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## IMG Brokerage Release and Contracting Policies

### 1. Blackout Periods

- IMG Brokerage observes a blackout period from July 1st to December 31st of each calendar year, during which release requests will not be processed. Agents seeking a release during this time must engage directly with the respective carrier to explore available options. Furthermore, release requests will not be approved for any carrier contract that has been active with IMG Brokerage for less than six months. This policy is designed to maintain consistency and uphold carrier partnership standards.
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### 2. Release Requests

- Agents may email and send formal request to [support@imgmailbox.com](mailto:support@imgmailbox.com). Agents then will be required to submit a completed and signed IMG Release form with outlined carriers requested.
- If moving internally, upon receiving a release request from an agent, IMG Brokerage will contact the corresponding upline agency three times over a 45-day period to seek internal approval. If the agency does not respond within this timeframe, IMG Brokerage will proceed with the release to prevent indefinite delays.

### 3. Denied Release Requests

- If an agency denies a release request without providing a reason, the agent may request a delayed release. IMG Brokerage will grant this release after a 6-month period, contingent upon the carrier's blackout periods, thereby ensuring a fair resolution for agents.

### 4. Transfer Restrictions

- Transfers within the company or agency are limited to one per agent per quarter, with a maximum of two transfers per agent per year. This policy is designed to manage administrative workload and ensure efficient processing.

### 5. Overrides and Commissions

- Overrides to agencies will cease as of the dates specified in the release letters of their agents, regardless of whether the transfer process is complete. However, commissions and broker-related bonuses will continue to be paid if IMG Brokerage remains the effective upline, ensuring that agents and agencies are duly compensated for their work.

### 6. Contract Re-requests

- Contract re-requests are limited to three per agent per carrier. Any additional requests beyond this limit will be placed in a non-priority queue and processed based on volume and availability, ensuring efficient handling of requests.
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## **Exceptions to Release Policy**

### **1. Debit Balance Owed**

- If an agent owes a debit balance to IMG Brokerage, the release request may be deferred until the outstanding balance is settled. Agents are encouraged to contact the Producer Support Team to discuss repayment options or other resolutions, thereby maintaining the financial integrity of the agency.
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## **Communication and Support**

- Agents are encouraged to reach out to the Producer Support Team for any questions or concerns. IMG Brokerage values open communication and aims to handle all matters fairly and respectfully, fostering a collaborative and supportive environment for agents.
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Please let me know if you need any further adjustments or additional details!