

Agent Best Practices

Established by the

Colorado Special Districts Property and Liability Pool

Colorado Special Districts Property and Liability Pool (Pool) values its agent relationships, and as such has established a goal to provide agents with the tools to provide a level of service to their special district clients that will provide the best service and maximize the utilization of agent knowledge base for the Pool and its members.

We now offer these Agent Best Practices guidelines to establish a standard of services based on the individual district level of need.

The agents will be rewarded with increased knowledge, more growth opportunities and higher client retention levels.

The Pool's Best Practices include:

- ◆ Annual review of the district exposures and risk management needs 60 to 90 days prior to renewal.
- ◆ Survey district facilities to assist in risk evaluation.
- ◆ Assist district in completion of Pool's initial application and in subsequent renewal updates.
- ◆ Communicate clearly to the district the Pool's coverage form exclusions and limitations as they might pertain to the specific operations of the special district.
- ◆ Offer solutions deemed appropriate as they exist in the insurance industry for any uninsured exposures, and suggest alternative ways to eliminate, transfer or control the district's risk of loss.
- ◆ Review and propose appropriate limits and deductible options.
- ◆ Review loss data as appropriate for areas of concern.
- ◆ Communicate the Pool's loss control and video training capabilities to districts, and encourage them to follow appropriate loss control best practices.
- ◆ Review and update auto schedules recommending appropriate deductibles.
- ◆ Update liability and property schedules for accuracy in description and in valuation.

- ◆ Help the district report all property which the district chooses to self-insure so it can be designated as such on the district's property schedule. This will eliminate misunderstandings in the event of claims and assist the district when they annually review & update the property schedule.
- ◆ Review district contracts with indemnification or insurance requirements to assure adequate insurance coverage and to suggest appropriate legal review. The Pool can assist with this as needed.
- ◆ Attend district Board Meetings as needed and requested by the district.
- ◆ Understand the Colorado Governmental Immunity Act as it applies to special district insurance needs.
- ◆ Educate the district in reporting their claims accurately and promptly to the Pool's claims administrator, CTSI.
- ◆ Communicate clearly to all districts that contributions are due within 60 days or the Pool will automatically terminate the district's coverage.
- ◆ Contact the Special District Association (800-886-1733) to be included on their mailing list so members can receive all their newsletters, and keep current on district workshops and educational seminars. The SDA's website is also quite informative and is located at: www.sdaco.org.
- ◆ Visit frequently the Pool's website at www.csdpool.com for the latest and most current coverage and risk management information for your special district clients.
- ◆ Encourage districts to attend the SDA and Pool's regional and annual conferences, workshops and other seminars as this is the best opportunity for Pool members to get training to assist with managing daily operational and administrative risks.
- ◆ Do not issue Certificates of Insurance; request the Pool issue them as it is imperative all certificates include Colorado Governmental Immunity Act wording.
- ◆ Update annually all district issued certificates prior to each renewal.
- ◆ Counsel the district regarding motor vehicle operation best practices. The Pool strongly suggests that annually each employee with any type of driving responsibilities (district owned or non-owned vehicles) be required to obtain and submit their driving record to the district. Agents will provide the District with the Pool's driver standards and acceptability guidelines.

- ◆ Deliver all the Pool's renewal insurance documents to the district prior to January 1st each year. This includes but is not limited to certificate holders declaration pages, invoices, schedules, certificates and ID cards
- ◆ Communicate to the Pool any competing programs and/or services to enable the Pool to possibly enhance their services accordingly.