insured's letterhead signed by an authorized representative of the insured. This will help avoid a situation where the policyholder misunderstands and does not want an agent change. Please review our additional guidelines below.

Renewal changes and midterm changes

Although the most efficient way to change an agent is at the renewal date of a policy, it is the insured's right to cancel any or all of their policies at any time if they elect to do so. We firmly believe the best way to handle an insured's request to change agents at renewal or midterm is to require the existing policies be non-renewed or cancelled and rewritten to the new agency. For midterm cancellation, the original agent will be entitled only to the commissions on the earned premium of their policies. Any unearned commissions will be charged back against their account.

1. The midterm agent change is subject to the following procedures:
   - UFG must receive the A/BOR form or letter on the insured's letterhead from the new agent, signed by the insured. A handwritten signature is required.
   - To protect each agent's errors and omissions (E&O) exposure, the new agent must submit new applications.
   - A policy release for each of the original policies to be cancelled must be signed by the insured and submitted to UFG.
   - The A/BOR is not recognized until the following have been received by UFG and have consistent dates:
     - A completed application.
     - A signed A/BOR.
2. The original agent will be given 10 calendar days to get a countermanding A/BOR. If the original agent is successful in obtaining a countermanding A/BOR, we won't accept any change of agent requests on the account for the rest of the term. If there are not 10 days left in the renewal term, we will bind coverage at the renewal date and wait for time to expire before determining to which agent the renewal policy will be issued.
3. UFG will not make any policy information (copy of declarations, driver lists, lists of certificates, etc.) available to the new agent. This information should be obtained from the insured.

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4. UFG will make loss history available to the named insured or to the new agent at the insured's written request only. Loss review is an important agent activity with the insured that can aid in loss control/prevention and should be encouraged.
5. If cancelled midterm, UFG will not guarantee that the new policy will have the same rates as the original policy. The risk will be re-underwritten and subject to underwriting acceptability, as our rates may have changed, the risk may have changed, or our appetite as a carrier may have changed.

New business quotes

1. The first complete submission received by UFG, not more than 120 days prior to the policy effective date, controls the account. A complete submission is one that includes:
   - Completed applications for all lines being quoted by UFG.
   - Information needed to proceed with underwriting the account.
2. A second complete submission must be accompanied by an A/BOR form or letter on insured's letterhead for this submission to be recognized. If completing the form, it must be entirely filled out with a handwritten signature of the insured included. If supplying a letter, it must be on the insured's letterhead or completely handwritten by the insured; either option must include the insured's handwritten signature. Once received, we will advise the first agent of the situation and continue to work on the first submission while allowing 10 calendar days for the first agent to obtain a countermanding A/BOR. If there are not 10 days left in the renewal term, we will bind coverage at the renewal date and wait for time to expire before determining to which the renewal policy will be issued.
3. If multiple submissions reach our office on the same day, the agents will be notified and instructed to obtain an A/BOR form or letter. The agent who produces the first form or letter will be recognized as the agent of record.
4. If the original A/BOR form is rescinded, no additional forms will be accepted.
5. If the quote has already been issued to one agent and a second agent is successful in procuring an A/BOR form or letter, the quote sent to the second agent will have the same rating structure as the original quote (exposures will differ based on applications submitted by the agents).
6. Agent submissions quoted through the small business online portal at ufgagent.com will be honored based on the first to complete a quote and rate the policy. GaragePro® submissions will be honored to the first agent who binds the policy. If another agent produces an agent or broker of record letter, we will follow similar procedures mentioned above around requirements of the A/BOR letter and timing to allow first agent to obtain a countermanding letter or waive the time period. Once complete, the agent of record will be able to follow the steps to bind.

If you have any questions about these procedures, please contact your underwriter or marketing representative. State law will take precedent over UFG guidelines.

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