Agent User Manual

On-line Quote and Endorsement Processing System

Introducing The General's on-line endorsement quoting and endorsement processing system.

Policy Term Information

		Discount Information
Effective Date:	08/09/2008	Multi-Car Discount
Expiration Date:	08/09/2009	
Orig. Eff. Date:	08/09/2008	
Commission Tier:	P	
Pay Plan:	Direct Billing [PT]	
	12 months	
	10% down	
	11 payments	
Auto Debit:	No	

- Sign Up for Auto Debit

policy maintenance

- Make payment
- Submit online endorsement request (new)
- Endorsement manual
- Letter of Experience
- Loss History

Endorsement quotes/requests

Quote 3854	Released for processing
Change Date: 10/20/2008	User: ntuwmt02
Quote 3740	Quote entry / not submitted
Change Date: 10/16/2008	User: ntuwmt02

New Policy Search

Find Policy by Number or Insured Name*

On the PGAC.com website, our agents are able to quote and submit endorsements for immediate processing. In addition to quoting and submitting requests on-line, the system will also save prior quotes for future reference.

A unique feature of the new endorsement system is its ability to underwrite the request as it is being entered. The user will answer questions to help assure that we have a full understanding of the risk being entered. Additionally, the system may ask additional questions or present edits for information that is unclear or when additional documentation is required for the type of endorsement being submitted.

When used properly, the user will find that the on-line experience is quick and easy and will result in timely processing for most endorsement requests.

Upon entering the policy number, you will be on the Policy Information Screen. This screen has a new option under the Policy Maintenance section: "*Submit online endorsement request (new)*."

My Agency	Resources	Services	Group Filter	Agency Filter	logout

Policy Information - 22-CA-6766749

Overview	Drivers	Vehicles & Coverages	Transaction History

Insured:

policy status

The last payment posted on **8/11/2008** in the amount of **$119.50**.
The amount currently due is **$399.59**.
To payoff this policy early the total amount due is **$1072.50**

policy details

Insured Contact Information
CHANG,YIH-CHAU
6736 TORY WAY
DUBLIN, CA 94568
(408) 747-7909 (home)
(408) 647-1236 (work)
jvh@creeksideventure.com

Agent Contact Information
THE GENERAL AUTO INS SVCS, INC (998888)
NASHVILLE, TN
(800) 280-1466

Source of Sale
2000CA - CA Internet Sales

Policy Term Information
Effective Date: 08/09/2008
Expiration Date: 08/09/2009
Orig. Eff. Date: 08/09/2008

Commission Tier: P
Pay Plan: Direct Billing [PT]
12 months
10% down
11 payments

Auto Debit: No
- **Sign Up for Auto Debit**

Discount Information
Multi-Car Discount

policy maintenance

- **Make payment**
- **Submit online endorsement request (new)**
- **Endorsement manual** 📄
- **Letter of Experience** 📄
- **Loss History** 📄

Endorsement quotes/requests	
Quote 3854	Released for processing
Change Date: 10/20/2008	User: ntuwmt02
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Change Date: 10/16/2008	User: ntuwmt02

New Policy Search

Find Policy by Number or Insured Name*
[_____] [go]

Select this option in order to develop quotes and process on-line policy changes.

This screen is used to determine the effective date for the change. The first decision you will make is if the change you're requesting is a reply to an underwriting diary letter sent by The General, or is to request a general policy change.

My Agency	Resources	Services	Group Filter	Agency Filter	logout

Endorsement effective date selection

Policy: 22-CA-6766749
Term dates: 08/09/2008 - 08/09/2009

Tell us what you would like to do and we'll walk you through the rest:

○ **Reply to Underwriting Diary Letter/Request for Information** - obtain quote and/or submit policy change for processing. Select this option if you received a letter from us requesting additional information about the policy which will result in making a change to the policy.

