

The relationship company

ProducerEngage Guide

Package

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Creating a New Account

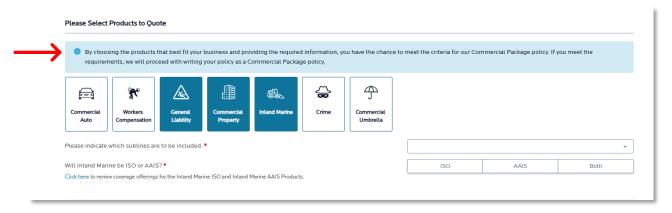
*Reminder: anything with red asterisks is a required field.

Selecting Products to Quote

The statement below advises that if you select more than one product, then it will start a package quote if all the criteria is met.

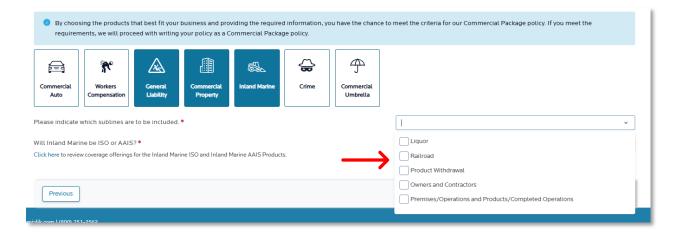
 "By choosing the products that best fit your business and providing the required information, you have the chance to meet the criteria for our Commercial Package policy. If you meet the requirements, we will proceed with writing your policy as a Commercial Package policy."

Select all the lines of business that are applicable for this quote.



Since the General Liability product was selected it opens the question: "Please indicate which sublines are to be included". The system will also gray out the sublines that can't be selected together.

• **For example**: if you select "Liquor", it automatically selects "Premise/Operations and Products/Completed Operations". If you select "Owners and Contractors" or "Railroad", it does not allow any other subline.



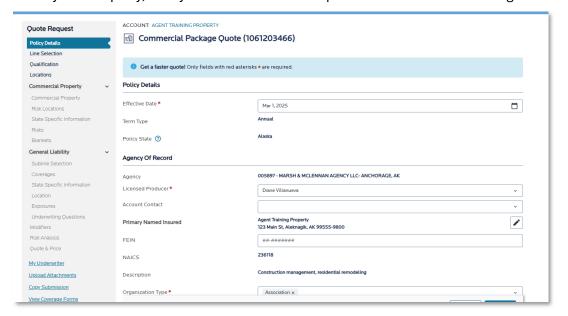


Inland Marine was also selected as a product, and the system will request whether the Inland Marine will be quoted in the ISO, AAIS, or both forms, as well as the coverage offerings. The listing of coverage offerings is in the blue hyperlink underneath that says, "Click Here".



Policy Details

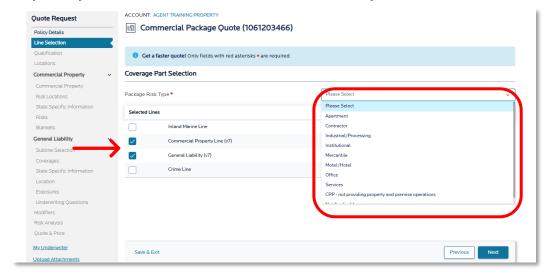
Similar to the other lines of business, this page has the effective date, agent of record information, and policyholder information as well as DBA and additional insured information. Additionally, note that because we selected General Liability and Property, the system has created the quote in a Commercial Package format.





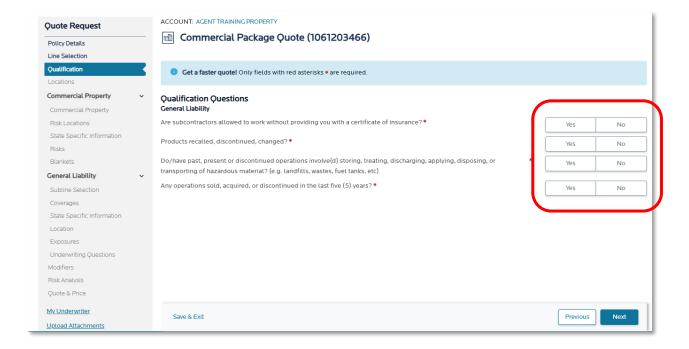
Line Selection

Select the "Package Risk Type" and complete review of all lines selected for the quote. If revision is necessary, the selected products can be amended here. For example, if you forgot to add Crime, you could change it here. Or maybe they want Inland Marine, but not ISO but AAIS, they can unselect Inland Marine here.



Qualification

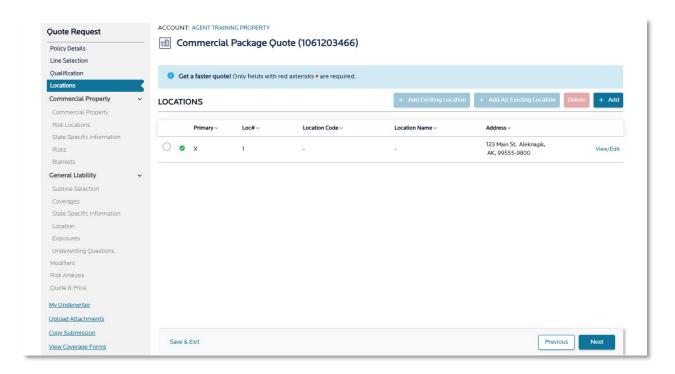
Select either "Yes" or "No" to the following questions. If the answers are not in favor, it will refer the quote to an underwriter.





Locations

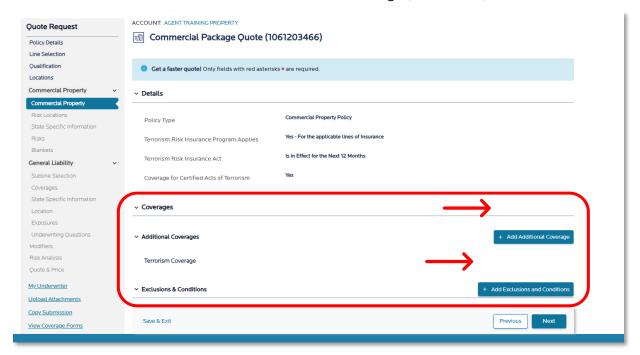
This Locations page is all locations relevant to package level; you can add the locations for this package and then in each consecutive locations page you will be able to attach the appropriate locations relevant to each line of business. Select "Add" to add the second location.





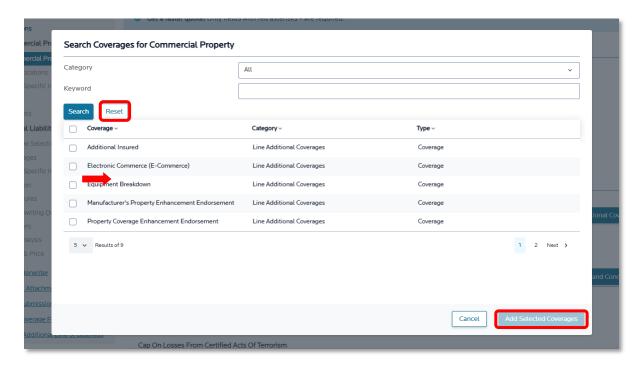
Commercial Property

The Commercial Property page will list all coverage relevant to the line level. You can add additional coverages and exclusions and conditions on this page. Select the button on the right side that says "+ Add Additional Coverage" and "+ Add Exclusions and Conditions" to see what coverages, exclusions, and conditions are available.

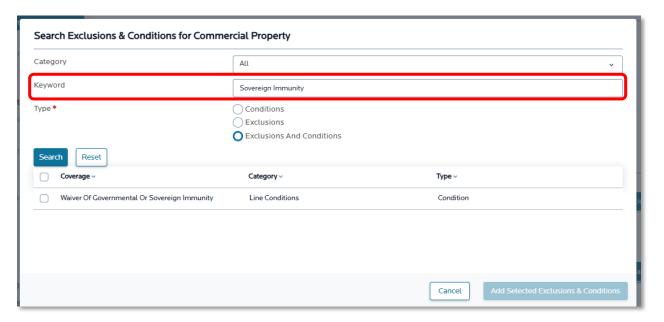


Hint: Click on the "**Search**" button, seen on the picture below, to show the coverages, exclusions, and conditions. Don't forget to make sure you look at all the pages. To add the coverage, select it and then choose "Add Selected Coverages".





Use the "Keyword" to narrow down your search.

