

***ATTENTION: This document has been revised. Please review thoroughly.***

## **IMPORTANT NOTICE TO PRODUCING AGENT**

To help you provide the best possible service to your client, we encourage you to save NBISCO Agency Services webpage as a favorite:

<https://www.nebankers.org/agency-services.html>

We also ask that you read the following in connection with insurance products NBISCO Agency Services facilitates for you and your insured.

**Accuracy:** It is your responsibility to verify that policies, endorsements and other insurance products or quotes we provide to you are complete and accurate. If you find that changes or corrections are needed, let us know right away. If we do not receive a change or correction request from you, we will assume these items meet with your approval.

**Additional Information:** If the company has included a request for additional information (i.e. Report of Values, Business Income Worksheet, Terrorism Forms, etc.), promptly return the information to us for forwarding to the company. We will not be following up with you for these items, unless the company sends a specific follow up request.

**Binding Authority:** We must be notified prior to binding coverage. Binding authority is not extended to you and coverage cannot be bound until confirmed by NBISCO. A signed Terrorism Election Form, Consent Form and other documents may be needed from you in conjunction with your written request to bind. Call if you are not sure your request to bind will reach us in time.

**Certificates of Insurance:** If you require a certificate of insurance, use NBISCO's *Client Portal* to execute the document. If the certificate of insurance is not available in *Client Portal*, contact [Rhonda Tucker](#) or [Patty Jensen](#) for assistance. Access to *Client Portal* can be found on our webpage <https://www.nebankers.org/agency-services.html>. NBISCO disclaims and undertakes no responsibility for incorrectly issued or inaccurate certificates of insurance or evidence of insurance issued by the producing agent. NBISCO will not review, analyze or otherwise comment on the accuracy, completeness or propriety of any certificate or evidence issued by the producing agent.

**Claim Reporting:** Claims should be reported direct to the insurance company. Review claim reporting procedures with your insured when delivering policies or when confirming the insured has received their policy from the company. "[Commercial](#)" and "[Personal](#)" links on our webpage provide you with *Major Companies* represented so you may access company claims reporting contact information. We encourage you to contact our office if the insured does not hear from the company within one week of filing the claim.

**Endorsement Requests:** All requests for changes to the policy need to be made in writing in order for us to seek company approval.

**Producer Not Agent:** As the Producing Agent you are a representative of the Policy Holder / Named Insured, and as such you are not an Agent of the Insurer nor of NBISCO.

**Thank you for your continued support. We appreciate every opportunity to be of service to you.**