

# Strengthening Connections: The Impact of Agent-Broker Collaboration

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Throughout recent memory, the industry has experienced a market landscape seldomly seen since 1985. Uncertain investing opportunities, social and economic inflation, and increases in the frequency of catastrophic and nuclear losses have contributed to swings in carrier appetites and underwriting guidelines, along with increasing rates - creating challenging market conditions. Our experienced brokers are here to help navigate any market condition!

With the recent unprecedented growth of the excess and surplus lines, having a broker you trust is of utmost importance. As interns at Arlington/Roe, we have seen firsthand how our brokers leverage their close carrier relationships, understanding of coverages and forms, and market expertise daily. Developing the agent-broker relationship allows each partner to leverage the strengths of one another, playing a pivotal role in enhancing efficiency. Through quality crafted submissions, open communication, and the maximization of this partnership, you can ensure your clients receive the best terms and conditions to cover a particular risk.

The strong relationship you build with your wholesale broker will pave the pathway to success under any market condition, allowing you to maximize market opportunities and meet your client's coverage needs.

## Through the Eyes of an Intern

During our summer experience, we have had the opportunity to analyze relationship progression, with the personal connection being the key to success in any agent-broker relationship. Here are some strategies we have observed that help build personal relationships with your broker:

- **Emphasize in-person contact**
  - o Agency visits, lunch meetings, after-work events, teams/virtual calls
- **Keep in contact with your broker!**
  - o With open communication, your specific broker can become your point of contact within Arlington/Roe, ensuring unique risks are in the right hands!
  - o Call if you have questions regarding an account, have a potential account you need assistance with, or would just like to catch up!

These strategies help establish trust on both sides of the relationship, allowing a formidable partnership to develop. An established agent-broker relationship increases the ease of access to the excess and surplus lines. When this relationship prospers, your customers and agency benefit!

## Arlington/Roe Can Help!

Through the challenges of the hard market, Arlington/Roe is here to help! Give your broker a call and we will help you find the right solution!