

## CONTACTING AN ISO OFFICE OR STATE RATING BUREAU

The Insurance Services Office (ISO) and your state rating bureau are valuable sources of information, and advise on fire and extended coverage insurance rates. Both are private organizations supported by insurance companies who write insurance within the state and who subscribe to the services. They are not governmental organizations.

### *What is ISO?*

*The Insurance Services Office, Inc. (ISO) is a subsidiary of Verisk Analytics, and provides data, underwriting, risk management and legal/regulatory services.*

Generally, ISOs and state rating bureaus should be contacted for one of two reasons:

1. A goodwill call
2. To discuss a specific project situation

The goodwill call has a number of purposes:

- Acquaints you with the ISO or rating bureau operation as it affects your business
- Helps you determine which department and which individual or individuals deal with various situations such as, unsprinklered rates, sprinklered rates, extended coverage rates, rates in different areas of the state, etc.
- Helps you determine how the office handles certain factors inherent in metal building rates such as, fireproofing of columns, flame spread rating of insulation materials, masonry walls in otherwise metal buildings, etc.
- Familiarizes the personnel with details related to metal building construction

It is always easier to discuss a specific situation at a later date with someone you have met previously and with whom you have built a relationship.

Rating office calls should not be made to challenge rating methods or to indicate feelings of antagonism due to real or imagined discriminatory rating treatments. These matters will be handled by the MBMA Insurance Committee. Local offices

ISOs and state  
rating agencies  
can help you  
in many ways.  
Read on to find  
out how ...



do not establish basic rate-making policy. They are established by regional or national offices.

A visit to a local office may be useful for discussion of a specific project. For example:

- It could be desirable to know the approximate insurance rates for a building before it is erected (or in some cases contracted for).
- Questions may arise related to the comparative rates between metal buildings and other classes of construction.
- It may be valuable to discuss methods for reducing insurance rates on a proposed building. In this case, the rating office would be providing a service directly to the metal building customer.

If an owner wants an insurance agent or broker to be a part of the discussion, a letter should be filed to confirm that the person is your agent or broker of record. The format for such letters is generally like this:



It may be valuable to discuss methods for reducing insurance rates on a proposed building.

To: Insurance Services Office  
or Rating Bureau

Re: S. E. Jones  
2664 Main Street  
Jonesville, U.S.A.

Please recognize XYZ Metal  
Company as my representative  
in matters pertaining to  
insurance rates at the above  
location.

Yours truly,  
J. Q. Owner