

## Criteria to Evaluate an Insurance Broker

- ☐ Credentials: CIRMS designation
- ☐ Experience: Years of experience working with Community Associations
- ☐ Portfolio Size: Number of communities currently handled and type of ownership (Condominium associations, HOA's, or Cooperatives)
- ☐ Involvement with Community Associations Institute (CAI)
- ☒ **Disclose any potential conflict of interest:** Does the broker have any type of relationship or agreement with the management company in place?
- ☐ Service delivery:
  - ✓ Ask for a Contact Sheet
  - ✓ Service Center or Dedicated Account Manager?
- ☐ Claims Management Resources
- ☐ Risk Management Tools and Services included:
  - ✓ Contract reviews
  - ✓ Education sessions for Community and Manager
  - ✓ Communication on Industry Trends
  - ✓ Board orientations
  - ✓ Coverage analysis
- ☐ Technical Resources (Proprietary Software, in-house analytics, etc.)
- ☐ Board meetings participation, Town Hall meetings, etc.
- ☐ Top 5 Insurance Carriers they represent for community associations
- ☐ Fee or Commission?
- ☐ Professional references from community association clients