



Certificate of Insurance Guide

Certificate of Insurance?

Is this Certificate of Insurance stuff what you hate most about your job? Let us answer your questions and make your job easier.

First, a few terms to keep in mind:

Certificate Holder	Your client (or potential client) requesting the Certificate from you. The one to whom the Certificate is issued.
Insured	You – your firm.
Agent	Us – Alexander & Sanders Insurance Agency, Inc.
Company	The insurance company that actually issued your insurance policy and provides the coverage.

What is a Certificate of Insurance?

A Certificate of Insurance is a form used to inform your clients or interested third parties (the Certificate Holder) that you (the Insured) have certain insurance in force at the time the Certificate is issued. It's similar to the much publicized auto insurance ID card, or to showing your client a copy of the first page of your insurance policy. Certificates are for information only. Being a Certificate Holder does not confer any right under the policy.

So send me one and I'll just flash a copy of it whenever I'm asked.

Sorry, it doesn't work quite that way. A Certificate of Insurance is "made out" specifically to the Certificate Holder. That's why we need the name and address of the Certificate Holder. The standard Certificate form even says that if the insurance is cancelled before its expiration date, the Company will endeavor to mail written notice to the Certificate Holder advising them of the cancellation. That's the main reason your clients want a Certificate of Insurance instead of just a copy of your policy declarations.

Of course you do have a right to give a client a copy of your insurance policy declarations (the page showing your name, policy number, dates and limits), or of your entire policy if you wish. But if your client wants a Certificate of Insurance on coverages provided through Alexander & Sanders, the only way to get it is from us. The fastest, most accurate way for you to order a Certificate of Insurance from our agency is for you to complete a **Request for Certificate of Insurance** form available on our website. But more about that later.

What's it going to cost me?

No charge. Issuing Certificates is part of Alexander & Sanders' regular service to you. If all you need is a standard Certificate form with no unusual provisions, we normally provide same day service.

Standard form?

Yes, the insurance industry has developed what is called the ACORD™ Certificate of Insurance. If the Certificate Holder requests changes in the ACORD™ form or wants us to use the form that their legal department came up with, we must submit the changes or special form to the Company for their approval before complying.

We realize that these are your very valuable clients that are asking for these Certificates, and everyone wants satisfied clients, so we will do our best to comply with special requests. But the final decision on using a non-standard Certificate rests with the Company. And the Company is bound by policy provisions and numerous governmental regulations in this regard. We will work closely with you to try to resolve any problems.

Can't I just give them your number so they can call you and request whatever they want themselves?

Your insurance program is your business. We hold it in very strict confidence. Alexander & Sanders does not issue Certificates of Insurance without specific authorization from you – our Insured. If we do get a request from a third party, it is our practice to advise them that we cannot issue a Certificate or confirm any coverage without prior authorization from our Insured. Then we call you.

In keeping with this practice, the only coverages that we include on a Certificate are those that you tell us to show. That's why we need to know what coverages you want us to include on each Certificate. For example, if you tell us to issue a Certificate of your Professional Liability, that's all that we show, even if we also provide Workers Compensation and General Liability coverage for you. Our policy is not to reveal anything about your insurance without your approval.

But we're proud of all this insurance! We pay a lot of money for insurance and want our clients to know how insured we are!

Great. We'll be happy to show all the policies that we have for you. Just give us your instructions. There are also some commonly asked for coverage enhancements that may even be built into your policy that we can show – IF YOU TELL US TO!

Such as?

The coverage enhancements that we see in contracts most commonly include *Additional Insured* and *Waiver of Subrogation* in General Liability, *Waiver of Subrogation* in Workers Compensation, and *Cancellation Notice* provisions. That's why we've included these on the Request for Certificate Form that all this is leading up to!

Ok, but before moving on to this wonderful form, tell me a little about Waivers and Additional Insured.

General Liability covers amounts that an insured is legally required to pay as damages for covered bodily injury or property damages to others. It does NOT cover autos (Business Auto Insurance), on-the-job injury to your employees (Workers Compensation Insurance), or damages arising from your negligence in providing professional services (Professional

Liability Insurance). For example, if a client comes to your office for a meeting and is injured tripping over extension cords that you strung all around the conference room to power you snazzy presentation equipment, that's General Liability.

