

December 30, 2024

To: DB Agency Partners

Re: DB Insurance - AOR (Agent of Record) Guidelines

## **DB Insurance - AOR (Agent of Record) Guidelines**

### **[ General ]**

1. A completed and signed AOR form or letter must accompany every AOR request. The AOR request must be submitted prior to the renewal/effective date of the policy for which the change of agent is being requested.
2. AOR requests must be submitted electronically via email as a timestamp.  
Personal Lines: [pl\\_aor@dbinsus.com](mailto:pl_aor@dbinsus.com)  
Commercial Lines: [cl\\_aor@dbinsus.com](mailto:cl_aor@dbinsus.com)
3. An AOR letter must indicate the Named Insured (legal entity), policy number(s), policy effective dates, effective date of the AOR, and name of the new agent / agency.  
The AOR must be signed by at least one Named Insured or a legally recognized representative of the Named Insured. The signer's title should be clearly printed on the letter.  
We consider the following as authorized representatives to sign the AOR letter:
  - Owner
  - Member of an LLC
  - Officer of a Board of Directors
  - Officer of a Corporation
  - Trustee (For Personal Lines, trustee must be a listed Named Insured)
  - Legal business partner
  - Property Manager – AOA only
  - Attorney-in-Fact
  - Individual with Power-of-Attorney to act on the behalf of the Named Insured
4. An AOR letter must include the signed date; received by DB within 30 days of the AOR letter signature date.  
An AOR letter will only apply to the policy numbers listed on the AOR letter, EXCEPT:
  - When an Umbrella policy is not specifically listed on an AOR letter, the AOR will automatically apply to the Umbrella attached to the underlying AOR policies.
5. Only active agents appointed by DB Insurance will be recognized; with the new agent and new agency listed.
6. AOR letters are only acceptable for currently in-force policies. Policies that are lapsed, cancelled, or non-renewed do not qualify for AOR, UNLESS:
  - The AOR letter is received prior to the effective date of the policy's pending lapse, pending cancellation, or pending non-renewal.

## [ Waiting Period and Effective Date of AOR ]

### 1. Waiting Period

- There is a 5-business day waiting period for AOR & rescinding AOR. The 5-business day waiting period starts on the day DB Insurance receives the AOR letter.
- When an AOR is received, the 5-business day waiting period for AORs will not stop the renewal under the currently recognized agent (either the new agent, or the original agent if a rescinding AOR) if the upcoming policy effective date is less than 5-business days away.

Here is an example:

Policy effective / renewal date is Oct.1<sup>st</sup>.

AOR letter is received on Sept.28<sup>th</sup>, normally the waiting-period would end on Oct.3<sup>rd</sup>

However, since the waiting period cannot extend past Oct.1<sup>st</sup>, the policy will be issued / reissued to the currently recognized producer code effective Oct.1<sup>st</sup>.

- Policy documents requested by the new agent are only provided after the 5-day waiting period is over.
- Insureds may request to waive the waiting period and indicate as such on the signed AOR letter.
- No waiting period for New Business – AORs will take effect immediately. However, the new agent must submit a full / complete submission. Acceptability of the risk (including terms, conditions, and premium) may change if new information is found after the AOR is processed.

### 1A. Waiting Period : Rescinding AOR

The incumbent (original agent) or new agent may submit a rescinding AOR letter. The rescinding letter must be received by DB prior to the renewal /effective date of the policy for which the change in agent is being requested. Receipt of each subsequent rescinding letter triggers a new 5-business day waiting period.

### 2. The Effective Date of AOR

- The effective date of AOR will be the later of the effective date on the AOR letter OR the received date.
- The effective date of AOR is the date DB Insurance will begin accepting requests only (no activities will be processed until after the waiting period ends) for the new agent / agency.

## [ Mid-Term AOR – Policy Handling and Policy Documents ]

1. The new agent will only be recognized as the “servicing agent” until the current policy expiration. A servicing agent is responsible for reviewing and making necessary changes to the policy. Servicing agents will not receive commission on the current / expiring term; but will receive commission beginning the next policy renewal when their name first appears on policy documents.
2. The original agent will be paid commission and is responsible for return commissions developed from premium audits with respect to the prior and current policy periods.
3. Policy, claims, and accounting transactions and documentation in the current policy term (including premium audits following a policy’s expiration and outstanding premiums) are the incumbent agent’s responsibility and will be sent accordingly. However, policy documents can be sent to the servicing agent upon request.
4. All prior and current policy period losses and reserve adjustments will be processed to the incumbent agent.

**[ Blanket AOR ]**

1. A blanket AOR letter must be submitted on the new agency letterhead to initiate the blanket AOR request.
2. The letter must state the agreement between the agencies to transfer an agent's entire book of business along with the effective date of the transfer. A list of affected policies must also be included.
3. The letter must be signed and dated by management of both agencies.
4. The original agency is responsible for return commissions derived from premium audits and outstanding premium for all prior and current policy periods.

**※ Internal Blanket AOR**

Blanket AORs between agents within the same agency are subject to the guidelines above for Blanket AOR, EXCEPT: The blanket AOR letter must be signed by each agent and the agency's management.

Please contact your underwriter if you have questions or need clarification of our AOR guidelines.

Thank you for your continued support of DB Insurance. We wish you success in 2025 and beyond.

Sincerely,



Hai Nguyen, CPCU

Senior Commercial Lines Underwriter