Tokio Marine HCC – Public Risk Group

PRIME User Guide

CONTENTS

Login Information

PRIME URL: https://prime.tmhcc.com

User ID: email address provided (e.g., cgonzalez@tmhcc.com)

Do not use Internet Explorer to access PRIME. Use other browsers.

Note: If you have an issue with your password, please click the Forgot Password link and enter your email address. You will receive an email with a link to reset your password.
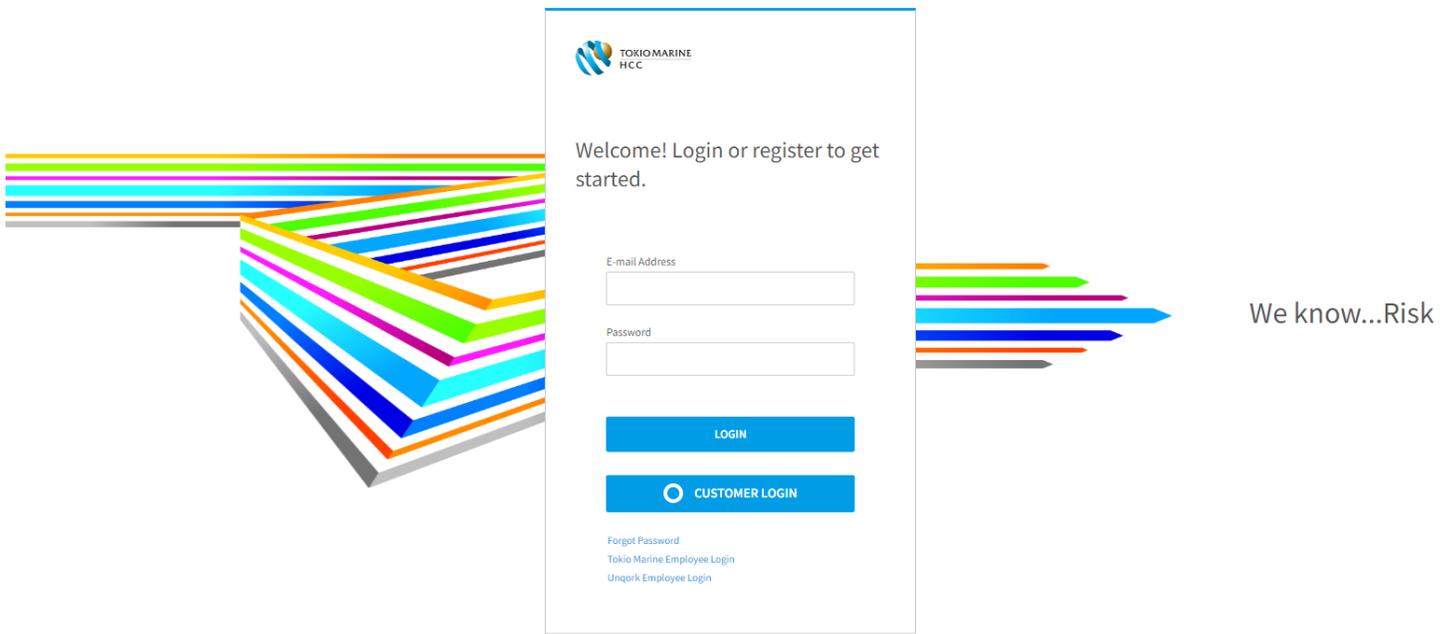
PRIME Support

