

Questions and Answers: Zurich's Moving and Storage Program Webinar

We're excited so many of you attended the most recent Webinar in the ZProgramsMatch Webinar series, *Take Your Moving and Storage Business to a New Level with Zurich*, presented by the moving and storage program administrator's industry experts Lisa Paul and Cory Tiebout. Below you'll find Lisa and Cory's answers to the questions that were submitted during the Webinar.

The ZProgramsMatch Education Center also provides a link to view the recording of this Webinar and all of the Webinars in the ZProgramsMatch Webinar series. If you'd like to learn more about how Zurich can help you grow your Programs business, log on to www.ZProgramsMatch.com today!

Questions and Answers

1. Do you write new moving and storage ventures?

Yes. The prospect must meet several underwriting criteria. For example:

- Must have 5 years of resume' experience in the moving industry
- Normal radius of operation must be limited to less than 250 miles
- All drivers must meet driver eligibility requirements
- Must meet financial underwriting requirements

2. What is the premium obligation for this program?

The premium requirement depends upon the location of the broker, if consideration of appointment will be considered.

3. Will you write the workers' compensation as stand-alone, or do you require the package as well?

Initially we can look at workers' compensation coverage, but eventually will expect the remaining lines of coverage on the account to be moved into the program.

4. Can you write the United and Mayflower agents and include coverage to meet van line requirements?

Yes.

- 5. We are an appointed agent with Zurich, does that mean we already have access to this program or do we need to be appointed for this program separately?**

Consideration of appointment is handled strictly by our program administrator, having a Zurich appointment is not a requirement.

- 6. Are expiring premiums required to quote?**

Expiring premiums are preferred but not required.

- 7. Since WA and OR are limited, does that mean an Idaho agent cannot write business in those states?**

Once an appointment is granted, the broker can submit business from any state in which he is licensed. Basically, territory restrictions do not apply.

- 8. Is this program offered for Portables-on-Demand type accounts?**

Yes, we are able to consider POD accounts.

- 9. Are there brokers in Massachusetts that we can broker through?**

Our agency agreement does not allow our brokers to sub-produce business. Therefore, a referral to our Massachusetts broker would require this broker to deal directly with the insured.

- 10. What are the requirements for an independent mover? (Years in business/number of trucks)**

We can consider any size independent mover and do not have a 'years in business' requirement.

- 11. We only provide insurance services for a few moving and storage businesses in your limited states. Can we still use your program?**

Typically, our limited appointment states are reserved for brokers with larger books of this niche business.

- 12. Will you allow clients to issue their own certificates subject to broadened criteria?**

Yes, we will allow clients to issue their own certificates.

- 13. Do you have the ability to write ocean marine coverage?**

Yes, we have the ability to write ocean marine coverage.

14. Is this program available in Texas?

Yes, but we are not appointing any new broker representation whose office is located in Texas.

15. What if the operations are more storage oriented than moving?

As long as it has a residential household goods moving exposure, we can consider it.

16. Is the auto on composite rating?

Normally not, but on larger operations composite rating is available.

17. Will you write mini storage units?

No, we do not write mini storage units.

18. Do all the programs require individual appointments to that program specifically?

Yes.

19. Will you write blanket coverage on moving and storage agents with large HHG storage exposure?

Yes, blanket coverage can be considered.

20. We are a large transportation niche agency located in Kentucky, how do we get appointed?

Go to ZProgramsMatch.com and go to the Moving & Storage Program link. Once there, click on the 'Contact PA' link. Our program administrator will contact you within 48 hours.

21. We have a customer that is starting a moving company. They will be renting their trucks on an as-needed basis. Are there any concerns with this?

Unfortunately, we cannot write this business, as we require a permanent (owned or long-term leased) auto exposure.

22. Is your claims service bundled or unbundled?

Claims over the deductible are bundled into the program

23. Due to privacy concerns, our state does not allow retail agents to obtain MVRs. Can you provide that service?

Individual considerations can be reviewed between program administrator and broker.

24. What limits are available for umbrella?

The program offers unlimited capacity for umbrella.

25. What commissions are paid?

Commissions are Individually determined, based on production.