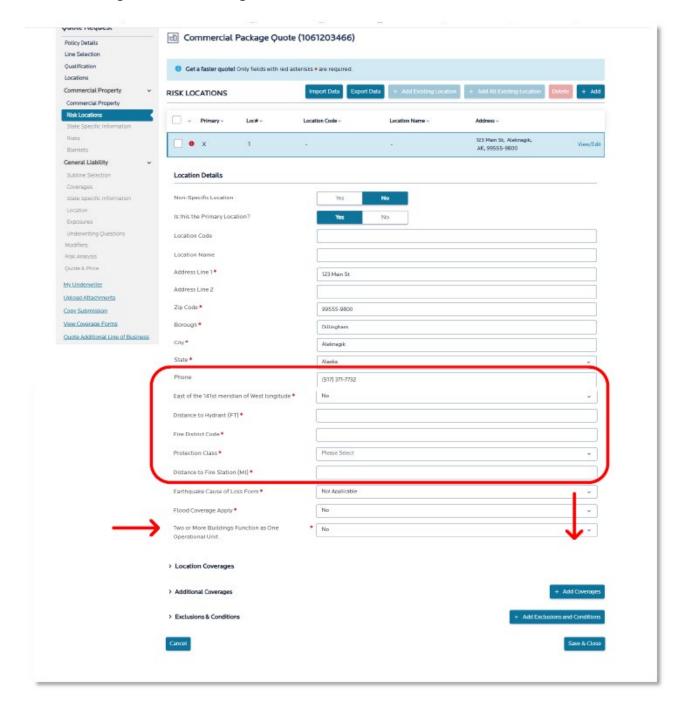




Risk Locations

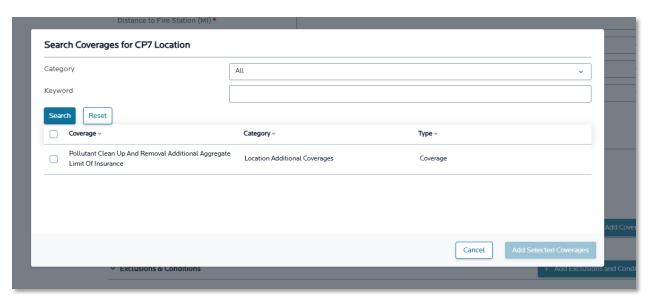
Under each location, the following fields require information for fire protection: "Distance to Hydrant", "Fire District Code", "Protection Class", and "Distance to Fire Station".

- Don't forget, if you want to include an earthquake or flood blanket, you need to choose the coverage here under the fields "Earthquake Cause of Loss Form" and "Flood Coverage Apply".
- Location Coverages, Additional Coverages, and Exclusions & Conditions can be opened by selecting the ">" and clicking on "+ Add Coverages" and "vvv".





Select "Search" to show the additional coverages. If you don't need any of the listed coverages, select "Cancel". Otherwise, choose the coverage and select "Add Selected Coverages".

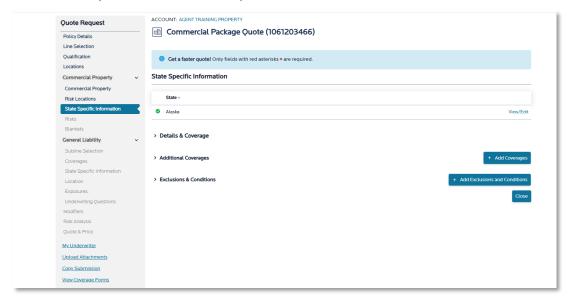


At the bottom of the page, select "Save & Close" to move to the State Specific information page.



State Specific Information

This page, shown in the picture below, does not have any state-specific information to add. This will be used in other states that require additional state-specific information.



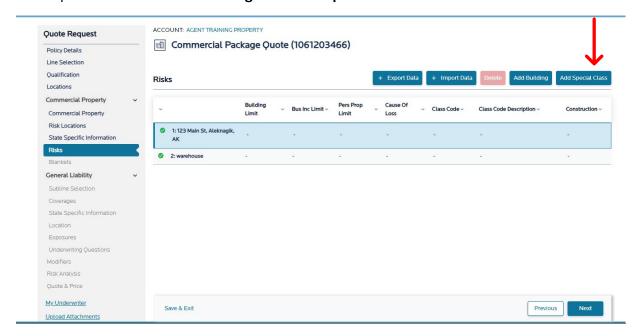
Risks

The Risks page works like a chart. **Select** the location to make it blue.



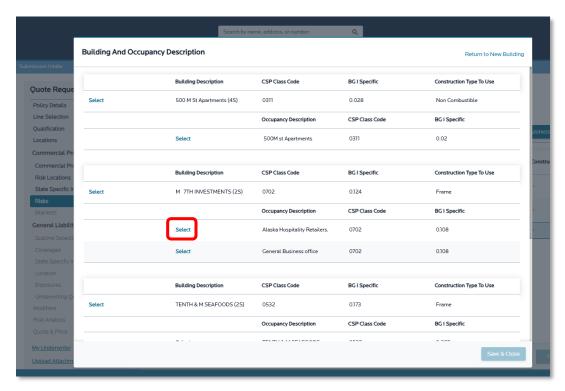


It will open the buttons "Add Building" and "Add Special Class".



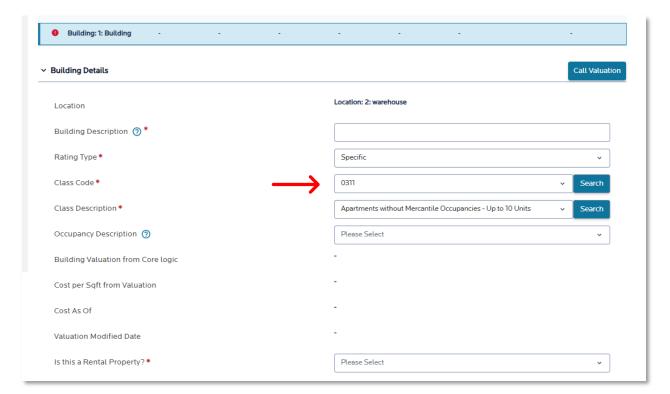
Select "Add Building" and a pop-up box will appear with all the potential buildings at this location. Review your choices, then click on "Select" on the building that fits this quote. It will automatically start your Buildings page and fill in specific data for you, such as the rating type, class code, construction type, and a few more fields. See the picture below for more information.

Specific rates will populate the following table for you to review and confirm if this is the building we are rating.

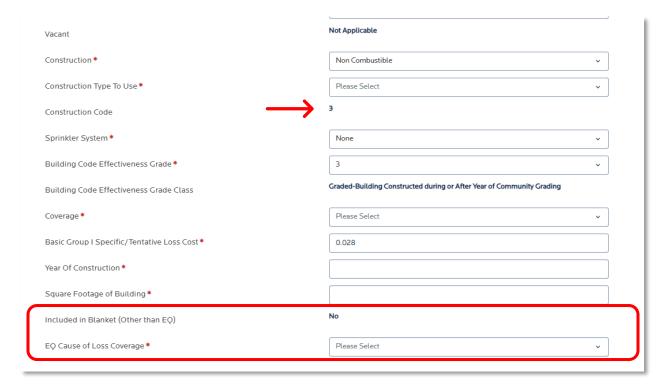




Review the information that pulled in based on the location and answer the questions in relation to the building.



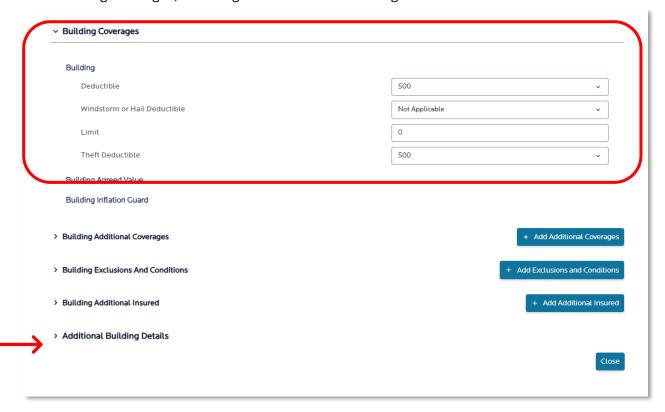
Include:





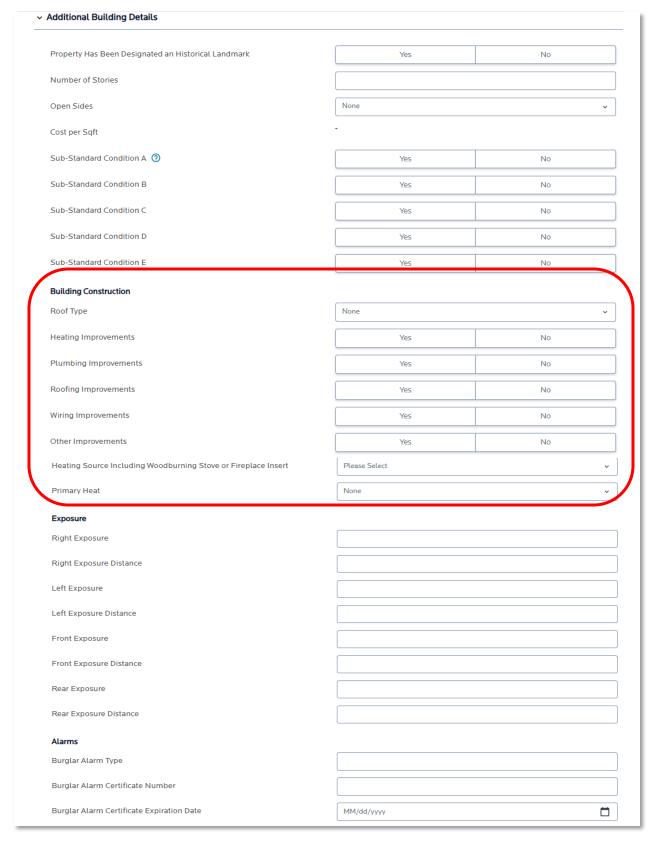
EQ and Flood Coverage needs to be added above for blanket coverage.

Enter building coverages, including deductibles and building limits.



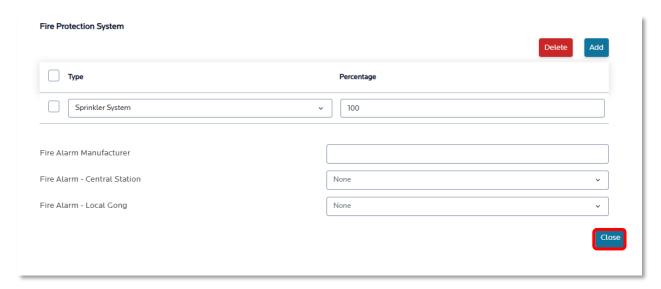


Click on "Additional Building Details" to open and add more specifics about the building, including number of stories and any improvements made to the building.

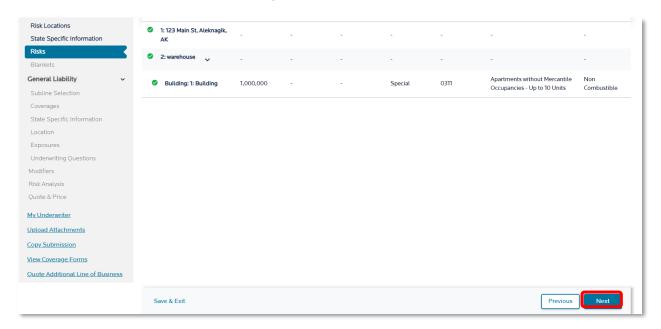




Add Fire Protection System information and click "Close".



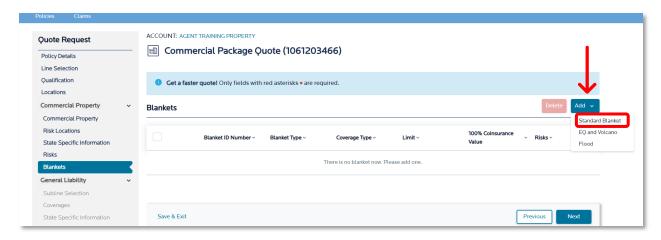
Select "Next" to move to the Blankets page.





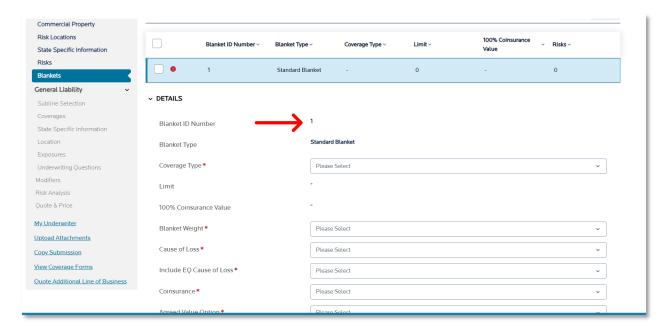
Blankets Selection

Go to the right side of the page and select "Add" and your blanket type: "Standard", "EQ and Volcano", or "Flood".



Standard Blanket:

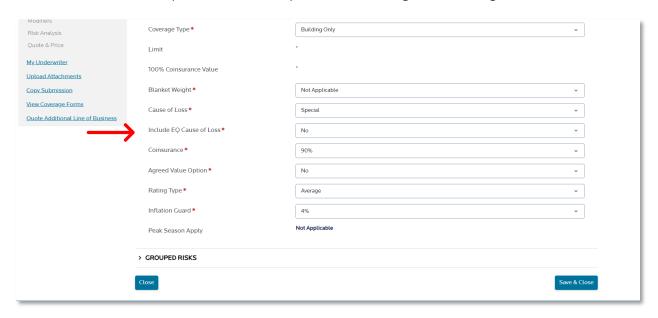
When selecting "Standard Blanket", the page will ask for "Coverage Type", which will assist with the fields seen below. Select "Building" only.





Select the appropriate fields for your blanket.

- All blankets must have a cause of loss, coinsurance of 90% or 100%, and inflation guard that matches on buildings and personal property on the Risks page.
- If a flood or earthquake blanket is required, add coverages on building level.



Open "Grouped Risks".

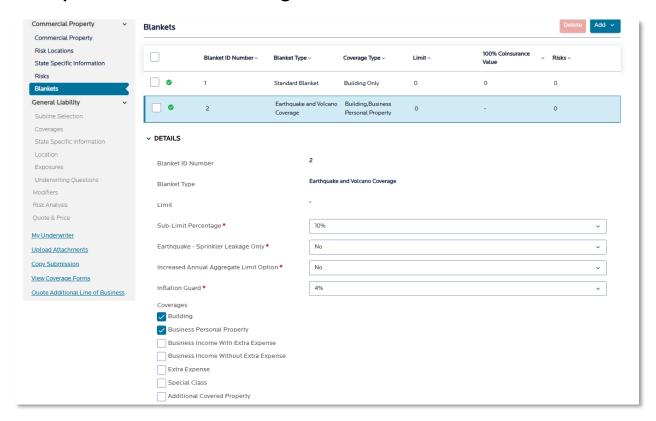




Select all risks for the blanket. Select "Apply".

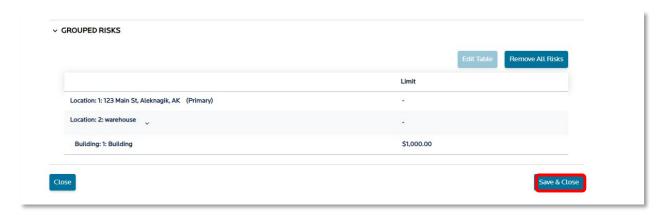


Earthquake and Volcano Coverage





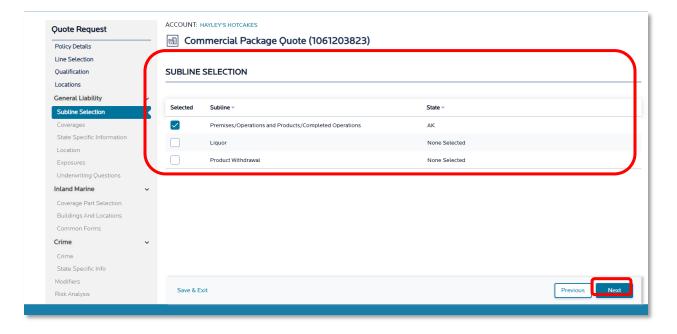
Then select "Save and Close".



General Liability

Subline Selection

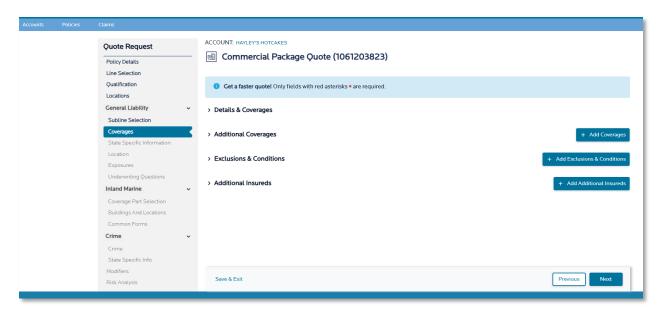
The only subline available in package for General Liability is Premises/Operations and Products/Completed Operations. If you would like to quote other sublines, including Liquor or Product Withdrawal, you should contact your underwriter. Select "**Next**".