Chris Gonzalez
cgonzalez@tmhcc.com
914-218-9755

Karen Pilipovich
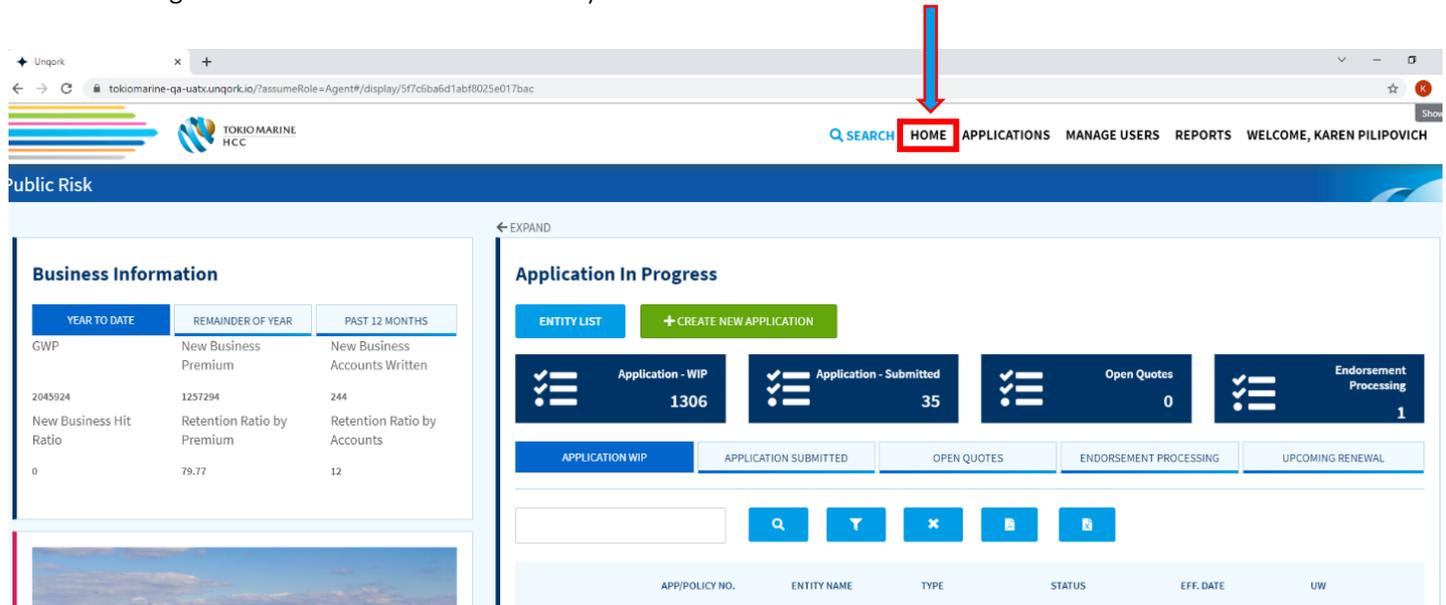kpilipovich@tmhcc.com
248-371-3117

Dashboard

The Dashboard is the first page you will see after successfully logging into the system. The dashboard provides a snapshot of your applications' activity and quick access to your applications when you need them.

There are two primary components to the Dashboard:

1. Business Information/Metrics Section

2. Application In Progress Grids/Tabs

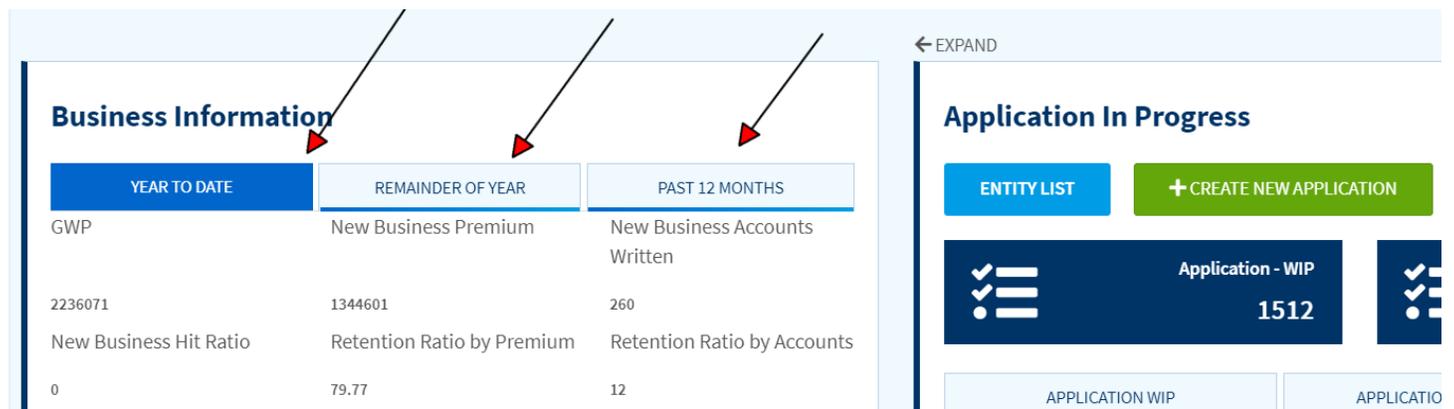Note: Clicking HOME in the Header will always redirect to the Dashboard.

Dashboard – Business Information/Metric Section

The business information/metric section displays some key metrics for your agency. There are three tabs that can be selected to update the date basis for these metrics. These include:

- YEAR TO DATE – Starting 1/1/YYYY to today's date

- REMAINDER OF THE YEAR – Starting today's date to 12/31/YYYY

- PAST 12 MONTHS – Ending on today's date and looking back 12 months.

Note: These metrics are agency specific and do not reflect the metrics of any individual agent/CSR.

Dashboard – Application in Progress Grids/Tabs

This section provides lists of applications based on how they are progressing through the application entry workflow.

Clicking the EDIT button will open the selected application. It's subdivided into five subtabs, each representing applications that are in a different stage of this workflow.