○ **Make a Policy Change** - obtain quote and/or submit to underwriting for processing

What changes need to be made? Check all that apply:

Vehicle Changes

☐ Replacement vehicle (add and delete vehicles on the same date)
☐ Add a vehicle
☐ Delete a vehicle
☐ Change year, make, or model of *existing* vehicle(s)
☐ Add new lienholder to *existing* vehicle(s)
☐ Correct details of *existing* lienholder(s)
☐ Other vehicle changes

Driver changes

☐ Add / delete / exclude driver(s)
☐ Add financial responsibility (SR22) filing to *existing* driver(s)
☐ Correct birthdate, gender, or violations of *existing* driver(s)
☐ Other driver changes

Other changes

☐ Changes to Address or Phone
☐ Changes to coverages or limits
☐ Discounts (add/remove discounts with proof submission)

☐ Manually choose date: m [ ] d [ ] y [ ]

Selected effective date

Select the appropriate button and select the appropriate boxes associated with the changes to be quoted/processed on the policy.

Policy: 22-CA-6766749
Term dates: 08/09/2008 - 08/09/2009

Tell us what you would like to do and we'll walk you through the rest:

○ **Reply to Underwriting Diary Letter/Request for Information** - obtain quote and/or submit policy change for processing. Select this option if you received a letter from us requesting additional information about the policy which will result in making a change to the policy.

◉ **Make a Policy Change** - obtain quote and/or submit to underwriting for processing

What changes need to be made? Check all that apply:

Vehicle Changes

☐ Replacement vehicle (add and delete vehicles on the same date)
☑ Add a vehicle
    Vehicle purchase date: m☐ d☐ y☐
☐ Delete a vehicle
☐ Change year, make, or model of *existing* vehicle(s)
☐ Add new lienholder to *existing* vehicle(s)
☐ Correct details of *existing* lienholder(s)
☐ Other vehicle changes

Driver changes

Based on the endorsement selections you make, you may be presented with new questions to answer in order to help determine the appropriate effective date for the change.

In this case, after selecting "Add a vehicle" the system displays new data boxes for the vehicle purchase date.

Tell us what you would like to do and we'll walk you through the rest:

○ **Reply to Underwriting Diary Letter/Request for Information** - obtain quote and/or submit policy change for processing. Select this option if you received a letter from us requesting additional information about the policy which will result in making a change to the policy.

◉ **Make a Policy Change** - obtain quote and/or submit to underwriting for processing

What changes need to be made? Check all that apply:

Vehicle Changes

☐ Replacement vehicle (add and delete vehicles on the same date)
☑ Add a vehicle
    Vehicle purchase date: m 03 d 12 y 2009
    Note: Proof of sales contract must be submitted to underwriting to make vehicle addition effective on the purchase date.
        ☐ I have a proof of sales contract and will submit it to underwriting.
☐ Delete a vehicle
☐ Change year, make, or model of *existing* vehicle(s)
☐ Add new lienholder to *existing* vehicle(s)
☐ Correct details of *existing* lienholder(s)
☐ Other vehicle changes

Driver changes

☐ Add / delete / exclude driver(s)

Similarly, changes to existing policy information will result in the display of current policy information. In this example, the user needs to indicate which vehicle is being corrected.

Tell us what you would like to do and we'll walk you through the rest:

○ **Reply to Underwriting Diary Letter/Request for Information** - obtain quote and/or submit policy change for processing. Select this option if you received a letter from us requesting additional information about the policy which will result in making a change to the policy.