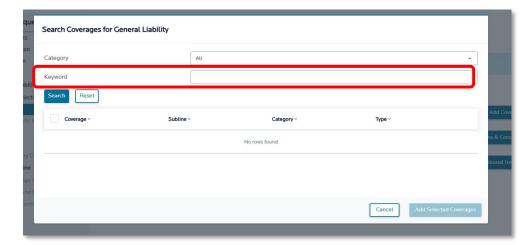
Coverages

Use the "+ Add Coverages" button to access General Liability line-level coverages.



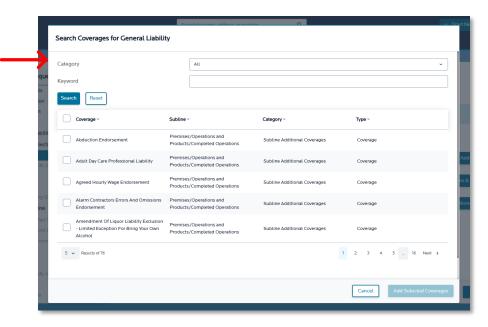
Additional Coverages

When looking for additional coverages, use a keyword to return a small search. For example, typing "enhancement" will bring back related results.

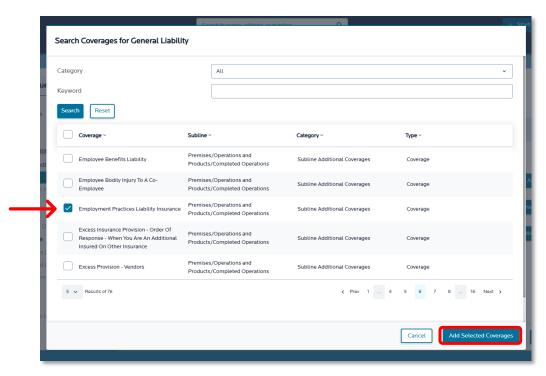




Use the "**Search**" button to show all additional coverage choices. Don't forget to look toward the bottom for more pages of coverages.

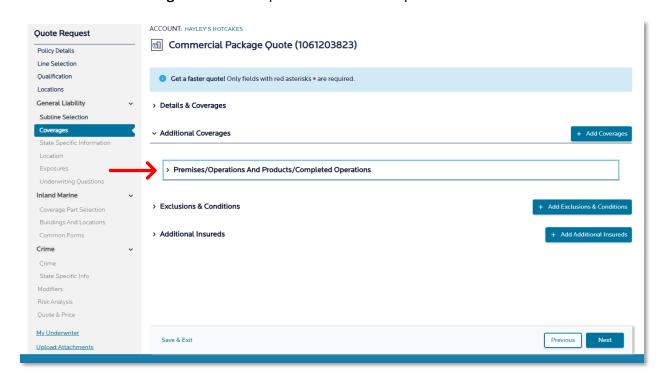


To add the coverage, click on the check box and select "Add Selected Coverages".

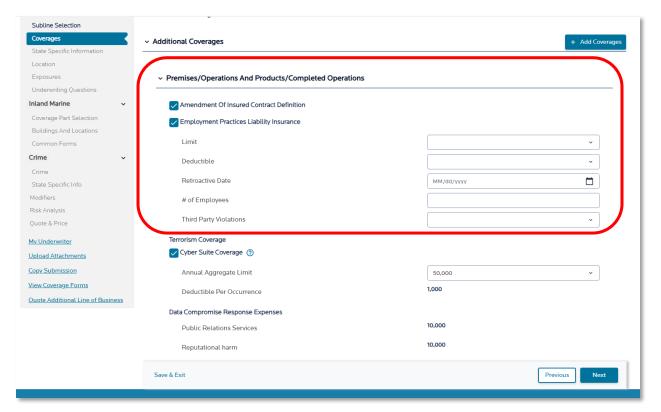




The "Additional Coverages" fields will open. Use the ">" to expand the field.

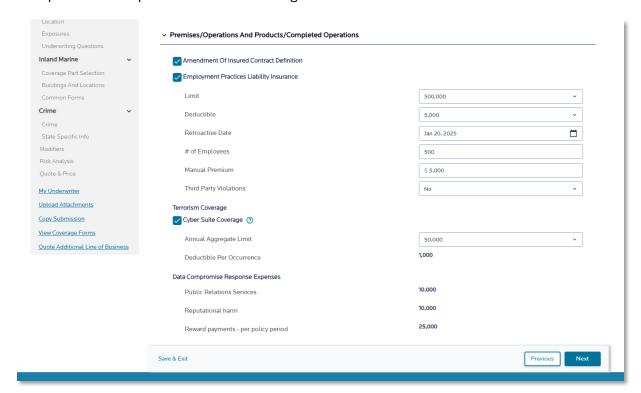


When the field opens, add the necessary information for that additional coverage. This example is Employment Practices Liability. Limit, deductible, etc.



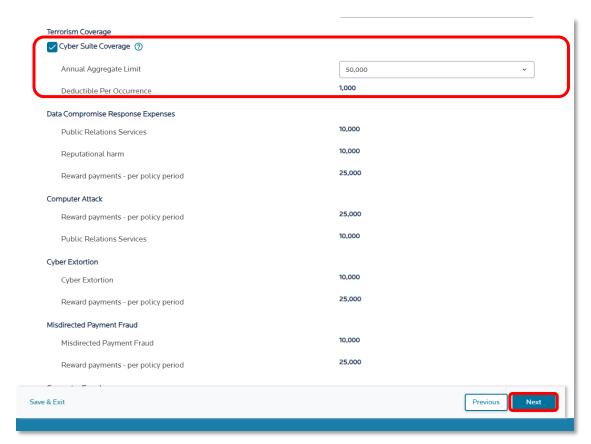


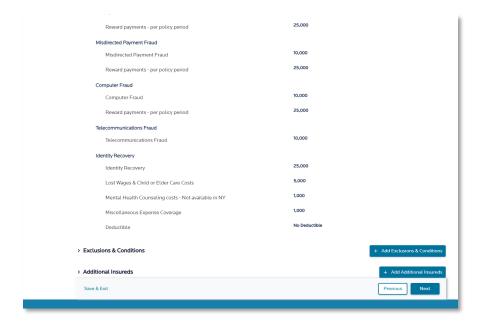
Example of the completed additional coverages fields.





Some coverages are already preset but allow an increase of limits, such as Cyber Suite Coverage. Anything over \$500,000 will trigger a series of questions, similar to the supplements you fill out today. Cyber Supplement questions will appear when you quote the policy.

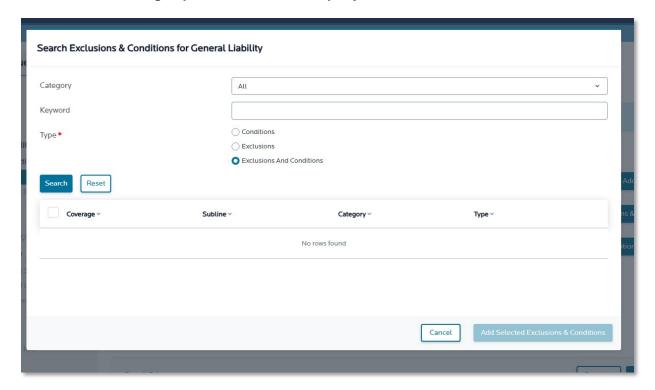




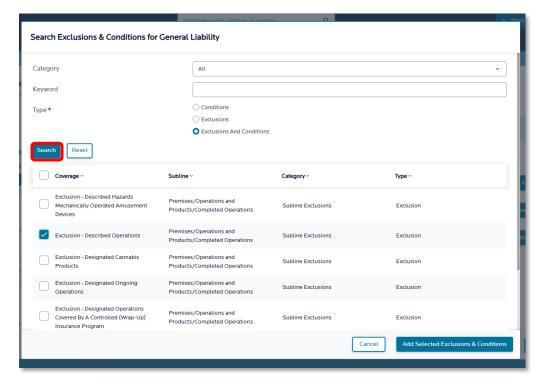


Exclusions & Conditions

Like additional coverages, you can search these by keyword.



