

# Aon Attorneys Advantage Professional Liability Insurance

## Frequently Asked Questions

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### Underwriting, Quotes, Requests to Bind

**Where do I send renewal and new business applications?**

Please use the Attorneys Advantage email address: **Affinitylawyersadmin@aon.com** and copy your underwriter.

**Who do I follow up with for a status on a quote?**

Your new business or renewal underwriter.

**Where do I send a request to bind?**

Please use the Attorneys Advantage email address: **Affinitylawyersadmin@aon.com**. Please place "Request to Bind" in the subject line of your e-mail.

**Who do I contact to confirm that coverage is bound?**

Your new business or renewal underwriter.

**Will I receive a formal invoice and binder?**

We do not issue formal invoices; the quotation serves as the invoice. We do not issue formal binders. Policies are issued within 24 business hours as long as all information and c-notes are provided. The policy is the broker's confirmation.

**Who do I contact if I have an urgent matter that needs to be addressed on a quote?**

Your new business or renewal underwriter with a copy to the Underwriting Manager, Marina Bertin, **Marina.Bertin1@aon.com** or **215.293.1210**.

**Who is the manager of the underwriting department?**

Marina Bertin, RPLU+, AU, **Marina.Bertin1@aon.com**, **215.293.1210**.

**Who do I contact to get access to the admitted and non-admitted programs?**

Peter Reimann, Director of Broker Relations, **Peter.Reimann@aon.com**, **312.381.2717**.

**Who do I contact if I don't know who my underwriters are?**

Marina Bertin, RPLU+, AU, **Marina.Bertin1@aon.com**, **215.293.1210**.

### Endorsements, Policies, Loss Runs

**Who do I contact for mid-term endorsements and/or policy changes?**

Send all requests to **Affinitylawyersadmin@aon.com**. Copy your renewal underwriter. Once a new business account has been issued, any subsequent changes would be handled by your renewal underwriter. Please place "Policy Change Request" OR "Mid-term Endorsement Request" OR "Policy Corrections" in the subject line of your email.

**Who do I contact if I have not received a policy or mid-term endorsement?**

Your renewal underwriter with a copy to the Underwriting Manager, Marina Bertin, **marina.bertin1@aon.com**.

**Who do I call to get set up for electronic delivery of policies?**

Peter Reimann, Director of Broker Relations, **Peter.Reimann@aon.com**, **312.381.2717**.

**How do I obtain loss runs from the carriers; Liberty, Tower, Sparta and AXIS?**

- Liberty International Underwriters: Please supply a written loss run request from the law firm on their letterhead; send to **affinitylawyersadmin@aon.com** with "Liberty Loss Run Request" in subject line of the e-mail.
- AXIS: Send request to **affinitylawyersadmin@aon.com** with "AXIS Loss Run Request" in the subject line of the e-mail. No written request required from law firm.
- Tower: Loss run requests should be sent to **affinitylawyersadmin@aon.com** with "Tower Loss Run Request" in the subject line of the e-mail. Please copy **jennifer.hoener@aon.com** on email.
- Sparta: Loss run requests should be sent to **affinitylawyersadmin@aon.com** with "Sparta Loss Run Request" in the subject line of the e-mail. Please copy **cassandra.doran@aon.com** on email.

### Applications, Supplements, Online Access for Facilitated Renewals

**Where can I get copies of blank applications, supplemental applications, a specimen policy, and marketing material for the program?**

The Broker Resource page on the Attorneys Advantage website, **www.attorneys-advantage.com/broker**.

## Who do I contact to get set up for online access for facilitated renewals?

Peter Reimann, Director of Broker Relations,  
[Peter.Reimann@aon.com](mailto:Peter.Reimann@aon.com), 312.381.2717.



## Finance, Accounting, Billing Inquiries

### Who do I contact if I have billing, account current, premium financing issues or questions?

Sue Rickards, Accounting Associate,  
[Sue.Rickards@aon.com](mailto:Sue.Rickards@aon.com), 215.773.4562.

### Who do I call if I have questions about our commission?

Peter Reimann, Director of Broker Relations.,  
[Peter.Reimann@aon.com](mailto:Peter.Reimann@aon.com), 312.381.2717.



## Claim Reporting

### How does a firm report a claim or potential claim to AXIS?

You can email the claim, or potential claim information, to [AttysAdvClaimNoticeBH@axiscapital.com](mailto:AttysAdvClaimNoticeBH@axiscapital.com).

### What is the Claims Hotline number?

844.288.9238

### Who do I call, or should my insured call, if they have questions on a reported claim, potential claim, or pre-claim assistance?

Please call or have your insured call the claim hotline at 844.288.9238.



## Risk Management

### What is provided by the Aon, AXIS and Wilson Elser LLP risk management website?

- Three free continuing legal education hours
- Articles on current legal issues
- A library of letter templates to assist with client representation
- 50-state surveys on topics such as punitive damages, liquor liability, and joint and several liability

## Do brokers have access to the risk management website?

Yes, please contact Peter Reimann at [Peter.Reimann@aon.com](mailto:Peter.Reimann@aon.com) or 312.381.2717 for access.



## Marketing

### Who do I contact with marketing questions such as co-branding or giveaways for shows?

Steven Parker, Marketing Manager,  
[Steve.Parker16@aon.com](mailto:Steve.Parker16@aon.com) or 215.773.4184.



## Application Process

- All applications sent to [Affinitylawyersadmin@aon.com](mailto:Affinitylawyersadmin@aon.com) are received by our Document Processing team.
- The team scans the applications into our work flow system and routes them to our Insurance Operations team.
- Based on criteria such as firm size, applications are routed to the appropriate underwriter.
- We strive for a one day turn-around in Document Processing and Insurance Operations combined.
- Based on time of arrival in our office, the underwriter will see your application the same day or next day in our workflow system.



## Request to Bind Process

- All Bind Requests sent to [Affinitylawyersadmin@aon.com](mailto:Affinitylawyersadmin@aon.com) are received by our Document Processing team.
- The team scans the Bind Requests into our work flow system and routes them to our Insurance Operations team.
- If a broker wants confirmation that coverage is bound pending receipt of the policy they must copy their underwriter.
- If there are c-notes involved, Insurance Operations routes Bind Requests to the underwriter for approval to issue.
- If the underwriter is not copied on the request, Insurance Operations will issue the policy and the underwriter will not be aware of the bind request.
- Brokers should receive policies (if c-notes are satisfied) within 1 – 8 business days of sending in Bind Requests depending if they are signed up with e-mail or USPO with us for policy delivery.