

# (i-bind)<sup>®</sup> for Storage Tank Liability Frequently Asked Questions

Below are responses to some frequently asked questions regarding our (i-bind)<sup>®</sup> Storage Tank Liability platform. You may also email [STi-bind@awac.com](mailto:STi-bind@awac.com) for additional support.

## **(i-bind)<sup>®</sup> Questions**

### **How do I become an authorized (i-bind)<sup>®</sup> user?**

Please contact [STi-bind@awac.com](mailto:STi-bind@awac.com) to discuss becoming an authorized user. Surplus lines producer licensing and an (i-bind)<sup>®</sup> agreement with Allied World are required.

### **Who do I contact with any technical issues?**

Please contact [STi-bind@awac.com](mailto:STi-bind@awac.com) for additional support.

### **Will a single login ID and password be sufficient for an office?**

Allied World suggests at least two users obtain their own login ID and password in the event a user is unavailable and another user is needed to complete a transaction. Allied World is not able to quote or bind coverage on behalf of any (i-bind)<sup>®</sup> user.

### **Can I make corrections to or cancel a policy after coverage has been bound?**

Yes, changes can be made to any policy bound in (i-bind)<sup>®</sup> by navigating to the "Transactions" tab within the Insured's account, selecting the "New" button at the bottom of the screen and answering the questions in regards to the transaction. An endorsement and Certificate of Financial Responsibility will then be issued if required in (i-bind)<sup>®</sup> and an additional or return premium may apply. Please contact [STi-bind@awac.com](mailto:STi-bind@awac.com) if the policy change you need is not available in the "Transactions" tab.

### **Will corrections made to my policy roll over to my renewal submission?**

Yes, changes made during the policy term up until the time of the renewal submission being generated will carry over to your renewal submission. Any changes made after the renewal submission is generated in (i-bind)<sup>®</sup> will also need to be made on the renewal submission.

### **How do I receive loss runs for my account?**

Please send your request to [STi-bind@awac.com](mailto:STi-bind@awac.com).

### **How do I file a Broker of Record (BOR) letter?**

Please send the BOR letter to [STi-bind@awac.com](mailto:STi-bind@awac.com) for consideration. The BOR letter must be on the First Named Insured's letterhead and identify the First Named Insured, policy number, newly appointed broker and must be signed by an authorized representative of the First Named Insured.

### **What documentation does Allied World require for an (i-bind)<sup>®</sup> policy?**

An Allied World storage tank application is required along with all applicable supplemental applications. All applications must be fully completed, dated and signed by an authorized representative of the First Named Insured. This documentation along with all other relevant account documentation may be uploaded into (i-bind)<sup>®</sup> by navigating to the "Documents" tab within (i-bind)<sup>®</sup>, selecting "Create Attachment" at the bottom of the page and following the instructions within (i-bind)<sup>®</sup> for the document upload.

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(continued)

## Storage Tank Questions

### Will (i-bind)<sup>®</sup> consider older storage tanks?

For new business submissions, (i-bind)<sup>®</sup> does not provide coverage for any underground storage tank 30 years of age or older or for any aboveground storage tank 40 years of age or older. Renewals will be referred to an Allied World underwriter for consideration.

### Are there requirements for the operational status of a tank?

(i-bind)<sup>®</sup> requires that tanks must be in active and operating condition. Coverage is not available via (i-bind)<sup>®</sup> for any tank at a residential location or any tank that is an oil/water separator, out of service, closed, empty, abandoned, or out of compliance with state and local storage tank guidelines.

### Will (i-bind)<sup>®</sup> consider an Insured that is in bankruptcy?

Individuals and entities currently in bankruptcy must be referred to an Allied World underwriter for consideration. Please contact STi-bind@awac.com for more information.

### Will (i-bind)<sup>®</sup> automatically provide coverage for Day Tanks?

Day Tanks are not considered a part of the underground storage tank system and must be scheduled on the policy separately.

### Is an Extended Reporting Period provided?

A six month automatic Extended Reporting Period is provided as long as the coverage is not replaced. An optional additional extended reporting can be purchased. Please contact your Allied World underwriter for pricing of this option.