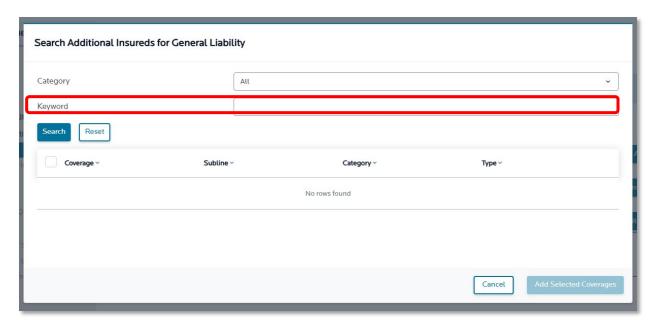
You can also use the "search" button to show the list of all Exclusions & Conditions.



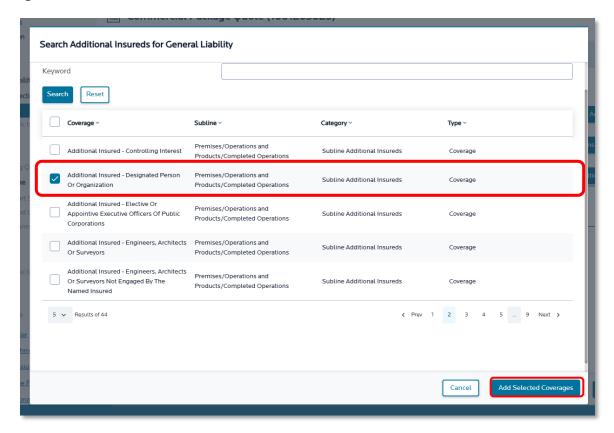


Additional Insureds

These coverages can be added by keyword search or by selecting the "Search" button.

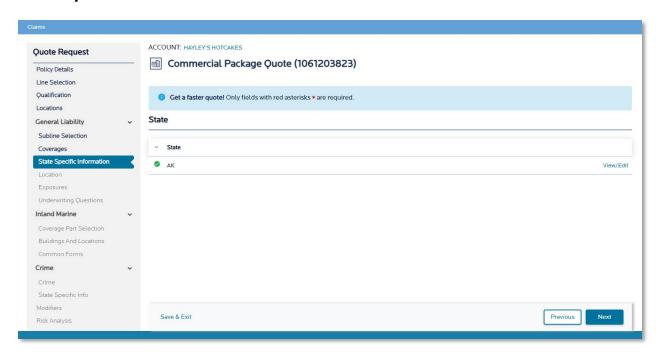


Once you find the item you're looking for, check it and click the "**Add Selected Coverages**" button at the bottom right corner.



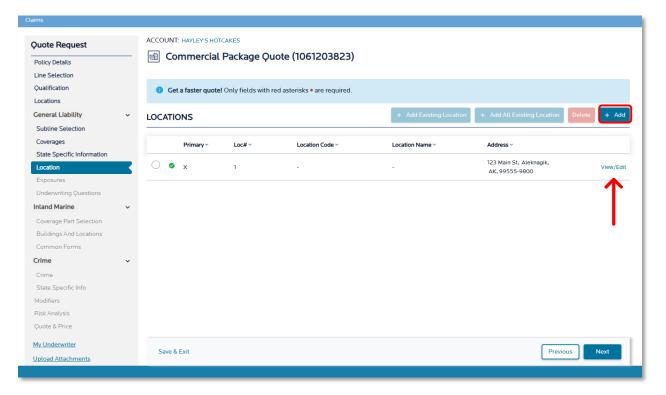


State Specific Information



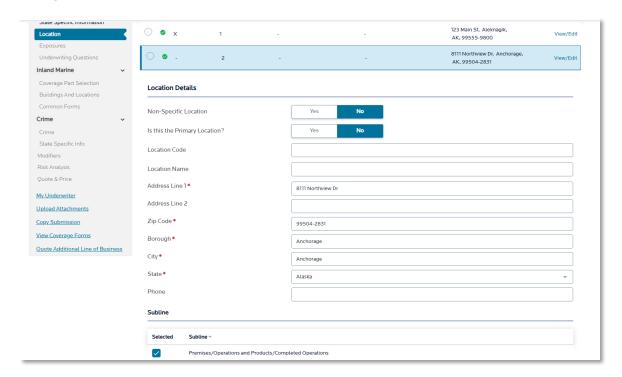
Locations

Select "Add" to add another location if necessary. If you need to review or edit the current location, select "View/Edit". If there are existing locations, the "+Add Existing Location" button will be available.

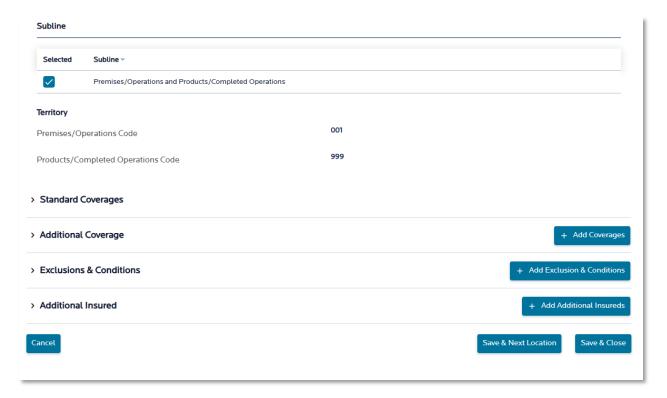




Adding Location: Complete the fields, such as Address Line 1, then scroll down to Subline.



Select "Subline", which opens Standard Coverages.



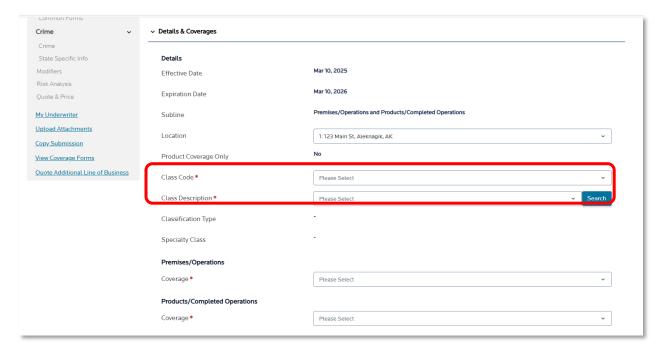


Exposures

Select "Add", select coverage, and click "View/Edit".



The exposure field will open. Enter "Class Code" or select "Search" next to "Class Description".

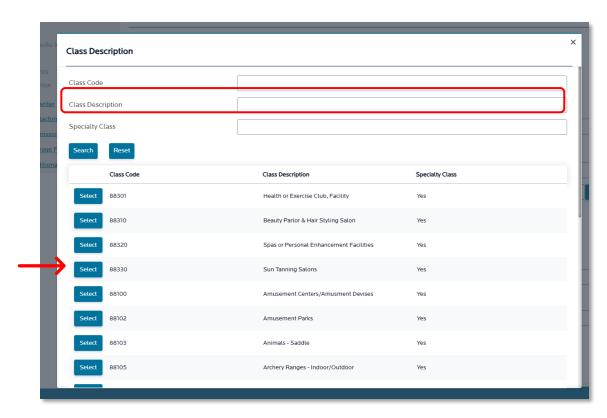




Class Code

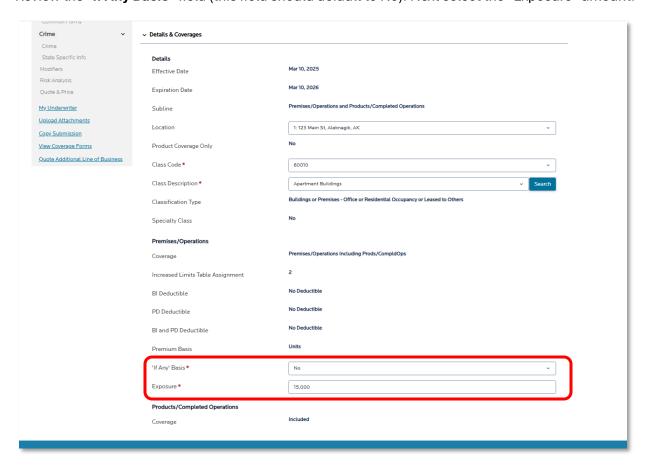
Select a **class code**. You can search for one in the class description.

Note: The Specialty Class can be searched and there is a field that indicates the specialty class. Select the appropriate class code.



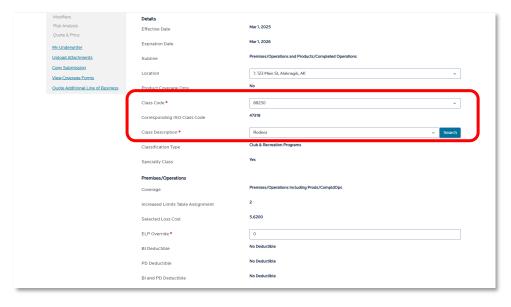


Review the "If Any Basis" field (this field should default to No). Next select the "Exposure" amount.