These subtabs can be selected by clicking on the tab header for each respective section.

Application WIP

The Application WIP tab displays all the applications that are in Work in Progress status. This is defined as applications that have been created, but not yet completed or submitted to the Underwriting Department for review.

Application Submitted

The Application Submitted tab displays all the applications that have been submitted for underwriting review. This is defined as applications that have been completed and the Submit to UW button has been clicked.

Note: Once an application is submitted, it will not be editable unless the underwriter sends it back to the agent. Applications in this tab can be opened and viewed, but they are not editable.

Open Quotes

The Open Quotes tab displays all the applications that have been quoted by the underwriter.

Note: Once an application is submitted, it will not be editable unless the underwriter sends it back to the agent. Applications in this tab can be opened and viewed, but they are not editable.

Endorsement Processing

The Endorsement Processing tab displays all pending endorsement transactions. This is defined as endorsement transactions initiated by either the agent or the underwriter that have not yet been issued.

Note: This means **ALL** endorsements in progress will appear here, including those that are pending or being reviewed by the underwriter. Once the endorsement is bound, it no longer appears in this tab.

Upcoming Renewals

The Upcoming Renewals tab displays a list of all upcoming renewals. There is an additional drop down to define how many days from expiration you wish the list to load (30-, 60- and 90-day options available).

Global Header & Footer

Throughout the application, there is a global header and footer that include links and information.

Header

The header includes:

Search – This link directs you to the Advanced Search page. See the Advanced Search section of this guide for more information.

Home – This link directs you back to the Dashboard.

Applications – This link directs you to the Bound Policies or Declined Applications page which lists recent application that meet those criteria.

Manage Users – This link directs you to the Manage Users page. See the Manage Users section of this guide for more information.
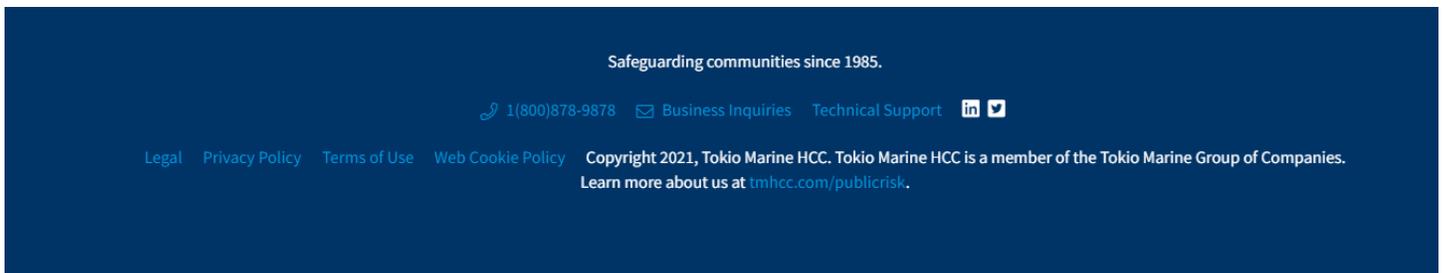
Reports – This link is available only to underwriters.

Welcome, "User's Name" – This link allows you to log out of PRIME.

