

## Working with Us

# Your Broker Services Team



**Wild Iris**  
Bishop, CA

When you're partnering with an insurance provider to find the best coverages for your nonprofit clients, you expect quick turnaround and a dedicated, responsive team. You expect knowledgeable underwriters, with the expertise to answer any concerns regarding your clients' unique operations. And above all else, you expect policies that are meticulously crafted to the specialized needs of your clients, so that they continue to renew.

If these aren't your expectations, we're prepared to raise them. Your Broker Services Team is available to answer any questions about Nonprofits Insurance Alliance® (NIA); our products, programs, and services; how we operate; your designated underwriting team; and whatever inquiries you may have about our coverages and the nonprofit sector. Whether you've had little experience with nonprofits or have worked with the 501(c)(3) sector for years, we're here to simplify the process.

### *Your Liaison with Underwriting*

NIA formed at a time of crisis when commercial insurers routinely denied coverage to nonprofits, and we continue to cover 501(c)(3) organizations commercial insurers are inclined to deny. For those organizations and for all of our members, Broker Services ensures that your experience with the underwriting team meets and exceeds your expectations.

### *Helping You Grow*

Receiving commission payments to grow your business is effortless through the simple, timely process of our Electronic Funds Transfer. To set this up, simply log in to the Broker Portal on our website, then go to Broker Overview/Summary and supply your banking information for quick and easy bi-monthly commission payments. Contact us for secure website navigation and support.

### *Marketing Program*

We provide leads, sales tools, growth planning, and co-marketing opportunities for appointed brokers.

### *Broker Portal*

NIA's Broker Portal provides a convenient way to find any information about your clients. From the Broker Portal, you can access sales tools, activity reports, member usage reports, and more.

### *Broker Training*

Learn everything you need to know about doing business with Nonprofits Insurance Alliance®, which includes Nonprofits Insurance Alliance of California® (NIAC) and Alliance of Nonprofits for Insurance, Risk Retention Group® (ANI). This training reviews the coverages we offer, the types of nonprofits we do and don't write, submission requirements, underwriting service standards, claims handling, and our free and discounted services for members.

## *Appointments and Administration*

Along with coordinating broker visits, your Broker Services Team helps with new appointment inquiries and setting up direct appointments, as well as with adding, deleting, and updating contacts. We also process Broker of Records in the event of mergers and acquisitions, render production reports, and update licensing and E&O.

## *Ongoing Updates*

As in any ideal partnership, communication with us is ongoing, so there are always opportunities for you to reach out to us. Our Broker Quarterly keeps you updated on policy changes; free and deeply discounted resources for your clients; and other pertinent information about insurance and the nonprofit sector.

## *What You've Told Us*

NIA is the first and only 501(c)(3) organization to provide property and liability insurance exclusively to 501(c)(3) nonprofits. Our renewal rate in 2021 was 95%. But that's not our only tribute. Since the day we were founded, NIA has been known among insurance agencies to provide outstanding service to all brokers with whom we've had the privilege of conducting business. We know firsthand that serving the nonprofit sector is an invaluable experience, and we're happy to assist our partners to find policies that help their nonprofit clients continue their essential work and renew again, year after year.

## *Our Commitment*

For decades, we've insured nonprofits, and our marketing programs have connected brokers to their nonprofit clients.

We're here to address all of the questions and concerns that arise during the processes of submitting, revising, and renewing applications.

Herndon Village Network  
Herndon, VA



If you have any questions about NIA, please reach out to Broker Services at **800-359-6422 ext. 0461** or [brokerservices@insurancefornonprofits.org](mailto:brokerservices@insurancefornonprofits.org). We look forward to working with you.

### *Quick Turnaround*

"I want to thank you for the hard work you did on the renewal for our customer. I know it was a last-minute renewal; the client is starting a new school and was unable to get the paperwork returned before the needed date. So, again, THANK you!"

—Kelly Grant, Church & Casualty

L'Arche Portland  
Portland, OR



### *Responsive Team*

"You continue to provide outstanding service to us despite our relentless requests! And we continue to thank you for your patience while we do our best to get through the nonprofit busy season. We appreciate you so much, truly!"

—Lindsey Salee, Colorado Nonprofit Insurance Agency, Inc.

### *Lead Generation*

"I wanted to give some insurance LOVE to NIA and our team on winning this account. Great team effort! This insured came to us via NIA web referral. They were impressed with the member services NIA offers."

—Monique Goch, Ann Arbor Insurance Centre, Inc.



The insurance policy, not this brochure, forms the contract between the insured and the insurance carrier. The policy may contain limits, exclusions, and limitations that are not disclosed in this brochure. Coverages may differ by state.

Nonprofits Insurance Alliance® is the trademark for a group of insurers — NIAC, ANI, and NANI — all of whom are public-benefit 501(c)(3) nonprofits and rated A (Excellent) by AM Best. All NIA organizations are administrated by Alliance Member Services® (AMS), also a 501(c)(3) nonprofit.

[insurancefornonprofits.org](http://insurancefornonprofits.org)