Specialty Class Code

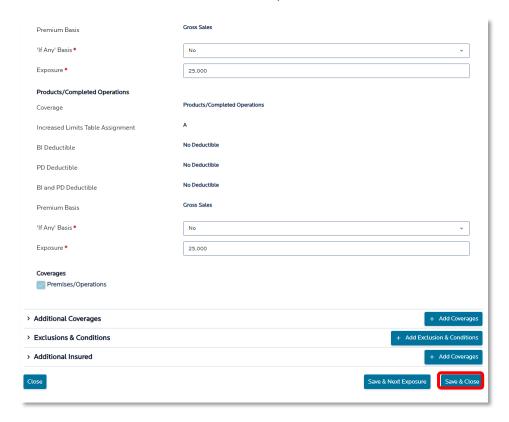
Notice the corresponding ISO Class code will appear when you select a Specialty Class code.





Exposures Continued

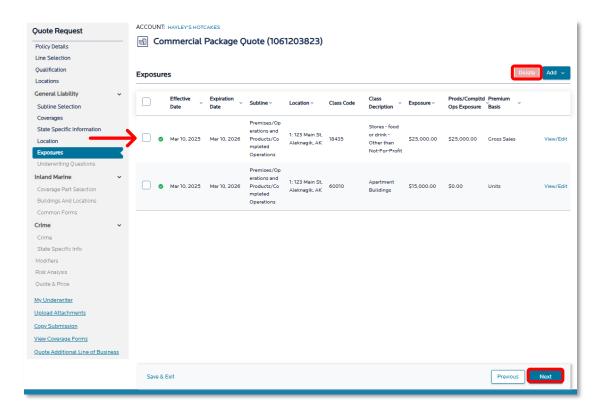
Review to see if additional coverages, exclusions, or additional insureds need to be added at the exposure level. Select "Save & Close" if this is the last exposure.





Exposures Summarized

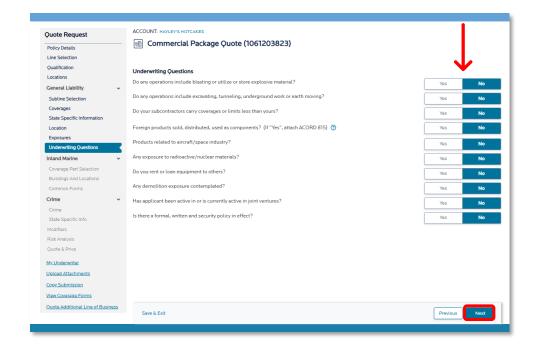
Here are all the exposures on this general liability quote. If you need to remove one, **checkmark** it and select "**Delete**". Select "**Next**" to go to the Underwriting Questions.





Underwriting Questions

Answer "Yes" or "No" to the following questions regarding the General Liability Policy. Select "Next".

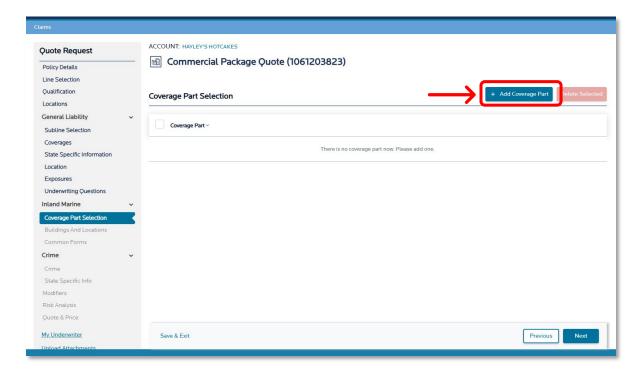




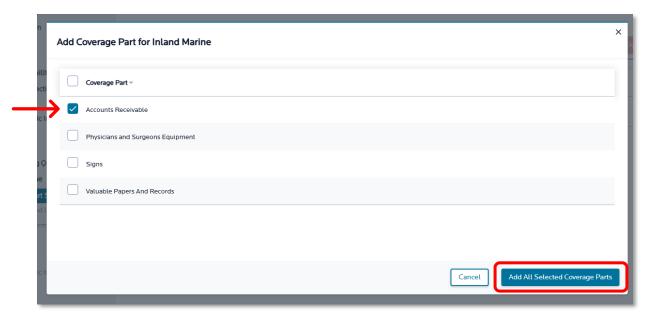
Inland Marine

Coverage Part Selection

When transitioning to the next section of the package quoting process, the Inland Marine quote, the system will prompt you to select the desired coverage part for the ISO version.



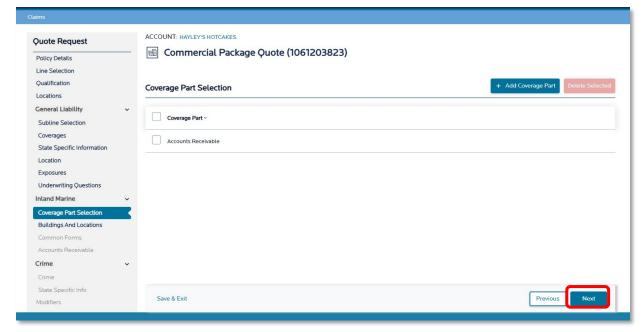
Select the desired coverage by **selecting the check box** on the left and then clicking "**Add All Selected Coverage Parts**".





The selected coverage parts will then populate on the main page, if all coverages look accurate, select "Next".

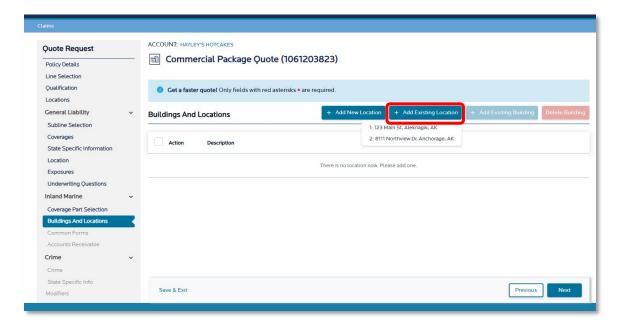
Note: If you have selected the incorrect options, you can select the check box next to the coverage you would like to remove and select "**Delete Selected**".



Buildings and Locations

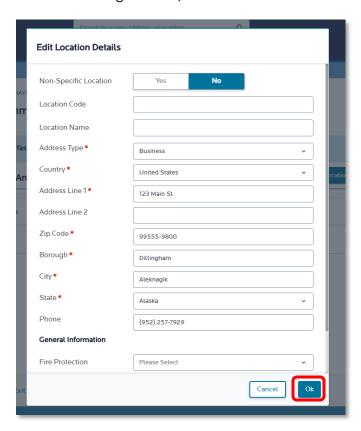
Select "Add" to add another location if necessary. If there are existing locations, the "+ Add Existing Location" button will be available.

Note: If there are existing locations, you will see them listed by location number and location name / address.

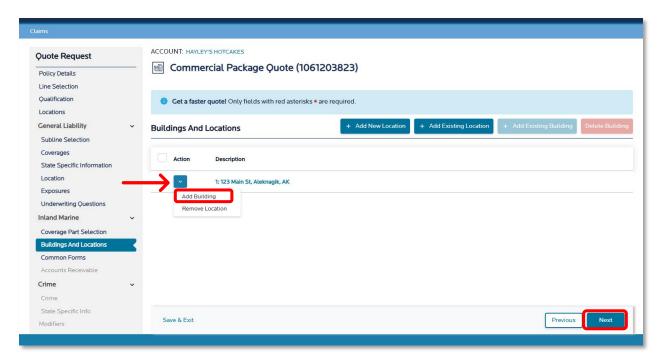




To add an existing location, review location details and then select "Ok".



All added locations will be listed on the Building and Locations page. **To add a building, select the carrot drop down**.

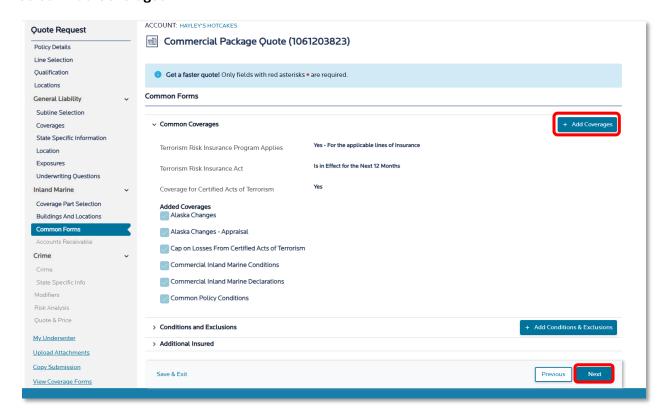




If applicable, enter all appropriate building information; will be formatted as the previous lines of business; and select "Add Building". After all buildings / locations are added, select "Next".

