

APPENDIX "A"

SCOPE OF SERVICES

The BROKER shall provide the following services at a minimum. Additional services of a similar nature may also be required at the request of DASNY and in support of DASNY's programs:

Broker Services

1. Program Placement, which shall include taking the program to market and securing placement with carriers of appropriate size and financial strength on policy forms with terms and conditions that are equal to or broader than the terms and conditions of the expiring policies. The selected BROKER shall be authorized to represent and assist DASNY and its Clients in all discussions and transactions with insurers, provided that the BROKER shall not place any insurance on behalf of DASNY and/or its Clients unless authorized to do so in writing by DASNY.
2. Throughout the contract term continue to develop a strong understanding of the various operations and relationships between DASNY and its Clients to ensure that the program provides appropriate insurance coverage for the named and additional insured, as their interests may appear.
3. Identify issues and exposures, potential gaps in coverage and potential program improvements. Bring to the attention of DASNY as appropriate.
4. Negotiate with insurers on behalf of DASNY and its Clients and keep DASNY informed of significant developments resulting from those negotiations.
5. Provide coverage summaries for all newly placed or renewed policies, along with updates explaining any changes to existing coverage.
6. Review policies and endorsements for accuracy and conformity to specifications and negotiated coverages.
7. Keep DASNY informed with written reports of significant changes and/or trends in the insurance marketplace and provide DASNY with an annual forecast of market conditions.
8. Monitor published financial information for news regarding DASNY's current insurers and alert DASNY when the status of one or more of those insurers falls below minimum financial guidelines.
9. Approximately six months after policy inception, provide a customer service status report summarizing the services provided to date, plans for additional service going forward and any recommendations for the overall liability insurance program.
10. Approximately 120 days prior to policy expiration, present a recommended plan for program renewal/marketing, including timelines and assignments. Pending DASNY's approval of such plan and on a schedule to be determined by DASNY, present the same in presentation to the Clients, as requested.
11. In the event of any questions regarding the interpretation of the insurance policy placed by the BROKER, at DASNY's request the BROKER will represent DASNY and its Clients in any discussions with the insurance carrier.
12. Meet as necessary with DASNY's key people designated by DASNY's Director, Insurance to discuss strategy and open items.

Claims Services

1. The Broker will assign a dedicated claim representative who will act in the capacity of consultant to DASNY and as liaison between DASNY, its Clients and the insurance carrier.
2. The BROKER will consult with DASNY regarding claim reporting and handling procedures and will offer recommendations to improve those procedures as necessary based on state/federal law and industry best practices.
3. The BROKER will complete an audit of the Third Party Administrator services as requested by DASNY. The purpose of the audit will be to identify potential service and program improvements, identify process or expense inefficiencies and to otherwise measure the services against industry best practices in order to recommend changes that will best suit DASNY's needs.
4. The BROKER shall notify insurance carriers of potential or existing claims against the policy(ies) per procedures established in consultation with DASNY. The BROKER will monitor those claims until closing and will advise DASNY as necessary regarding appropriate handling practices.
5. The BROKER will secure carrier loss runs and participate in claim review/status meetings as requested by DASNY.

Administrative Services

1. Process or facilitate the processing of certificates of insurance, as requested by DASNY.
2. Following placement, deliver binders prior to the expiration of the current policies and as requested.
3. Follow up with insurance carriers for timely issuance of policies and endorsements.
4. Provide DASNY with detailed, accurate invoices, including explanations of rating adjustments, dividends and other factors effecting the calculation of premiums, fees/commissions and other policy expenses.

Loss Control/Risk Engineering Services

1. Possess the knowledge and have the capability to conduct inspections/surveys of selected properties to recommend operational and equipment changes that will improve the insurability of properties.
2. At DASNY's request, provide a written loss prevention plan that identifies recommended services.