Footer

The footer includes the Tokio Marine HCC – Public Risk Group phone number, email links and social media links.
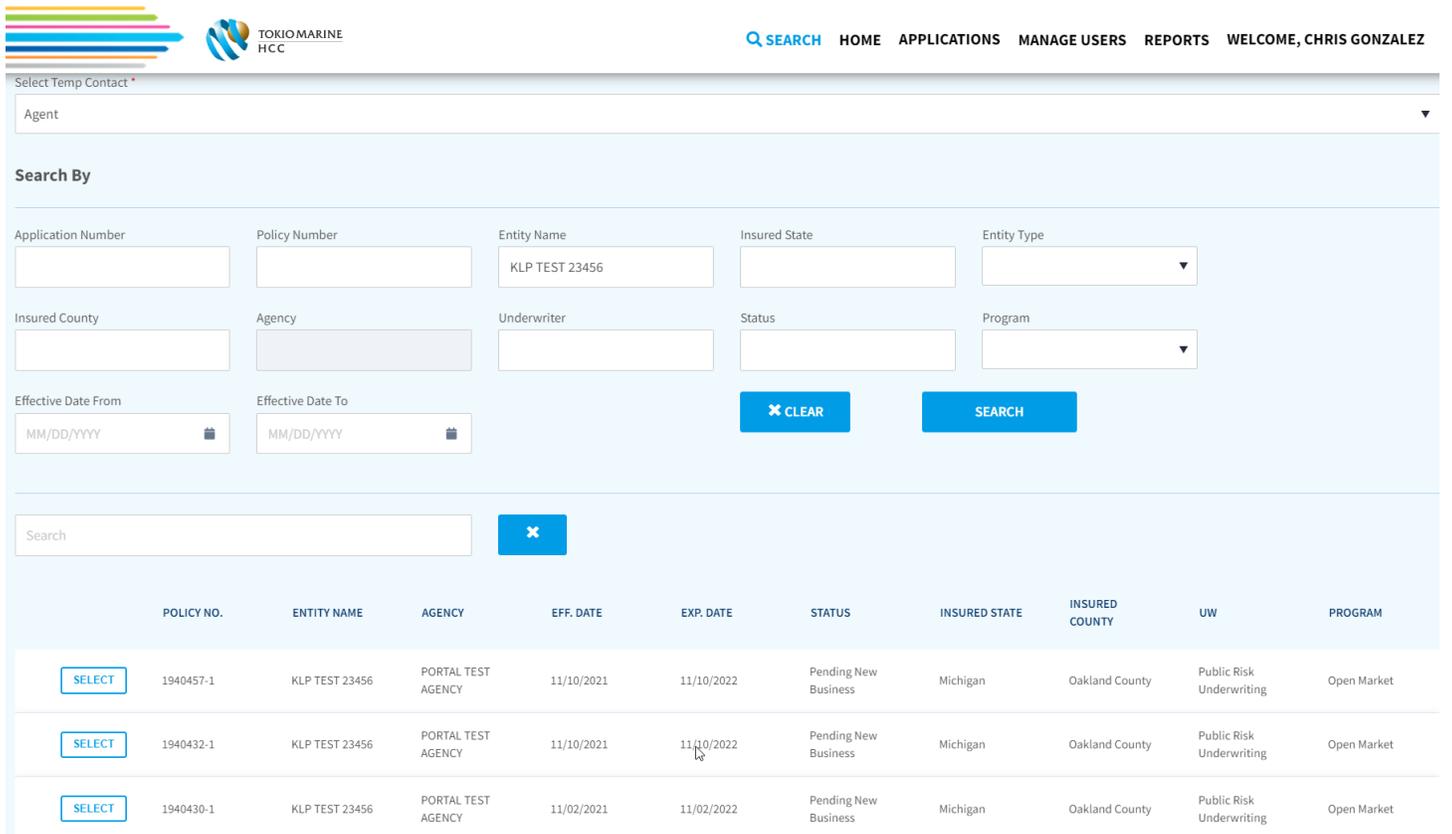
Advanced Search

Advanced Search can be accessed by clicking on the SEARCH link in the global header. This search allows you to search of any application or policy written by your agency.

Advanced Search

The Advanced Search page allows you to search for these applications/policies multiple optional criteria. These options include:

Application Number   Entity Type
Policy Number   Effective Date
Entity Name   Expiration Date
Insured State

Note: At least one criterion must be populated for the search to be executed successfully.

You can design your search by multiple criteria (e.g., state and city, entity name and state, entity type and program). After your options are entered, click the SEARCH button.

Your results will display in a grid under the search criteria fields. You can choose the policy/application from the list by clicking the SELECT button for the respective row. This directs you to the application selected.

	POLICY NO.	ENTITY NAME	AGENCY	EFF. DATE	EXP. DATE	STATUS	INSURED STATE	INSURED COUNTY	UW	PROGRAM
SELECT	U21PKG80158-00	WHITEFORD TOWNSHIP SPRINT 6 AGENT	PORTAL TEST AGENCY	10/13/2021	10/13/2022	Pending New Business	New York	Westchester County	Public Risk Underwriting	Open Market

Common System Features & Functions

Display Grids

The following is a partial list of the common types of items that are common across grids used throughout the application (e.g., Dashboard, Entity List, Property Schedule, Inland Marine Schedule, etc.).

Search Bar – This bar allows for wild card searching (i.e., partial entry) across all rows and all columns in the grid. The typical behavior is for the search to dynamically update with each keystroke. To remove the search criteria, simply use the backspace to delete text entry.