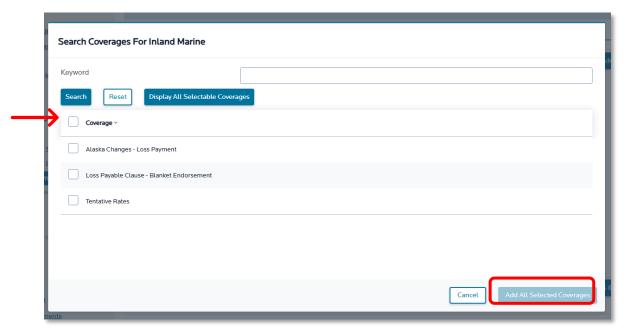
Common Forms

Select "Add Coverages".

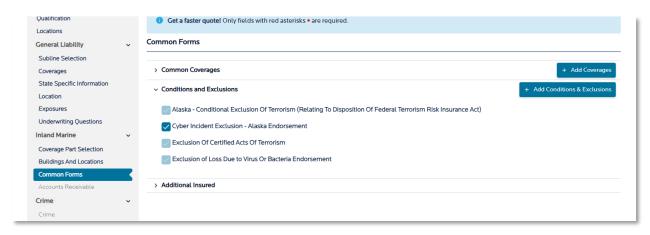




Check the desired coverages and select "Add All Selected Coverages".



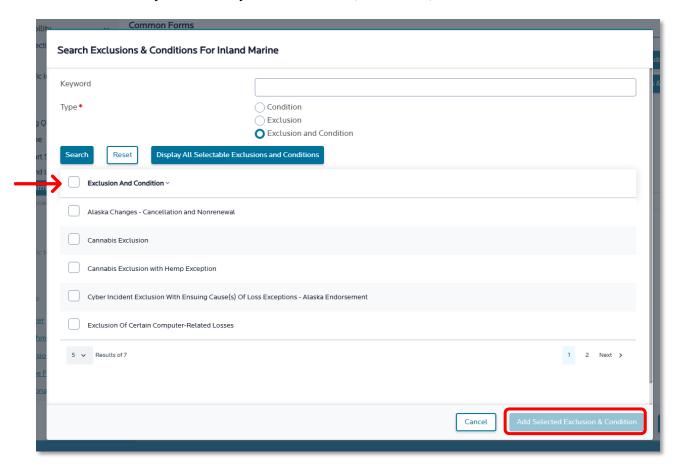
For any conditions and exclusions, select "+ Add Conditions & Exclusions".





Check the desired conditions and / or exclusions and select "Add Selected Exclusion & Condition".

Note: You can filter your search by either conditions, exclusions, or "Exclusion and Condition".



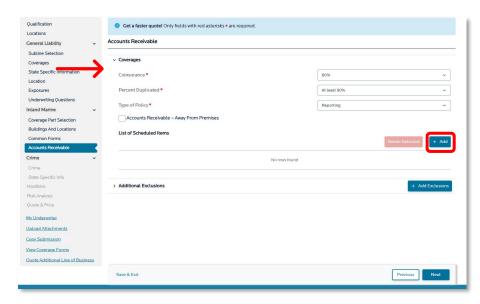
After populating all additional coverages, exclusions, and conditions, select "Next".



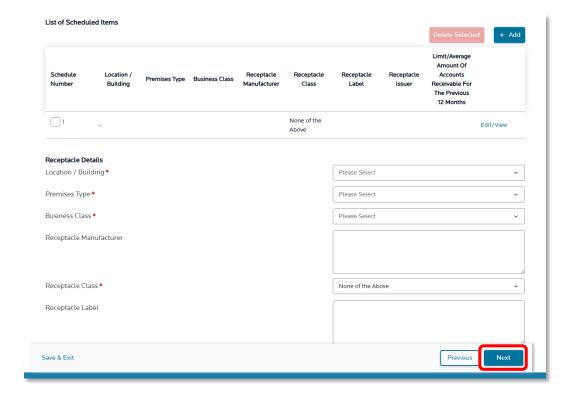
Accounts Receivable

Select the desired "Coinsurance", "Percent Duplicated", and "Type of Policy".

To add any Scheduled Items, select "+ Add".

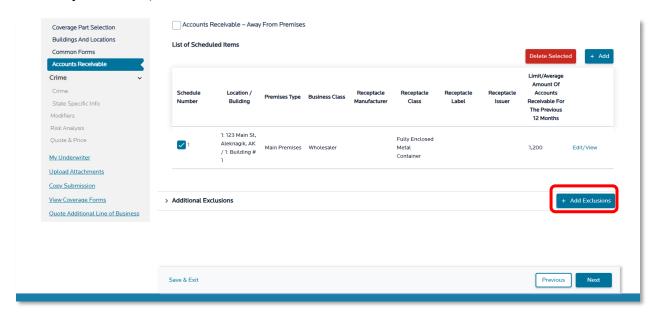


For scheduled items, **select** for the following fields: "Location / Building", "Premise Type", "Business Class", "Receptacle Class", and "Limit / Average Amount of Accounts Receivable For The Previous 12 Months". Once entered, select "**Next**" to add.





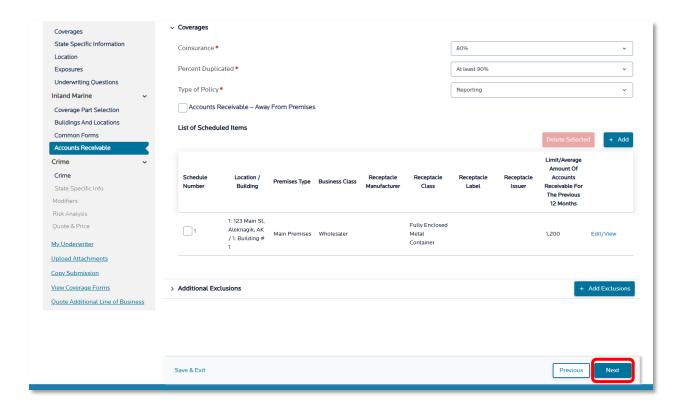
To add any exclusions, select "+ Add Exclusions".



Select desired exclusions and select "Add All Selected Exclusions".







Select "Next" to complete the Inland Marine quote and move into the next line of business (if applicable).



Commercial Crime and Commercial Fidelity

Crime

Crime cannot be a monoline policy. Select the "Legal Entity", "Policy Type", and "Coverage Type".

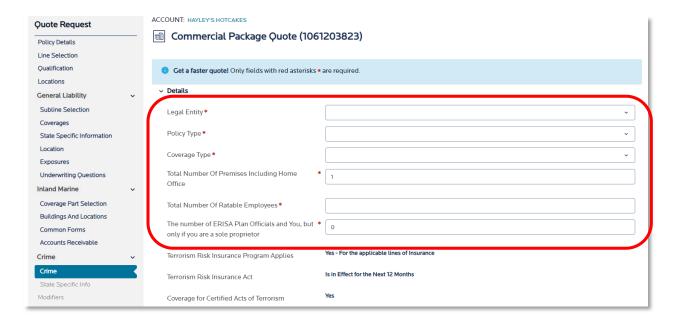
Legal Entity: Choose the type of legal entity for the business.

Policy Type: Select "Commercial Crime", "Commercial Fidelity", or "Both".

Coverage Type are the following:

- **Discovery Basis:** Losses that are discovered by the policyholder during the policy period or within 60 days after, no matter when the loss occurred.
- Loss Sustained Basis: Loss coverage for losses sustained during the policy period or within the extended period to discover, which is usually one year from policy's expiration or termination date.

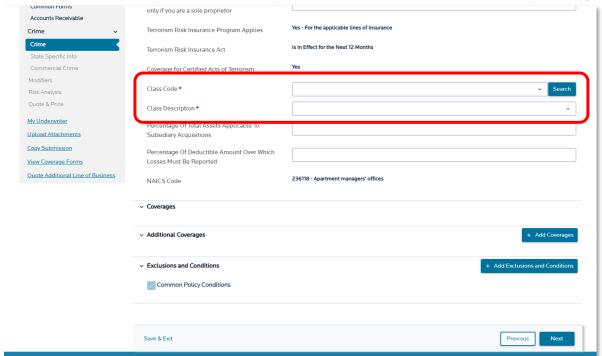
Enter the number of Premises including Home Office, Total Number of Ratable Employees, and Number of ERISA Plan Officials and You, but only if you are a sole proprietor.