26. Do you have multiple structure alternatives for workers' compensation, i.e. retrospective plans?

No, we do not have multiple structure alternatives for workers' compensation.

27. What paper do you write on, admitted or non-admitted?

This program is written on admitted paper.

28. I have an account that has a packaging store in addition to his moving company, is this in your appetite as well?

Yes, incidental operations common to a moving company are often written; this is one that comes up frequently.

29. Is this a 'named-driver program? Do new drivers need to be approved and reported?

It is not a named-driver program. However, the insured must sign a driver eligibility guideline for future hires and notify us of new drivers.

30. Regarding workers' compensation, will you write the all-states endorsement?

Yes, we provide all-states coverage.

31. Can you provide premium "indications" subject to full underwriting requirements?

No, we need to fully evaluate a risk prior to releasing any premium terms.

32. Do you handle all bonding needs or is that administered separately?

The program administrator has access to surety for most transportation needs. However, surety bonds are not required to provide other lines of coverage for any particular account.

33. You mentioned freight forwarders. Does the program include this kind of risk?

Freight forwarders can be considered if its only customer is the named insured on the policy.

34. If a customer with you has cancelled previously due to non-payment, will you ever take them back?

Any account can be reconsidered as long as past premium is still not owed.

35. Do you consider moving and storage of trade show materials / mobile exhibits?

Yes, we do.

36. What is the expected written premium threshold to receive a limited agency appointment in Wisconsin?

Each appointment is individually considered and can be discussed directly with the program administrator.

37. Does Zurich rely on the agent to pull all MVRs as a condition of the submission?

Yes, it is required on all new business submissions. Renewal MVRs will be pulled by the program administrator.

38. What type of program structures are you able to offer? Guaranteed cost, large deductibles, SIRs, Retros?

Guaranteed cost and large deductible options are available.

39. Would you consider a moving company with storage buildings for multiple uses? For example, 3 large warehouses for moving customers as well as several individual storage units for local customers.

Yes, but more information would be needed than given in this example.

40. Can you handle military haul exposures and requirements?

Yes, absolutely.

41. Allied Van Lines has a workers' compensation option that covers employees when an Allied agent delivers out of state, as well as when an Allied franchisee in the delivery area sends employees to help the fellow franchisee's crew. Do you cover those temp helpers as well?

Yes, we would.

42. Would you cover an additional insured on a blanket basis ?

We can, but more information is needed.

43. How far in advance of expiration dates do you accept submissions? Is it first-come first-blocked, or do you quote all agents with the same submissions?

We can consider a submission up 120 days in advance. We only release one quotation to one specific broker. If we receive multiple submissions on one account, a Broker of Record Procedure is in place.

44. Are Bekins and Wheaton on Guaranteed Cost Programs with no retro/ded/retention at all?

Yes, in most cases we are providing a guaranteed cost program.

45. Do you write all those other classes and Programs listed on ZProgramsMatch?

No, we are a program administrator for a select number of programs through Zurich Programs.

46. Do you write self storage buildings?

No, we do not.

47. Will you add the installation class to the general liability for installation of washer, dryers or office furniture?

Yes, we will.

48. I'm involved with the insurance for an office moving and storage company that requires approximately 3 certificates on a RUSH basis per day. Is there a way to address this service issue by involving the client in issuing the certs?

Yes.

Visit www.ZProgramsMatch.com to research Zurich's program markets or to request a contact for one of the many programs offered through ZProgramsMatch.

This Question and Answer document is intended to respond to questions posed during and following the Webinar with general description of certain types of insurance and services available to qualified customers. This is not an insurance contract or intended to replace the insurance contract. The insurance policy is the contract that specifically and fully describes coverage. The description of the policy provisions herein gives a broad overview of the program and coverages and does not revise or amend the policy. We make no guarantee of results and assume no liability in connection with the information, methods or suggestions contained in this Question and Answer document. Insurance coverages are underwritten by individual member companies of Zurich in North America, including Zurich American Insurance Company. Certain coverages are not available in all states. Some coverages may be written on a nonadmitted basis through licensed surplus lines brokers. Risk engineering services are provided by Zurich Services Corporation.

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