◉ **Make a Policy Change** - obtain quote and/or submit to underwriting for processing

What changes need to be made? Check all that apply:

Vehicle Changes

☐ Replacement vehicle (add and delete vehicles on the same date)
☐ Add a vehicle
☐ Delete a vehicle
☑ Change year, make, or model of *existing* vehicle(s)
    ☐ 2001 HONDA S2000 vin=JHMAP11461T006911
    ☐ 2007 SUBARU IMPREZA WRX STI AWD TURBO vin=JF1GD76637L507092
☐ Add new lienholder to *existing* vehicle(s)
☐ Correct details of *existing* lienholder(s)
☐ Other vehicle changes

Driver changes

☐ Add / delete / exclude driver(s)
☐ Add financial responsibility (SR22) filing to *existing* driver(s)

During the quote process the system may display edits (to be discussed later in this document) indicating proof documents that may be required or indicate processing limitations associated with the request being made. Reviewing and responding to these edits will help assure a smooth and accurate quote and timely processing of the endorsement. Failure to comply with requests for information may result in delays in processing, change in effective date, or follow-up letters from the underwriting department.

⯈ View Endorsement Summary
⯈ Copy this Quote for Customer Comparison
⯈ Edit F6 Notes
⯈ Cancel Quote

Underwriting issues and instructions

The following issues must be resolved before your request can be submitted for processing and they may affect the accuracy of the quote presented:

- Vehicle 3 inspected: This question must be answered.
- Vehicle 3 garaged at garaging address: This question must be answered.
- Vehicle 3 used for business: This question must be answered.
- Vehicle 3 other drivers needed: This question must be answered.

You may submit your request with the following issues outstanding, but they may affect the accuracy of the present quote as well as the underwriting acceptability of your request:

- Unit 3 number of vin digits of 1981 or newer vehicles must equal 17. (UNT0010).
- VIN checkdigit for unit 3 is in error. Premium is subject to change. (UNT0012)

Signatures and proofs *(Required upon Submission of Endorsement)*

- Unable to verify VIN, which could result in suspension of your license. Please submit a copy of the title/registration. (UNT0012)

Disclaimer

Once you've indicated the type of policy change, you will be directed to the Policy Change Details screen.

On this screen you will find policy information grouped by coverage, drivers, vehicles, etc. On the right hand side you will find blue link/buttons corresponding to the various endorsement activities you can process.

Policy Level Coverage (applies to all vehicles)	▶ Edit liability coverages
Bodily Injury & Property Damage Liability: (BI per person/ BI per incident / property damage)	$15,000/$30,000/$5,000
Uninsured/Underinsured Motorist BI: (BI per person/ BI per incident)	$15,000/$30,000
Uninsured Motorist PD / CDW ?Help	No Coverage
Medical Payments:	No Coverage
Rental Coverage: ?Help Note: Rental Coverage applies to all vehicles with comprehensive/Collision coverage	None

Drivers	▶ Add new driver
1 - CHANG,YIH-CHAU	▶ Edit driver details
Excluded: No Relationship: NI DOB: 03/25/1976 Marital: Single Gender: M Added: 08/09/2008	

Vehicles	▶ Add new vehicle
1 - 2001 HOND S2000	▶ Edit ▶ Replace ▶ Delete
Status: Active VIN: JHMAP11461T006911 Date added: 08/09/2008 Type: Personal Extra Hazard:	
2 - 2007 SUBA IMPREZA WRX STI AWD TURBO	▶ Edit ▶ Replace ▶ Delete
Status: Active VIN: JF1GD76637L507092 Date added: 08/09/2008 Type: Personal Extra Hazard:	

Discounts	▶ Edit discount coverages
Multi-Car Discount - Policy Level	

In order to add a new vehicle, for example, select the "*Add new vehicle*" button to the right of the "Vehicles" heading.

Once selected, the endorsement process information box will be displayed with the appropriate underwriting questions for the type of risk being quoted or processed. Based on the answers to some questions you may be presented with new questions to answer.   All questions must be answered for the quote to be submitted to underwriting for processing. In order to add a vehicle, the user will have to select the "*Select a vehicle by type or VIN*" button.

Enter the year, then select the make, and then select the model, and then select the type. Or if you have the complete VIN, enter it in the VIN field and we'll determine the year/make/model.

After you have selected the correct sub-model (type), or after entering the complete VIN, you must select "*Use this vehicle*" in order for that particular vehicle to be rated on the quote.