Scroll down to the "Class Code".

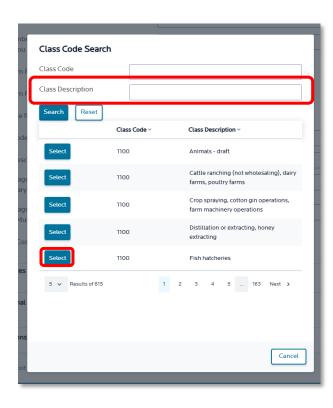
Enter the Class Code. If you do not know it, you can search for the code on the side by clicking on "Search".



Class Code Search:

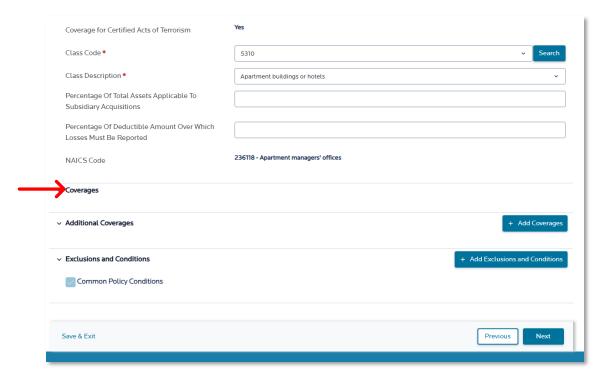
Enter the description and select "Search". When you locate the appropriate Class Code, click on "Select".





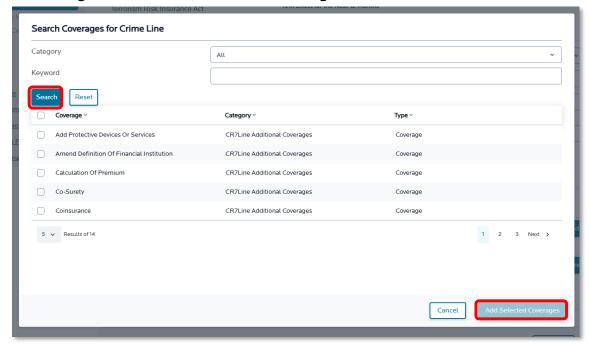
Additional Coverages

Select "+ Add Coverages" to open the search box for additional coverages.



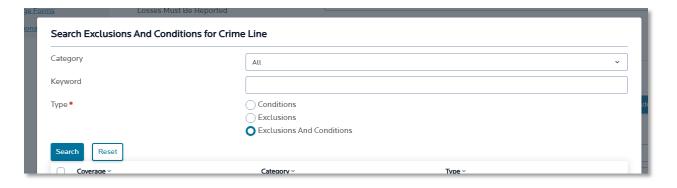


Select "Search" for a full list of additional services. Notice on the bottom right corner of the page the numbers to see more information. If you know the coverage name, you can also use the **Keyword** search functionality. **Select the coverage** and click on "Add Selected Coverages".



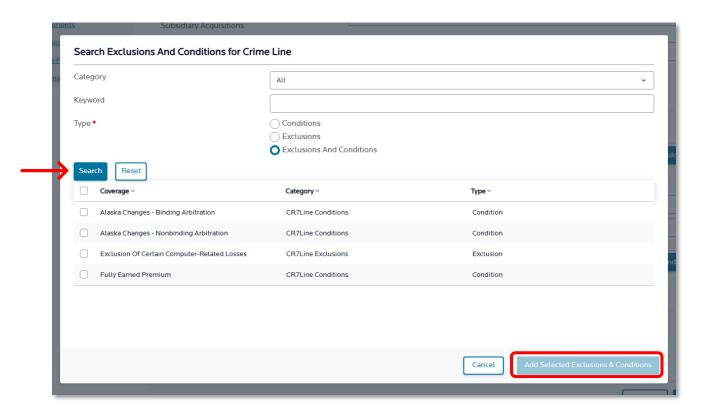
Exclusions & Conditions

Exclusions and Conditions work the same way by clicking on "Search".



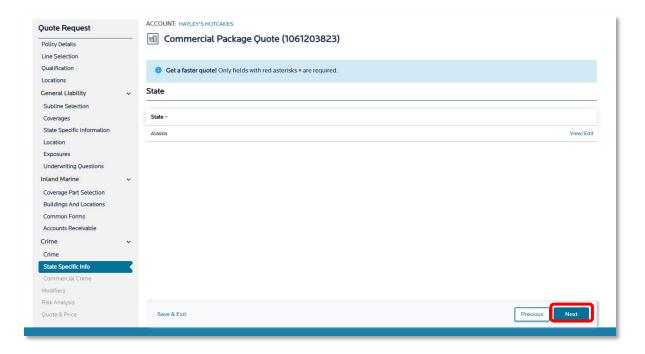
Select the exclusions or conditions and click on "Add Selected Exclusions and Conditions".





State Specific Info

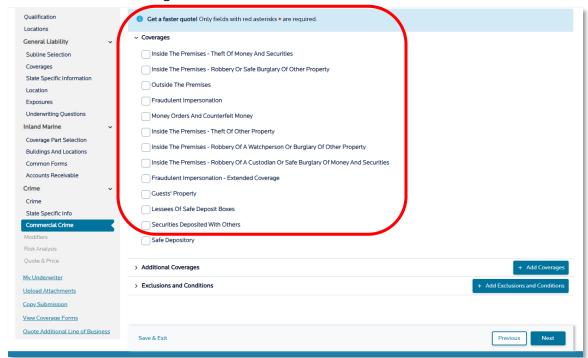
This page does not have state specific information. Select "Next".



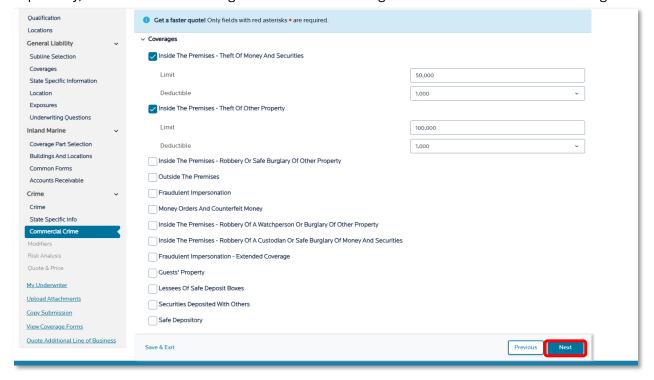


Commercial Crime

Select the desired coverages.



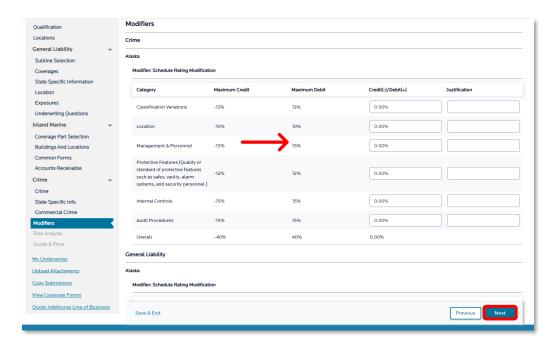
Specify limits, deductibles, and fill in any scheduled tables that populate. Some coverages, such as Safe Depository, need to be selected to get an additional coverage to show on the additional coverages screen.





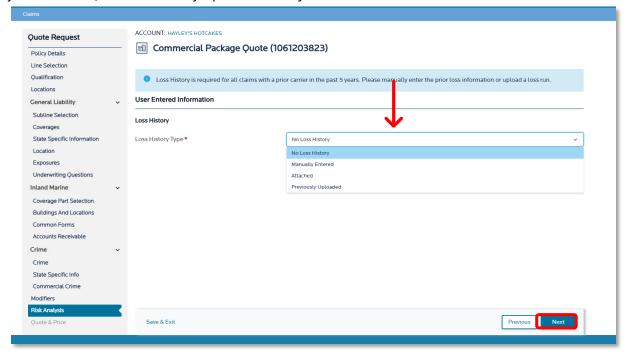
Modifiers

Work the same way as all other lines of business. Enter your credits / debits and remember you need to list your justification. Select "**Next**".



Risk Analysis - Loss History

Add loss history and select "Manually Entered" to add losses individually. "Attached" is where you can upload your loss runs, and "Previously Uploaded" is if you sent in loss runs before.





Quote & Price

This allows you to get the premium, but some quotes require underwriter review depending on the risk. Select "Refer to Underwriter".

