

ISNetworld Insurance Agent/Broker Tool - Frequently Asked Questions

1. What is the Insurance Agent/Broker Tool?

The Agent/Broker Tool allows contractors to grant their insurance agent or broker the ability to submit certificates of insurance and Experience Modifier documentation in ISNetworld on their behalf. This value-added tool is permission-based and is available at no cost to ISNetworld contractors or their agent/broker. The purpose of this functionality is to further streamline the contractor/supplier insurance submittal process.

2. What is the process involved to utilize this tool?

First, the agent/broker would need to register in ISNetworld (see questions 3 & 4 below for registration details). ISN will then process the registration and grants the agent/broker access to ISNetworld. Next, the contractor can provide permission to the registered agent/broker, allowing them to submit a certificate of insurance and Experience Modifier documentation on their behalf (see questions 7 & 8 below).

3. How do contractors know if their agent/broker is registered?

The Agent/Broker Directory is a search tool within contractor accounts that allows them to search for registered agents/brokers by geography or industries served, as well as office locations. Agents/brokers are able to populate the company information to be displayed in the directory within the Public Profile section within their account.

4. How can agent/brokers become registered in ISNetworld?

Agents/brokers who are not registered can receive more information and register by clicking on the following link: <https://www.isnetworld.com/AgentBrokerSignUp.aspx>. There is no fee for registration.

5. What are the benefits for contractors?

The tool streamlines the submittal process. Once permission is granted, agents/brokers will be able to view insurance requirements for a contractor's Hiring Clients. In addition, agents/brokers receive notifications when insurance certificates are accepted, rejected, or when they are expiring. If an updated insurance certificate is required, agents/brokers can proactively submit the updated certificate on the contractor's behalf.

6. What are the benefits for agents/brokers?

The tool allows for greater flexibility, enabling subscribers and their agent/brokers to save time and combine resources to ensure compliance with Hiring Client requirements. The Agent/Broker Public Profile assists with marketing the insurance agency by displaying the company in the Agent/Broker Directory, which is searchable by all contractors.

7. How do contractors and suppliers give their agent/broker permission for insurance submittal?

To grant access to a registered Agent/Broker, please take the following steps (note: you must have Admin or Insurance Data Provider – Edit Access permission in ISNetworld):

1. Login to ISNetworld (www.isnetworld.com)
2. Click on Document Center
3. Click on Insurance
4. Click on Agent/Broker Permission
5. Click on Grant New Permission or click the pencil icon to update a permission
6. Follow the steps provided

8. How do contractors give their agent/broker permission for Experience Modifier submittal?

To grant access to a registered Agent/Broker, please take the following steps (note: you must have Admin or Insurance Data Provider – Edit Access permission in ISNetwork):

1. Login to ISNetwork (www.isnetwork.com)
2. Click on Document Center
3. Click on Incident Forms/Experience Mod.
4. Click on Agent/Broker Permission
5. Click on Grant New Permission or click the pencil icon to update a permission
6. Follow the steps provided

9. Why are agents/brokers unable to view all of the contractor's Hiring Clients?

Access may not have been granted to the agent/broker for that particular Hiring Client.

Contractors and suppliers must grant the agent/broker access to each of their Hiring Clients individually. It is also possible that some Hiring Clients may not require their contractors to submit insurance certificates through ISNetwork at this time.

For further information, please contact the ISNetwork Customer Service Team at:

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