The system will then display the Year/Make/Model on the quote screen and you may proceed with the quote by answering the underwriting questions.

If this is not the correct vehicle, just select "*Select a vehicle by type or VIN*" to re-enter the vehicle information.

As the questions are being answered, you may have to address specific underwriting issues. These questions will allow the system to underwrite the request and tell you if the request is acceptable and if it can be processed as submitted.

You are requesting that this new vehicle be added to this policy.

Vehicle : 1999 LINCOLN NAVIGATOR Symbol: 16   Extra Hazard:
VIN : 5LM&U28A&X
Value:

▶ Select a vehicle by type or VIN

Date Purchased: 03/13/2009
Annual Mileage Driven: 15000   ? Help

Physical Damage Coverage

Comprehensive Deductible: No Coverage ▾   ? Help

Collision Deductible: No Coverage ▾   ? Help

Additional Equipment ($):   [   ]   ? Help

[—— ▾] Who is the registered owner?

[—— ▾] Who is the registered Co-owner?

[— ▾] Will this vehicle be garaged at the garaging address? *6736 TORY WAY DUBLIN CA 94568-2145*

[— ▾] Has the vehicle been inspected by an agent?

[— ▾] Is the vehicle used in business?   ? Help

[— ▾] Have all household members over age 14 been rated or excluded on the policy?

Lienholder / Interest History   ▶ Add Lienholder/Addl. Interest   ? Help
There are currently no Lien Holders/Additional Interests listed for this vehicle.

Upon completion of the underwriting questions, you will have the opportunity to enter comments about the request being made. You can use up to 275 characters to make your note.   These comments will assist the underwriter in evaluating the request and will allow you to describe any special circumstances that affect or explain the endorsement being requested.

When you have entered all the information for the quote or endorsement request being made, you can select either "*Get updates premium quote*" or "*Back to quote overview without saving changes*".

The first option will rate the quote and will display any relevant edits and display a quote for the change if the information is sufficient to complete the rating process.   The second option will take you back to the policy screen where you can begin the quote from scratch without saving the recently entered changes.

Submission of additional driver request

Upon the submission of an additional driver, the system will automatically run a motor vehicle report (MVR). If we are able to obtain an instant MVR the results of the record will be displayed and the quote will reflect any new driving activity.

The user will have the opportunity to delete any manually entered violations in the event the violation dates were not accurate. Select the red "**X**" associated with the violation you want to correct and when finished editing, select "*Apply changes and update quote*." Otherwise, the request may be submitted as quoted (with the updated MVR information) by selecting "*Submit this request for processing*".

▶ Get updated premium quote
▶ Back to quote overview without saving changes

When you select "*Get Updated Premium Quote*" you are returned to this instruction page (below) where you will see a variety of information. Each section of this screen will be described below.

Effect on Premium

Full term premium:	Pro-rata term premium:	Revised payment estimate:	CA Fraud Fee:	Current payment due:	Current Amount due:	Next payment due:
$695.00 increase ($1100.00 to $1795.00)	$281.75 increase ($445.94 to $727.69)	7 pymts of $151.38	$0.00	11/24/2008	$399.59	12/24/2008

Endorsement status and instructions

After looking at the changes you have requested we have provided an estimated premium quote. If you have described all of your desired changes, you may now submit your request for processing. You may also continue to make further changes to your request.

What's the next step?

▸ [Submit Changes] (By choosing "Submit Changes" you are accepting the changes requested on this quote.)

▸ Make changes/corrections to this request

▸ View/Print Endorsement Request Forms

▸ View Endorsement Summary

▸ Copy this Quote for Customer Comparison

▸ Edit F6 Notes

▸ Cancel Quote

The first section is " What's the next step ? " These are the options the user may select during the quote/endorsement submission process:

The first option is for the request to be submitted to The General's underwriting department for review and processing.

The second option allows the user to edit the quote and make changes or additions to the request.

