

**Bulletin No. 2023-12**

**April 3, 2023**

**RE: BATCH – DON'T BOTCH!**

ELANY's goals include returning documents to brokers in 24 to 48 hours from receipt. Transactions are only suspended when ELANY can't fix mistakes by calling or emailing brokers for corrections.

Unfortunately, ELANY was forced to suspend 5,045 transactions out of 282,229 policies submitted in 2022. Here's why.

If a binder or declarations page is missing critical information required by law \*, it can't be fixed. It must be replaced by a new document and not a copy of the old document amended by whiteout and handwritten notes. 3,191 suspensions, or 60% of total suspensions, were due to binder or policy declarations page defects.

Impermissible groups or master policies, ineligible carriers, illegal coverage or coverage not permitted in the excess line market caused 193 suspensions. These are the most serious types of violations.

Missing documents such as a necessary Part C affidavit or a signed Part C, missing notice of excess line placement, invalid license numbers and information missing from affidavits caused 1,013 suspensions or 20% of the total.

Lastly, 447 transactions submitted as renewals were suspended because there was no record of the prior year's policy having been filed.

**Most of the errors result from a lack of training, or failure in attention to detail. Brokers pay the price since additional costs are imposed and errors result in avoidable delays.**

ELANY can assist in addressing your firm's issues.

Contact the ELANY helpdesk ([elanyhelpdesk@elany.org](mailto:elanyhelpdesk@elany.org)) for specific guidance and assistance.

**\* The law requires that a binder or policy contain the name and address of the insured, the gross premium charged, the name of the insurer or insurers, the kind of insurance, and the policy inception and expiration date.**