



Insurance Agent/Broker Registration - FAQ

1. What is the ISNetwork Online Insurance Agent/Broker registration system?

The registration system is a portal provided by ISNetwork to allow insurance Agents/Brokers to register and obtain an ISNetwork data provider account to effectively manage their clients' certificates of insurance compliance requirements. The purpose of this value added service is to provide a web-based portal where Agents/Brokers can:

- a) Efficiently review their clients' insurance requirements;
- b) Submit certificates of insurance on the contractor/suppliers' behalf; and
- c) Readily obtain verification results and other pertinent information on submitted information.

2. Who can register and be provided access to the system?

Licensed Insurance Agents/Brokers with a current ISNetwork contractor/supplier as a client of ISNetwork can register to request access to the database.

3. Where can we register?

Registration is accomplished by completing the registration form at <http://isnetwork.com/net/homepage/BrokerSignUp.aspx>. Interested Agents/Brokers are urged to review the terms and conditions available on the registration page.

4. Is there a fee for Agents/Brokers to register?

There is no fee for Agents/Brokers to register.

5. What happens after we complete and submit the registration information?

Once a requesting Agent/Broker has completed and submitted their registration request, ISNetwork will review the information, contact provided references and process/approve the request. Agents/Brokers are urged to provide complete and accurate information to facilitate the review and approval process. If no further information is needed, ISNetwork will activate the Agent/Broker account and email access details to the individual who completed the request.

6. Does a successful registration automatically grant the Agent/Broker access to view contractor's information?

No. Once the registration information is reviewed and an account has been approved/activated, the Agent/Broker must request and be given access from an individual contractor/supplier within ISNetwork to be able to view and submit necessary certificates/data on behalf of the contractor/supplier. Agent/Broker can view the contractor/supplier information only when/if the contractor/supplier has granted permission within ISNetwork.

7. Can the administrative person for the ISNetwork account set up additional employees with access privileges?

Yes, the Agent/Broker administrative user can set up access privileges for additional employees. The Agent/Broker administrative contact is responsible for monitoring the activities and access privileges of all users under its account.

8. How many individuals within the Agent/Broker company can be issued a user name/password?

There is no restriction on how many users the Agent/Broker can set up with access to its account.



9. We have multiple regional/branch office locations. Do we need to register and set up one ISNetworld account, or do we need to establish multiple ISNetworld accounts?

The Agent/Broker can set up as many accounts as it deems appropriate for its operational and client needs. To avoid unnecessary duplication, redundancy and confusion, ISNetworld encourages Agents/Brokers to:

- a) Communicate and coordinate their ISNetworld account activities and processes across all regional/branch offices; and
- b) Ensure proper labeling/naming of the Agent/Broker name for easy identification of the company by contractor/suppliers.

10. Who can we contact for assistance with the Agent/Broker registration and access processes?

Contact the ISNetworld Review and Verification Services (RAVS) group at 1-800-976-1303 or by sending an email to ProcurementRAVSteam@isnetworld.com for assistance.