Filter Search **–** Allows searching on single or multiple parameters. It is typically used if you wish to search a specific column or a combination of conditions.
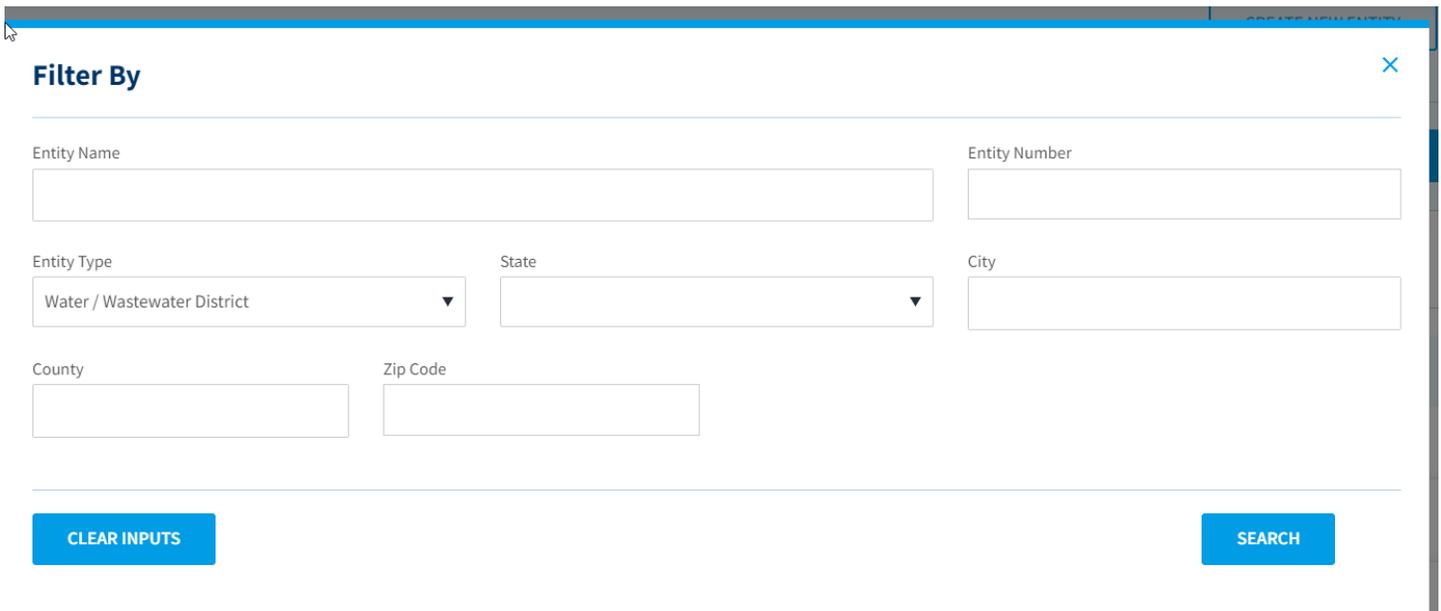
Sorting by Columns – Clicking on the column header sorts the grid by the column. To toggle between ascending and descending order, click the header.

Download to PDF – Grid entries (as they are filtered) are exported to a PDF document and formatted in the same manner as the grid is displayed in the user interface.

Download to Excel – Grid entries (as they are filtered) are exported to an Excel document and formatted in the same manner as the grid is displayed in the user interface.

Reset/Clear Entry or – These remove any filters or search parameters and restore the unfiltered view.

Application Screens
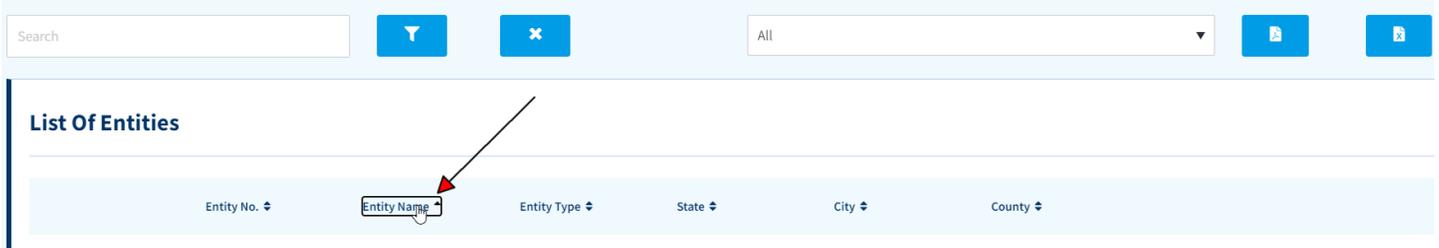
This is a partial list of the application screen functions and business logic used to facilitate simpler, faster and accurate data entry:

Required/Option Fields – Whether a field is required (flagged with an asterisk) or not required to complete the application and submit to an underwriter.

Dynamic Display of Fields – Throughout the application, fields are dynamically displayed or hidden, given the selection on a page (typically the answer to a Yes/No question).

Field/Screen Availability Logic – Similar to dynamic display, there are screens and fields visible/available only if the application in progress requires them.

This includes:

Fields/Screens by Insured State

Fields/Screens by Program (e.g., Open Market, MTPP, etc.)

Fields/Screen by User Role (i.e., agent vs underwriter)

Default Values – Many fields will default to common values to avoid repetitive user entry. For this reason, when an application is initially created, it will have several fields across the application pre-selected or defaulted.

