



Responsibilities of an Operating Agent or Designated Representative

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An agency/firm must appoint an Operating Agent (“OA”) or Designated Representative (“DR”) to be accountable for the management of the agency/firm which includes all the insurance activities of the agency/firm and for insurance activities under their supervision and management.

The following links provide information regarding the responsibilities of the OA and DR.

OA - [Guiding Principles Handbook](#).

DR - [Obligations of the Designated Representative of the Adjusting Firm](#)

Responsibilities of a Designated Official (RIA)

Under the Incidental Sale of Insurance regime, the Designated Official (“DO”) who holds the Restricted Insurance Agent’s (RIA) licence is also responsible for the insurance activities of the entity, such as supervising insurance activities under the restricted licence and for receiving notices from the ICM.

The following links provide information regarding the responsibilities of the DO:

[Responsibilities of a Designated Official
Summary of Obligations](#)

The OA, DR and DO are required to report all material changes to the ICM within 15 days. Council considers a material change to include **any** material fact which may influence Council to amend or review a licence holders’ licence. Refer to the [Material Changes](#) available on the ICM website.

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