The third option displays the endorsement in an Adobe formatted document that can be printed. The document will include all signature boxes that may be required for particular types of endorsements as well as any special forms.

The fourth option is to view the endorsement summary.

The fifth option is to Copy this Quote for Customer Comparison.

The sixth option is to edit F6 notes.

The seventh option is to cancel the quote you just entered. That particular quote number will no longer be accessible.

What's the next step?

> [Submit Changes] (By choosing "Submit Changes" you are accepting the changes requested on this quote.)
> Make changes/corrections to this request
> View/Print Endorsement Request Forms
> View Endorsement Summary
> Copy this Quote for Customer Comparison
> Edit F6 Notes
> Cancel Quote

The "*Underwriting issues and instructions*" section of the instruction page includes edits and special requirements for the rated quote. In this example, there are answers to questions that have prompted underwriting concerns. Based on the information provided, this risk may not be acceptable or may require additional information.

Also, this screen may indicate other changes to the policy that resulted from the quote/request. In this example, when we answered, "yes" the vehicle being added is used in business, the result was the addition of a business-use surcharge.

Lastly, the issues and instruction page will indicate if there are signatures and supporting proof documents that are being required to complete the endorsement transaction. If so, select a printable version of the quote and the forms will be ready for printing, faxing, or emailing to your customer for signature or for attaching with any necessary proof documents.

Occasionally the system will not be able to generate a quote and you will receive a "red" edit which means that a quote is not possible given the information we have on file. The problem must be resolved before the quote process can be resumed.

In working with our edits, remember that they operate like a traffic light. **Red** are hard edits that must be resolved. **Yellow** are caution edits that you need to try to resolve in order to ensure your request processes timely and accurately.   **Green** edits are typically information only.

> View Endorsement Summary
> Copy this Quote for Customer Comparison
> Edit F6 Notes
> Cancel Quote

Underwriting issues and instructions
The following issues must be resolved before your request can be submitted for processing and they may affect the accuracy of the quote presented:

- Vehicle 3 inspected: This question must be answered.
- Vehicle 3 garaged at garaging address: This question must be answered.
- Vehicle 3 used for business: This question must be answered.
- Vehicle 3 other drivers needed: This question must be answered.

You may submit your request with the following issues outstanding, but they may affect the accuracy of the present quote as well as the underwriting acceptability of your request:

- Unit 3 number of vin digits of 1981 or newer vehicles must equal 17. (UNT0010).
- VIN checkdigit for unit 3 is in error. Premium is subject to change. (UNT0012)

Signatures and proofs *(Required upon Submission of Endorsement)*

- Unable to verify VIN, which could result in suspension of your license. Please submit a copy of the title/registration. (UNT0012)

Disclaimer

This last section of the instruction page is the premium quote for the change. The quote presents the full term premium, and just below it displays the pro-rated premium. At the bottom of the quote box is the estimated monthly payment after the endorsement is processed.

If the quote is unable to be generated, the box will indicate this as shown in the second example below. Once the edits have been resolved, the system will develop a quote.

policy change overview

Policy Number:	22-CA-6766749	Endorsement effective date:	03/14/2009
Quote number:	7931	Term effective:	08/09/2008
Change requested by:	PG User - ntuwls01	Term expires:	08/09/2009

Effect on Premium

Full term premium: $695.00 increase ($1100.00 to $1795.00)	Pro-rata term premium: $281.75 increase ($445.94 to $727.69)	Revised payment estimate: 7 pymts of $151.38	CA Fraud Fee: $0.00	Current payment due: 11/24/2008	Current Amount due: $399.59	Next payment due: 12/24/2008

policy change overview

Policy Number:	22-CA-6766749	Endorsement effective date:	03/14/2009
Quote number:	7931	Term effective:	08/09/2008
Change requested by:	PG User - ntuwls01	Term expires:	08/09/2009

We are currently unable to provide a quote for the requested changes - please see messages.