Many policies allow provisions for Additional Insured and Waiver of Subrogation. With blanket endorsements, any person or organization who is required by a work contract to be made a protected person under your General Liability insurance IS a protected person for covered injury or damage that results from the work done by or for you under that contract. **IF YOUR CONTRACT REQUIRES THESE PROVISIONS, YOU NEED TO LET US KNOW SO THAT WE MAY VERIFY THE APPROPRIATE TERMS ARE INCLUDED IN YOUR POLICIES.** However, note that the endorsements may generate additional premium charges. We will let you know before making any premium bearing changes to your policy.

What about on Workers Compensation?

Workers compensation insures the employer's statutory obligations to an employee injured on-the-job. It is almost always written in conjunction with Employers Liability.

Waiver of Subrogation is available on Workers Compensation, but it is not necessarily included automatically, and it's not free. If you sign any contracts that require Waiver of Subrogation on Workers Compensation, we urge you to purchase a Blanket Waiver of Subrogation. Many of our Insured have this already. Check with us if you're not sure about your own policy. The cost usually runs from \$250 to \$500. A Blanket endorsement eliminates the need to endorse the policy every time you sign another contract with the requirement. Additional Insured is not available on Workers Compensation.

BUT REMEMBER – EVEN IF YOU HAVE THESE COVERAGE ENHANCEMENTS, WE WON'T SHOW THEM UNLESS YOU REQUEST US TO!

So if my policies already have these special enhancements, how do I know whether or not to ask you to show them on the Certificates?

First, what does your contract require? Don't know? Send us a copy of the insurance requirements provision. Better yet, before you sign it, send us the whole thing for our free contract review. We'll point out insurance problems and suggest possible alternatives then.

Second, how much beyond the contract requirement do you want your client to know about your insurance? That's up to you.

Does your firm have an Umbrella Liability policy through Alexander & Sanders? That's another layer of liability insurance that covers on top of your General Liability, Auto Liability, and Employers Liability (Umbrella Liability does NOT normally provide Professional Liability coverage). If you have it, do you want it shown on the Certificate?

Get back to ordering Certificates. What if they're not actually clients yet, just prospects, and we need to include a Certificate of Insurance along with the rest of our proposal package. Can't you just send it to us for transmittal?

Of course. We can send the original wherever you tell us, but we still need the name and mailing address of the Certificate Holder because of the cancellation notice provision.

Finally, what is the best way to order a Certificate of Insurance?

As previously stated, the fastest and most accurate way to order a Certificate of Insurance from our agency is to complete our online **Request for Certificate of Insurance** form available on our website www.alexsand.com. Just submit the required information through the website and it will be sent directly to our certificate processors. We will make every effort to issue your certificate within 24 hours.

-OR-

Also, we've enclosed one *annotated* version of the Request for Certificate form for quick reference reminders, and a blank form. An electronic version is available on our website or contact us to obtain the file. Just fill the form out, email it to info@alexsand.com or fax it to 225/368-2145.

If you have any questions about completing the form or about any of the information in this booklet, please call us at 225/295-2995. Let Alexander & Sanders simplify your insurance duties.

REQUEST FOR CERTIFICATE OF INSURANCE

RETURN COMPLETED FORM TO:

ALEXANDER & SANDERS INSURANCE
4610 Bluebonnet Blvd., Suite A, Baton Rouge, LA 70809
Phone: (225) 295-2995 Fax: (225) 368-2145 Email: info@alexsand.com

Date: _____ Name: _____

Firm Name: _____

This Certificate needs to be delivered by: _____ AM or PM

Please issue a Certificate of Insurance to:

Certificate Holder Name: _____

To the Attention of (if applicable): _____

Certificate Holder Mailing Address: _____

REQUIRED

Project Description/Number (if applicable): _____

FOR IDENTIFICATION PURPOSES ONLY

Please indicate the following coverages on the Certificate:

DO NOT CHECK COVERAGES THAT THIS AGENCY DOES NOT HANDLE FOR YOUR FIRM

- | | |
|---|--|
| <input type="checkbox"/> Professional Liability | Current Limits to be shown, unless stated otherwise |
| <input type="checkbox"/> General Liability | <input type="checkbox"/> Show Additional Insured <input type="checkbox"/> Show Waiver of Subrogation |
| <input type="checkbox"/> Auto Liability | <input type="checkbox"/> Show Additional Insured <input type="checkbox"/> Show Waiver of Subrogation |
| <input type="checkbox"/> Worker's Compensation | <input type="checkbox"/> Show Waiver of Subrogation |
| <input type="checkbox"/> Umbrella Liability | |

Email Certificate to: _____

Certificates will be sent via email to all address(s) listed here

Mail Certificate to: _____

(via US Post Office)