Other Buttons

These buttons appear throughout PRIME:

Enter   **>**

Go Back   **<**

Search   **Q SEARCH**

While most searches are dynamic and update in real time with each keystroke, there are occasions when you must click a Search button.

Save Button   **SAVE**

The Save button is optional. Navigating away from the page also saves the page.

Next Button   **NEXT**

The Next button advances to the next page in the application and saves the current page.

Previous Button   **PREVIOUS**

The Previous button directs to the prior page and saves the current page.

Create a New Business Application

The creation of a new application guides you through the steps required to create the application. This section describes this process.

Launching the Create New Application Process

1. Create New Application – From the Dashboard, click this button to create a new business application.

Application In Progress

ENTITY LIST   + CREATE NEW APPLICATION

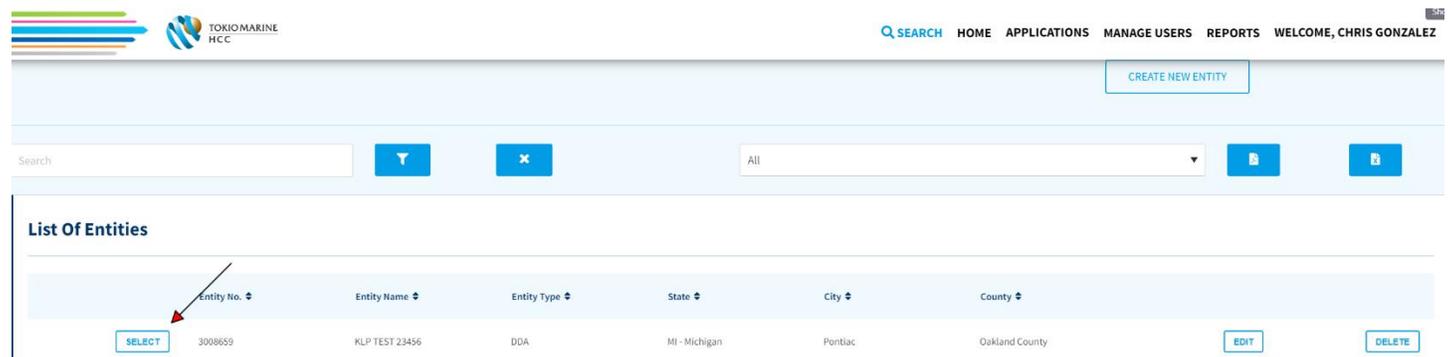|			
Application - WIP **1393**	Application - Submitted **36**	Open Quotes **0**	Endorsement Processing **1**

Selecting or Creating an Entity

2. Create Application Stepper – List of Entities – The system prompts you to select the entity for which you wish to create the new business application. You can search the list by entering the name in the Search field. The system dynamically searches as you enter the entity name or any other value within the grid. Once you find the entity, click the Select button.

Note: If the entity does not yet exist, click the Create New Entity button to create the entity and select it for the new business application.

CREATE NEW ENTITY

rch	▼	✖	All ▼

.ist Of Entities

TOKIO MARINE HCC   SEARCH   HOME   APPLICATIONS   MANAGE USERS   REPORTS   WELCOME, CHRIS GONZALEZ

CREATE NEW ENTITY

Search ▼ ✖ All ▼

List Of Entities

	Entity No. ⇅	Entity Name ⇅	Entity Type ⇅	State ⇅	City ⇅	County ⇅		
SELECT	3008659	KLP TEST 23456	DDA	MI - Michigan	Pontiac	Oakland County	EDIT	DELETE

