

Frequently Asked Questions

When I am signing up, what do I gain/lose?

Lose: Nothing

Gain: An additional commission point

Access to ProMutual important news bulletins and newsletters

Access to our knowledgeable and professional staff

Personal Service

Personal web page

Will I have a separate producer code? - *Your existing code through ProMutual would be terminated. You will receive a sub-code under WestMass Professional Insurance, LLC. You will continue to receive payment directly from ProMutual.*

How about billing? - *Pro Mutual bills the customer directly.*

Who do I call for claim? - *Medical malpractice claims are reported directly to ProMutual.*

Who do I call for other questions? - *Jean Koester is the contact for all questions, and Catherine Palazzo in Jean's absence.*

Where do I get applications and supplies? - *See our link on website for ProMutual applications/renewal of existing. For existing business it is not necessary to fill out a new application.*

Who do I address with underwriting questions (eligibility, classification)? - *Jean Koester will be able to assist you with your underwriting questions. Please note that ProMutual cannot reject coverage for any doctor.*

How do I get paid? - *You will continue to receive payment directly from Pro-Mutual using your new sub-producer code.*

When can I start? - *You can start once the Broker Agreement has been executed. To get the process started, you will need to return the signed broker agreement, a copy of your license and E&O declarations page, and W-9 form to Lori Slezek. An executed copy of the Agreement will be returned to you.*

What kind of assurances that you will not solicit my clients for further lines of business? - *Our policies are addressed in the broker agreement. We do not solicit any other lines of business for other agents' clients.*

What about out of state business? - *We can do out of state business for "new" client, as long as WestMass Professional, LLC and ProMutual are licensed to do business in the state. We cannot quote out of state risks on a broker of record basis.*