

**IMPORTANT: PRODUCER IS TO RESPOND TO THE PLAN WITHIN 20 WORKING DAYS OF RECEIPT
FOR USE ONLY IF A PRODUCER HAS FAILED TO PERFORM IN ACCORDANCE WITH THE
PROVISIONS OF SECTION 45 - PERFORMANCE STANDARDS FOR PRODUCERS**

DATE OF COMPLAINT

PRODUCER NAME & ADDRESS

INSURANCE COMPANY NAME & ADDRESS

TELEPHONE #

INSURED'S NAME

POLICY NUMBER

[FOLD ON ABOVE LINE FOR INSERTION INTO WINDOW ENVELOPE]

THE ABOVE NAMED PRODUCER IS IN VIOLATION OF THE BELOW INDICATED PERFORMANCE STANDARD(S) OR OTHER RULES OF THE ASSOCIATED AUTO INSURERS PLAN SOUTH CAROLINA .

ORIGINAL APPLICATIONS

APPLICATION SHALL BE FULLY COMPLETED AND INCLUDE:

- INFORMATION TO RATE AND WRITE A POLICY
 NAME; ADDRESS; PRODUCER ID #
 SIGNATURES OF APPLICANT AND PRODUCER
 DEPOSIT PREMIUMS

RETURN COMPENSATION

DATE PRODUCER WAS ORIGINALLY BILLED
FOR THE RETURN COMPENSATION
FOR THE POLICY STATED ABOVE: _____

COMMISSION RETAINED FROM INITIAL/RENEWAL DEPOSIT

POLICY CHANGE REQUEST

CLAIMS HANDLING

WHEN AN INSURED REPORTS AN ACCIDENT OR CLAIM TO THE PRODUCER, THE PRODUCER SHALL REPORT ALL AVAILABLE INFORMATION TO THE INSURANCE COMPANY WITHIN ONE (1) WORKING DAY IN ACCORDANCE WITH THE INSTRUCTIONS OF THE INSURANCE COMPANY.

PAYMENTS

THE PRODUCER SHALL REMIT ALL PAYMENTS RECEIVED FROM APPLICANTS OR INSURED'S IN ACCORDANCE WITH THE PLAN RULES.

THE PRODUCER SHALL SUBMIT NO CHECK TO THE ASSIGNED INSURANCE COMPANY FOR WHICH THE PRODUCER'S ACCOUNT ON WHICH THE CHECK IS DRAWN LACKS FUNDS SUFFICIENT TO ENABLE THE FINANCIAL INSTITUTION TO HONOR THE CHECK.

MAINTENANCE OF RECORDS

FALSE STATEMENTS OR MISREPRESENTATIONS

OTHER PROBLEMS (SPECIFY IN REMARKS)

COMPANY REMARKS

PRODUCER RESPONSE

VALID INVALID (IF INVALID, A FULL EXPLANATION WITH COMPLETE DOCUMENTATION. SPECIFY REASON AND ALL DETAILS ON REVERSE SIDE.)

CURRENTLY RESOLVED: YES - DATE: _____ NO

CURRENTLY IN PROCESS: EXPECTED DATE OF COMPLETION: _____

OTHER: GIVE EXACT STATUS

COMPANY DISPOSITION VALID INVALID - PLAN COMMENTS: _____

PRINT NAME OF PRODUCER RESPONDING

TELEPHONE # (INCLUDE AREA CODE)

ADDRESS OF OFFICE (IF DIFFERENT FROM ABOVE)

**ASSOCIATED AUTO INSURERS PLAN
OF SOUTH CAROLINA
C/O AIPSO
302 CENTRAL AVENUE
JOHNSTON, RI 02919**

INSTRUCTIONS FOR USE OF ASSOCIATED INSURERS PLAN OF SOUTH CAROLINA PRODUCER PERFORMANCE COMPLAINT FORM

An original and three copies of this form are required. This form is to be used only when a producer is in violation of one or more of the performance standards or other rules of the Associated Auto Insurers Plan of South Carolina . The original and one copy are to be mailed to the producer. The second copy is mailed to the Plan at the same time the producer copies are mailed. The third copy is the company's copy. The producer is to respond to the Plan on the first copy of the complaint form within five (5) days of receipt of the complaint, including whether or not the matter has been resolved. Failure to respond will necessitate a call to the Plan by the insurance company in accordance with the procedure outlined in the performance standards.

** The Plan's file will remain open until a response has been received that the item has been satisfactorily resolved. **

LISTED BELOW ARE THE PERFORMANCE STANDARDS AS SHOWN IN THE ASSOCIATED AUTO INSURERS OF SOUTH CAROLINA PLAN MANUAL

SECTION 45. PRODUCER PERFORMANCE STANDARDS

These producer performance standards set forth the minimum standards which the producers must perform in accordance with the rules of the Plan.

1. Original Application

- a. Application shall be fully completed and must include:
 - (1) necessary information to rate and write the policy, prepare a bill, and make any required financial responsibility filings;
 - (2) name, address, and tax identification number of the producer;
 - (3) signatures of the applicant and the producer.
- b. Deposit premium shall be submitted gross with the application in accordance with Section 35.
- c. No producer shall cause an applicant to purchase other insurance coverages to enable the producer to submit an eligible application to the Plan. A producer must disclose all policies written in conjunction with the policy written through the Plan.
- d. For private passenger and commercial applications where the Electronic Application Submission Interface (EASi) has been used to establish the effective date of Coverage in accordance with Section 36.A.3, the producer and applicant shall certify on the application the date (day, month, and year) and time hour, A.M. or P.M.) that the application was completed.
- e. A producer must attempt to place the applicant in the voluntary market before submitting an application to the Plan.
- f. A producer must disclose the premium payment options available in Section 35 to all applicants.
- g. A producer must provide the applicant with a copy of the fully completed application as it was submitted to the Plan.

2. Renewals

- a. The renewal premium shall be submitted gross to the assigned company in accordance with Section 35.
- b. The producer shall immediately remit all gross renewal payments received from insureds by the due date.

3. Cancellation of Plan Policy

No Plan policy shall be cancelled and rewritten to take advantage of a rate decrease or to avoid a rate increase, experience modification, or additional charges.

4. Return Commission

Return commission shall be paid within forty-five (45) days from the date of notice to the producer.

5. Policy Change Request

Producers must use the prescribed Policy Change Request form or the one provided by the company when making a policy change request. The Policy Change Request form shall be completed and mailed in accordance with Plan rules.

6. Claims

When an insured reports an accident or claim to the producer, the producer shall report it to the company within one (1) working day in accordance with the instructions of the assigned company.

7. Payments

- a. Additional premium payments shall be submitted gross in accordance with Section 35.
- b. Producers shall immediately remit all gross payments received from insureds by the due date.
- c. Dishonored producer checks shall be reported to the Plan.

8. Fraud or Misrepresentation

No producer shall engage either in fraud or misrepresentation with regard to contents of an application, the necessary information to rate and write a policy, a claim, or any other information material to underwriting a risk.