3. Click the Create New Entity button to open the Create New Entity screen and populate the fields.

The Search Address field allows you to automatically search and select addresses using Google API. The result set will display as a drop-down value and you can accept the address results. If accepted, all address fields auto populate. If necessary, you can manually amend these fields and overwrite the Google API selections. Once all data is entered, hit SAVE at the top or bottom of the page.
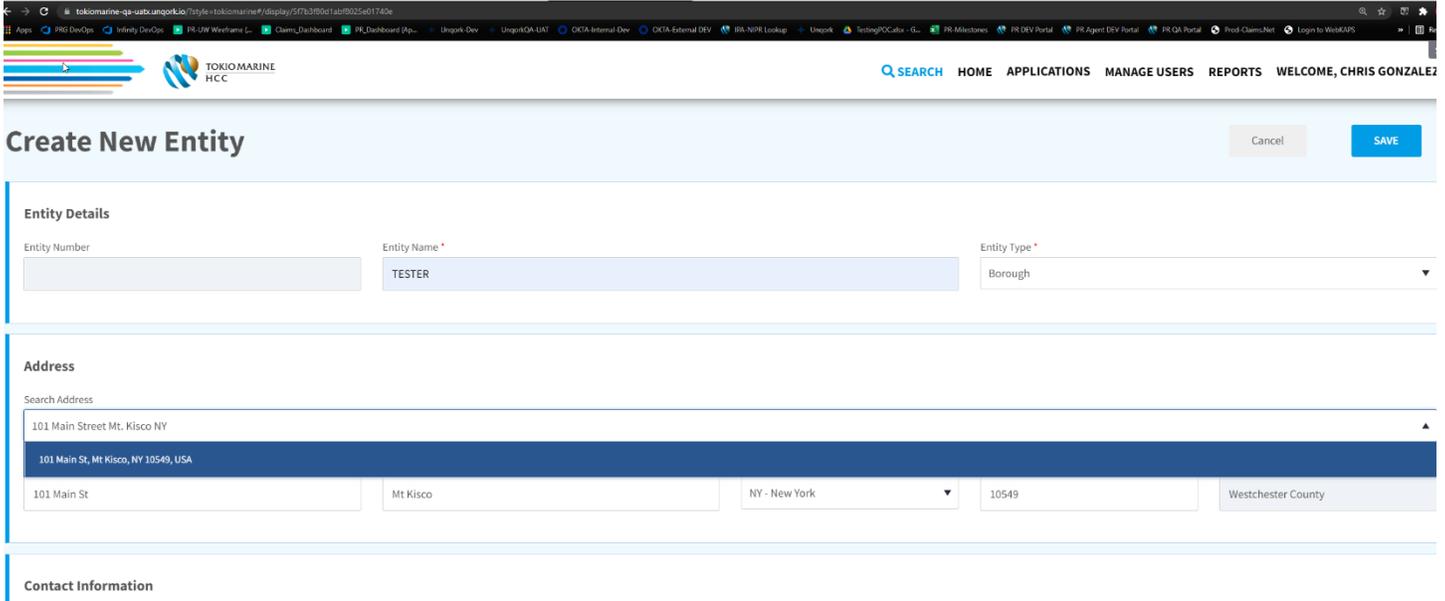
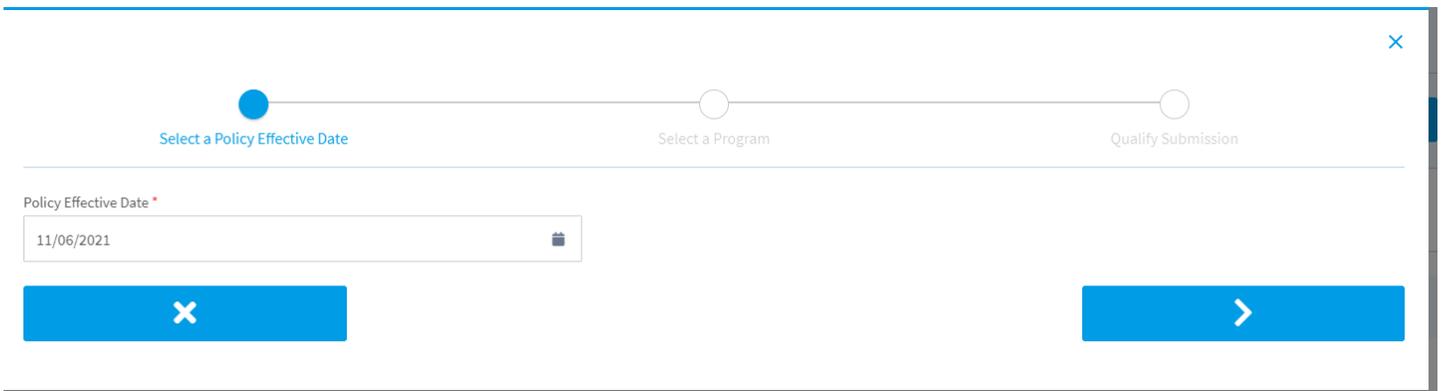## New Business Stepper Popup Flow