Endorsement status and instructions

After looking at the changes you have requested we were unable to provide a quote due to the underwriting issues below. Please read through the information provided and make the necessary adjustments to the data you've provided.

What's the next step?
> Make changes/corrections to this request
> Copy this Quote for Customer Comparison
> Edit F6 Notes
> Cancel Quote

Underwriting issues and instructions
The following issues must be resolved before a quote can be provided:
- Vehicle 1 unacceptable for comprehensive/collision coverage. You may remove comprehensive and collision and resubmit for liability coverage only. (IEQ0044)

Completing the endorsement submission

After entering the change information and addressing all relevant edits, the quote may be submitted to underwriting for review and processing. To submit to underwriting, select the first option "Submit Request." Note: there is a signature requirement edit displayed for this particular example.

If the I/E is submitted by the broker on the insured's behalf and a signature is required to process the endorsement the following signature and proof edit will be received: "Please obtain and keep this signature in the agency file". This signature is to be collected and retained by the broker. These do not need to be faxed/mailed/submitted to Underwriting for review. This exception will apply only to I/E signatures. If additional proof documents are required (ie. photos, bill of sale, etc) those documents will still need to be forwarded to Underwriting prior to the endorsement being processed.

The request has been submitted for review but proof documents are required before the submission is complete. See page 24 for an example of a quote which was processed online without underwriter intervention.

Policy Change Request (Quote Only)	Effective Date of Change: **06/10/2014**
	Effective Time of Change: **12:01 A.M**
	Named Insured:
	Policy Number:
	Agency Name: **A-1 GENERAL INSURANCE (622028)**

SUMMARY OF CHANGE(S)   PREMIUM & BILLING

$	**1257.00**	: Current Term Premium	$ **125.02**	: Next Payment Amount
$	**1369.00**	: New Term Premium	**07/18/2014**	: Next Payment Due Date
$	**112.00**	: Term Premium Difference	**6**	: # Payments Remaining
$	**68.12**	: Pro-rata increase or decrease		
$	**0.00**	: Endorsement Fee	$ **113.65**	: Current Payment Amount
$		: Optional Down Payment	**06/18/2014**	: Current Payment Due Date
$		: Down Payment Collected		

Was call from the NI or spouse and recorded? No
Endorsement Status and Instructions

What's the next step?
At this point you may...
- return to the request overview page and request an instant quote.
- make additional changes or corrections to the request details.
- cancel this request entirely.

Discount Changes:

Insured signature required for ANY reduction and/or deletion of coverage

Policy Change Request (Quote Only)

Effective Date of Change:	06/10/2014
Effective Time of Change:	12:01 AM
Named Insured:	
Policy Number:	
Agency Name:	A-1 GENERAL INSURANCE

ADDRESS CHANGES

New Address: _____

City: _____   State: _____   Zip Code: _____

Home telephone number: _____   Work telephone number: _____

DRIVER CHANGES

Driver Transaction	Driver Name (as shown on license)	Relation	Date of Birth	Drivers License #	State	Gender	Marital Status	SR-22	Social Security #

VEHICLE CHANGES

Vehicle Transaction	Year	Make/Model	Vehicle Identification Number	Deductibles Comprehensive	Deductibles Collision	Rental Reimbursement	Custom Equipment	Towing and Labor
Delete (1)	1984	FORD EXPLORER	1FMDU32X0RUC15199	No Cov	No Cov	N/A	N/A	N/A
Add (2)	1999	LINCOLN CONTINENTAL	1FTZF1726WKC20145	500	500	N/A	N/A	N/A

COVERAGE CHANGES

Liability Bodily Injury & Property Damage	Medical Payments	Uninsured Motorist Bodily Injury	Uninsured Motorist Property Damage

LIENHOLDER / ADDITIONAL INTEREST CHANGES

Lienholder Transaction	Year	Make/Model	LP	AI	Name	Address	City, State, Zip

X *Signature not required*   *Signature not required*
_____
SIGNATURE OF NAMED INSURED   **DATE**

