

Insurance Discussion Sheet

The following information and questions are designed to provide basic guidance for meeting with your insurance agent. These items can be used to start the discussion, but there may be more items to discuss that are specific to your operation.

Choosing an insurance company

- Choose a company whose representatives understand your operation and the risk associated with it. This includes agents, claims adjusters, underwriters, auditors and loss control staff.
- Find out what kind of financial strength the insurance company has. This is an indication of their ability to pay claims. Ask what their A.M. Best Rating is: “A++” is the best.
- Find out what kind of experience they have with operations like yours. How many others do they insure?
- Ask leading questions about your operation and hypothetical (or real) examples of losses. Ensure they can answer your questions. This will help you determine if they can provide the coverages you need.

Meet with your insurance agent regularly to discuss your operation.

- At minimum you should do this prior to opening for the season.
- If open all year, meet at least annually.
- Meet whenever you make a change to your operation, and consider consulting your agent before implementing changes.

Questions for your insurance agent:

- Are there any property or liability exclusions or limitations that will affect my coverages?
- Will I be able to replace my damaged property with the coverages I have purchased?
- Are there any additional coverages I haven't purchased that may help protect my assets if an accident were to occur?
- When will you have someone such as an Underwriter or a Loss Control Inspector come and review my operation? Is there anything I can do to prepare?
- Do I need current certificates of insurance from my vendors? Do they need to list us as additional insureds on their policy? Do the vendors need to have limits equal to or higher than my limits?
- Is there anything specific I will be asked to report to the insurance company, such as gross receipts or number of visitors?
- Do I need to review workers compensation insurance with you?

Questions about documentation for your insurance agent

- Do I need to provide proof to you that my fire extinguishers have been serviced, or just keep records on file at the farm?
- Do you need a copy of my emergency plan and/or documentation that my employees and family have been trained on the plan?
- Do I need to document that the local emergency responders such as the fire department and police visited my farm? Do you need a copy for your files?
- Do you need copies of the all local permits (like a health department permit), or do I just need to keep them on file?

(continued)

- Do you need copies of completed checklists, photographs or other documentation that demonstrates that safety practices are in place and regularly reviewed for the following items?
 - Hand washing stations and restrooms
 - Signs (appropriate signs posted, legible, in good condition, etc.)
 - Inspections performed (e.g. for slip, trip and fall hazards, equipment in good condition, buildings well maintained, etc.)
 - Log sheets for cleaning, disinfections, refrigerator temperatures, etc.
 - Animals: regular wellness checks from a veterinarian and vaccination records
 - Designated parking and walking areas to help control the flow of traffic
 - Emergency contact numbers posted in a visible place
- Is there anything other documentation or policies that you need copies of or that we need to keep on file?

Keep in mind

- Keeping documentation of all safety strategies, including policies and inspections, demonstrates that you have these elements in place. This is important in the event of an injury on your operation. Sharing this documentation with your insurance company may help them understand your operation better.
- Don't be afraid to ask questions, ask for clarification, or even challenge your agent when something doesn't seem right. It is important that you and your insurance agent work together to ensure you have the coverage you need. The best time to do this is before a claim occurs.