If requested, Certificates can be mailed to the Certificate Holder and/or the Insured

Special Cancellation Notice or Other Provisions/Instructions: _____

Note: Certificates cannot be issued without approval of the insured firm. If your client/prospect contacts Alexander & Sanders directly and requests a certificate of your insurance, we will contact you for authorization before releasing any information. **Requests will be processed in the order in which they are received. Please allow adequate processing time.**

REQUEST FOR CERTIFICATE OF INSURANCE

Quick Reference Reminders

ALEXANDER & SANDERS INSURANCE
4610 Bluebonnet Blvd., Suite A, Baton Rouge, LA 70809
Phone: (225) 295-2995 Fax: (225) 368-2145 Email: info@alexsand.com

- (1) Today's date
- (2) Name of the person completing the form
- (3) Name of your firm the insurance is in
- (4) Indicate due date that certificate must be delivered by
- (5) Indicate Morning/Afternoon of due date that certificate must be delivered by
- (6) Certificate Holder Name: The name of the firm or business who is requesting the certificate from you; your client or potential client.
- (7) Attention of: Should the Certificate be addressed to the attention of a particular individual at that firm or business?
- (8) Mailing Address of Certificate Holder: **EVEN IF YOU INTEND TO DELIVER THE CERTIFICATE YOURSELF, THIS IS REQUIRED.** Insurance companies endeavor to notify Certificate Holders if the policy is cancelled before its expiration date. Thus, it is very important for us to show the Name and Mailing Address correctly. Please refer to your work contract or proposal for the correct information before requesting the Certificate.
- (9) Project Number and Description: This information is for identification purposes only and is usually optional. It is required on Certificates for Facility Planning & Control.
- (10) Coverages provided by our Agency: If you need Certificates on coverages provided through an agent other than Alexander & Sanders, please contact that agent for advice on the quickest way to obtain it. Even if we provide multiple types of insurance for you, we will show only the coverages that you tell us to show on EACH Certificate. The coverages most commonly requested on a Certificate of Insurance are as follows:
 - (11) Professional Liability: Check this space if you have Professional Liability through A&S and want it shown on the Certificate.
 - (12) General Liability: Check this space if you have General Liability through A&S and want it shown on the Certificate.
 - (13) Auto Liability: Check this space if you have Automobile Liability through A&S and want it shown on the Certificate.
 - (14) Additional Insured: Additional Insured provisions are commonly required enhancements to your General and Auto Liability insurance. If you have General Liability with Travelers or CNA through A&S, these enhancements are built into your policy automatically if you have a work contract that requires them. But we will not show them on the Certificate UNLESS YOU TELL US TO SHOW THEM BY SELECTING THEM ON THE REQUEST FOR CERTIFICATE

FORM.

- (15) Waiver of Subrogation: Waiver of Subrogation is a commonly required enhancement to your General and Auto Liability insurance. Please indicate on the Request if you would like us to show this enhancement on the Certificate.
- (16) Worker's Compensation: Check this space if you have Workers Compensation and Employers Liability through A&S and want it shown on the Certificate.
- (17) Waiver of Subrogation: Waiver of Subrogation is a commonly requested enhancement to your Workers Compensation Insurance. It is not automatically built in, and there is a premium charge! Even if you have purchased a Blanket Waiver of Subrogation Endorsement, IT WILL NOT BE SHOWN ON THE CERTIFICATE UNLESS YOU TELL US TO SHOW IT BY SELECTING THIS ON THE REQUEST!
- (18) Umbrella Liability: Check this space if you have Umbrella Liability through A&S and want it shown on the Certificate.
- (19) Email Certificate to: Certificates will be sent via email to all address(s) listed here. Note, we will NOT continue to mail a hard copy via US Post Office unless instructed otherwise.
- (20) Mail Certificate to: (via US Post Office) Upon request, Certificates can be mailed to the Certificate Holder AND/ OR the Insured. Please indicate if you would like us to mail the Certificate to you ONLY (you may want to deliver the Certificate yourself or include it with your contract or proposal). HOWEVER, WE WILL STILL NEED A MAILING ADDRESS FOR THE CERTIFICATE HOLDER.
- (21) Special Cancellation Notice or Other Provisions/Instructions: Please indicate any special instructions for us regarding this Certificate or if your contract requires any other special provisions on the Certificate. Note, Carriers normally only allow Notice of Cancellations to the Insured.

Please call 225/295-2995 anytime you have insurance questions.

***Online Request form is available on our website**

www.alexsand.com