Insured signature required for ANY reduction and/or deletion of coverage

PA039-0603-TN (E)

	Policy Change Request (Quote Only)	Effective Date of Change:	**06/10/2014**
		Effective Time of Change:	**12:01 AM**
		Named Insured:	
		Policy Number:	
Generated at 09:33:25 AM CDT, 06/10/2014, User: 417274/417274		Agency Name:	**A-1 GENERAL INSURANCE**

REJECTION / SELECTION OF UNINSURED / UNDERINSURED MOTORIST

I UNDERSTAND THAT THE STATE REQUIRES THAT UNINSURED/UNDERINSURED MOTORIST INSURANCE BE OFFERED TO ME UNDER MY MOTOR VEHICLE COVERAGE.

☐ I HEREBY REJECT UNINSURED / UNDERINSURED MOTORIST (UM/UIM BI/PD) IN ITS ENTIRETY.

☐ I HEREBY REJECT ONLY THE UNINSURED / UNDERINSURED MOTORIST PROPERTY DAMAGE (UM/UIM PD) COVERAGE.

☐ I SELECT UNINSURED / UNDERINSURED MOTORIST AT LIMITS LOWER THAN LIABILITY BI/PD LIMITS AS INDICATED ON THE FRONT OF THIS FORM.

NOTE: UNINSURED/UNDERINSURED MOTORIST LIMITS ARE NOT AVAILABLE IN EXCESS OF LIABILITY INSURANCE LIMITS. IN THE ABSENCE OF A SIGNATURE BELOW OR ELECTION ABOVE, COVERAGE WILL BE ISSUED AT THE LIABILITY LIMITS SELECTED IN THE COVERAGE SECTION.

X *Signature not required*
　　　SIGNATURE OF NAMED INSURED　　　　　　　DATE

DRIVER EXCLUSIONS

"WE" AGREE WITH "YOU" THAT SUCH INSURANCE AS IS AFFORDED BY THE POLICY SHALL NOT APPLY WITH RESPECT TO ANY AUTOMOBILE OR ITS USE WHILE SUCH AUTOMOBILE IS IN THE CARE, CUSTODY, OR CONTROL OF; OR IS BEING OPERATED BY AN INDIVIDUAL DESIGNATED BELOW.

EXCLUDED DRIVER	RELATION/GENDER		EXCLUDED DRIVER	RELATION/GENDER	DATE OF BIRTH
EXCLUDED DRIVER	RELATION/GENDER	DATE OF BIRTH	EXCLUDED DRIVER	RELATION/GENDER	DATE OF BIRTH
EXCLUDED DRIVER	RELATION/GENDER	DATE OF BIRTH	EXCLUDED DRIVER	RELATION/GENDER	DATE OF BIRTH

X *Signature not required*

	Policy Change Request (Quote Only)	Effective Date of Change:	**06/10/2014**
		Effective Time of Change:	**12:01 AM**
		Named Insured:	
		Policy Number:	
Generated at 09:33:25 AM CDT, 06/10/2014, User: 417274/417274		Agency Name:	**A-1 GENERAL INSURANCE**

Additional Policy Details

Email address: *address@gmail.com*

Mailing address: **Same as garaging**

Vehicle 1 - 2001 SATN SW2
Registered owner:
Vehicle Symbol: **290~500~011~011**
Vin Stub: **1G8ZN827&1**
Deletion date: **06/10/2014**

Vehicle 2 - 1998 FORD F-150
Registered owner: **ROBINSON,ERICA,A (Driver 1)**
Vehicle Symbol: **310~480~008~008**
Vin Stub: **1FT&F182&W**
Purchase date: **06/10/2014**

Will this vehicle be garaged at the garaging address?	**Yes**
Has the vehicle been inspected by an agent?	**No**
Is the vehicle used in business?	**No**
Have all household members age 14 and older and regular operators been rated or excluded on the policy?	**Yes**

Viewing the printable endorsement form.

