



INSURANCE AGENCY, INC.
PRIMARY / EXCESS AND SURPLUS LINES BROKERS
Ten Granite Street, Suite 2
Quincy, Massachusetts 02169
Ph: 617.471.7171 Fax: 617.471.7180
www.xsbrokers.com

TO ALL OF OUR AGENTS AND BROKERS

As we all try to adjust to the changing marketplace, our quote activity has increased dramatically. You see it, and we certainly feel the effects of it in our Underwriting Operations. Service is beginning to suffer and we cannot always spend the time with you, as we have in the past, to develop the quote information we need. In partnership with you, we need to work smarter in order to be your market of first choice.

The area we have identified, as the main barrier to working efficiently is **INCOMPLETE QUOTE SUBMISSIONS.**

Our underwriters are spending an inordinate amount of time trying to collect basic underwriting information. As the volume of submissions increases, partial / incomplete applications, outdated or missing loss runs, lack of specific terms and conditions, etc... are becoming the norm.

While in the past we have offered tips and guidance on what constitutes a complete submission, XS Brokers has never mandated any type of standards and we would like to avoid that type of situation going forward.

In order to offer you superior service that you have been accustomed to, we need your HELP. We would appreciate you taking the time to educate your Producers and Commercial Service Representatives on what should be considered basic underwriting information.

We are attaching a Basic Checklist for different lines of business as a reference. The checklist represents the **MINIMUM** information needed to put together a valid quote. As always, any individual risk may require additional information as requested by the underwriter.

Please help us help you! By providing the required information the first time around, we will be in a much better position to give you the quotes you need.

This simple step of complete submissions will free up our resources to give you, our partners, better service, the kind of service you have come to expect from XS Brokers.

Thank you!

XS Brokers Underwriting Team

Robert C LeBrun

Adam W. Devine

Gregory Power

Michael Dee

Laura Gardner

Julie Ochs

“We Can Do It”