If the endorsement needs to be signed by the insured, you can fax, email or mail the request. The printable version has a fax cover page included for the customer to use in sending it back to the company. Below is a sample of a completed endorsement document.

The cover page will indicate what is included with the request. The "**X**" indicates the pages that must return back to underwriting. The underwriting fax is printed, and this page should be used as the "fax cover page" when returning to The General for processing.

Permanent General Assurance Corporation

FAX NUMBER: (800) 467-8767

POLICY NUMBER:

PRINT DATE: 06/30/2004

QUOTE EFFECTIVE: 06/30/2004

PRODUCER: A-1 GENERAL/SAMUEL

PRODUCER ID: 522026

Upon submitting the endorsement from our website, fax the specified requirements in the order listed.

[x]	Fax Cover Sheet (this page)	[ ]	Proof of Previous Insurance
[ ]	Endorsement Details Page (signed by named insured)	[x]	Business Use Questionnaire
[ ]	UMPD Acknowledgement and Rejection (signed by named insured)	[ ]	Physician's Statement
[ ]	Driver Exclusions	[ ]	Vehicle Inspection Report(s)
[ ]	Deletion of Existing Excluded Driver(s) (signed by named insured)	[ ]	Vehicle Photos
[ ]	Proof of NAF	[ ]	Restricted Endorsement (signed by named insured)

Boxes marked "X" indicate required documents

Checking the status of an endorsement request.

In order to inquire about the status of an existing endorsement, from the "Overview" screen (shown below), select any of the endorsement quotes/requests labeled "**Released for processing**".

The system will inform you of the time and date the request was transmitted to the underwriting department for processing.

"**Under review by underwriting**". This means that the request could not be processed without underwriting intervention. Select the quote in order to see the specific issues about this request:

MADISON HEIGHTS, VA 24572   (800) 280-1466
(434) 509-0606 (home)
(434) 111-1111 (work)   **Source of Sale**
                                             3000VA - VA Retail Sales

Policy Term Information   **Discount Information**
   Effective Date: 01/15/2009   Renewal 2 Discount
   Expiration Date: 07/15/2009   Star Level 38 Discount **driver: 1**
   Orig. Eff. Date: 01/15/2008   Transfer 1 Discount

   Commission Tier: P
      Pay Plan: Direct Billing   [P5]
                    6 months
                    25% down
                    5 payments

   Auto Debit: Not Available

policy maintenance

- **Make payment**
- **Submit online endorsement request (new)**
- **Endorsement manual**
- **Letter of Experience**
- **Loss History**

Endorsement quotes/requests

Quote 811033 | Under review by underwriting |
Change Date: 03/13/2009   User: pacsca01
Quote 809160   Quote entry / not submitted
Change Date: 03/11/2009   User: pacsca01
Quote 807143   Invalidated
Change Date: 03/09/2009   User: pacsaw01
Quote 569220   Released for processing

After selecting this request (Quote 811033) you will receive a message that the endorsement is being reviewed and you will also see a reminder at the bottom of the page of the issues that will need to be resolved prior to underwriting being able to process the request. In this example, underwriting will have to verify the VIN number.

- **View Endorsement Summary**
- **View Binder of this quote request.**
- **Print ID cards for this quote request.**
- **Copy this Quote for Customer Comparison**
- **UW F6 Notes**
- **Reject Request (UW only).**

Underwriting issues and instructions
Your request has been submitted; however, the following issues are outstanding and must be reviewed by an underwriter:

- VIN checkdigit for unit 2 is in error. Premium is subject to change. (UNT0012)

Signatures and proofs *(Required upon Submission of Endorsement)*

- Unable to verify VIN, which could result in suspension of your license. Please submit a copy of the title/registration. (UNT0012)

Disclaimer

All policy change requests are subject to review and approval of our underwriting department in accordance with the underwriting guidelines. Upon acceptance of the change, a revised declaration page will be provided to the insured and agent.