4. Upon selecting an entity from the Entity List or creating a new entity, the New Business Stepper popup appears.

Select Policy Effective Date

5. Select the Policy Effective Date field and enter the requested policy effective date and click the Enter button.
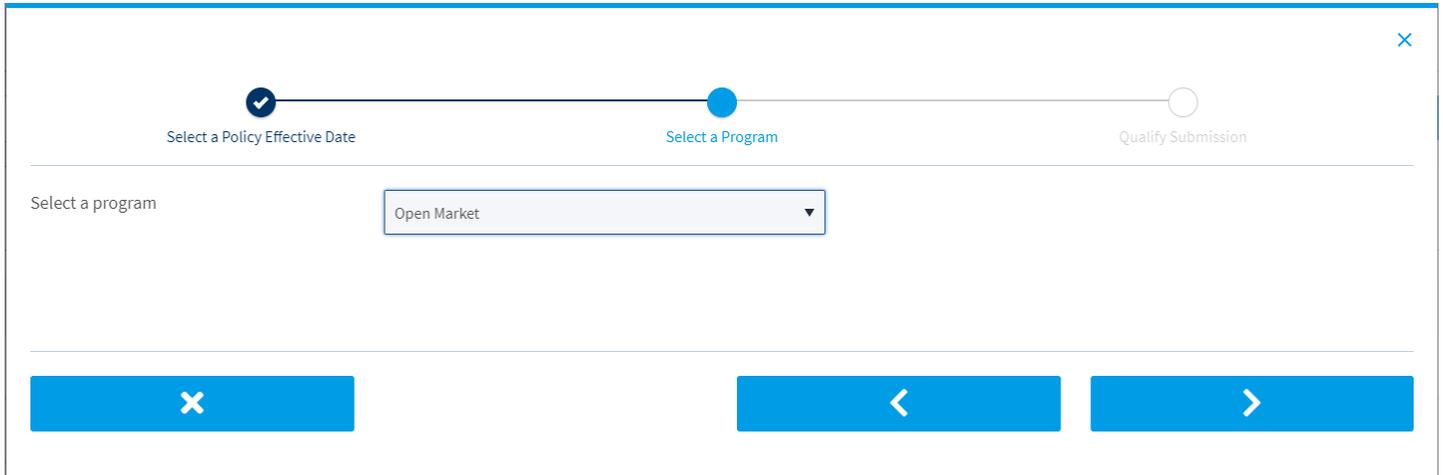
Select Program

6. Select a program – This list is prepopulated to show only the programs available for the entity selected based on the insured state and for the agency.
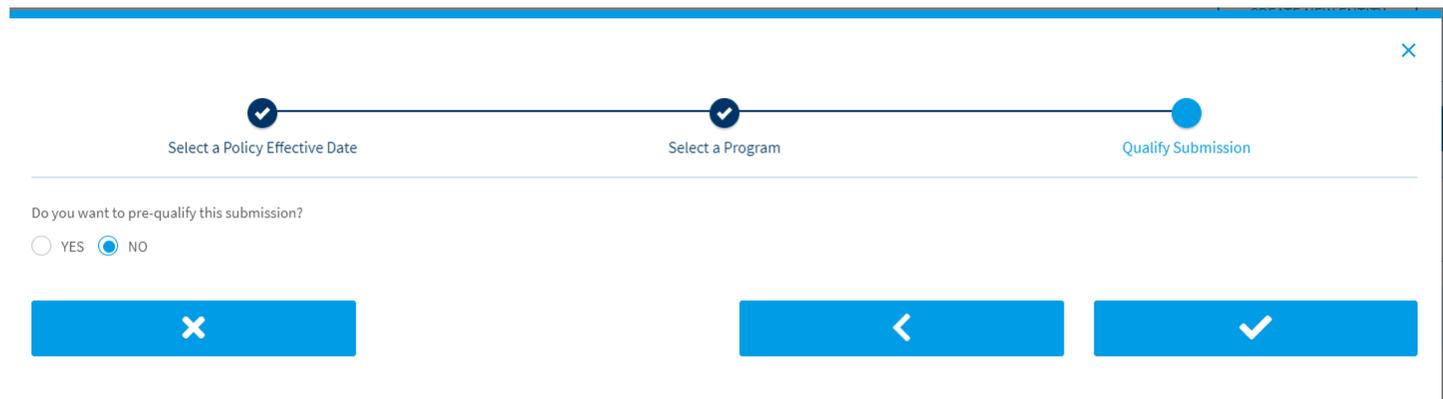

Qualify Submission

7. Qualify Submission – Qualify submission allows the agent to upload documents (e.g., Accord applications, loss runs, etc.) and request the underwriting team review and provide feedback on whether there is business appetite. If there is, the underwriter requests the agent submit the full application in the system. If not, the underwriter indicates this to the agent and the application is completed. This process is designed to save the agent's time in instances when it's unclear if the application fits the Tokio Marine HCC – Public Risk Group underwriting profile.

8. Clicking Enter completes the Create New Business Application process is complete. The system will then launch the Application screens for full data entry.

Application Screens

Once an application is successfully created, the system opens the application screens for the entity. This is the standard view whenever an application is selected to be opened, whether it's from the dashboard grids, advanced search, etc.).

The application screens have several components, including:
- Application Header Information
- Action Menu
- Option Menu
- Transaction History
- Notes
- Navigation Pane

All of these components persist no matter which application page you navigate to within the application screens.
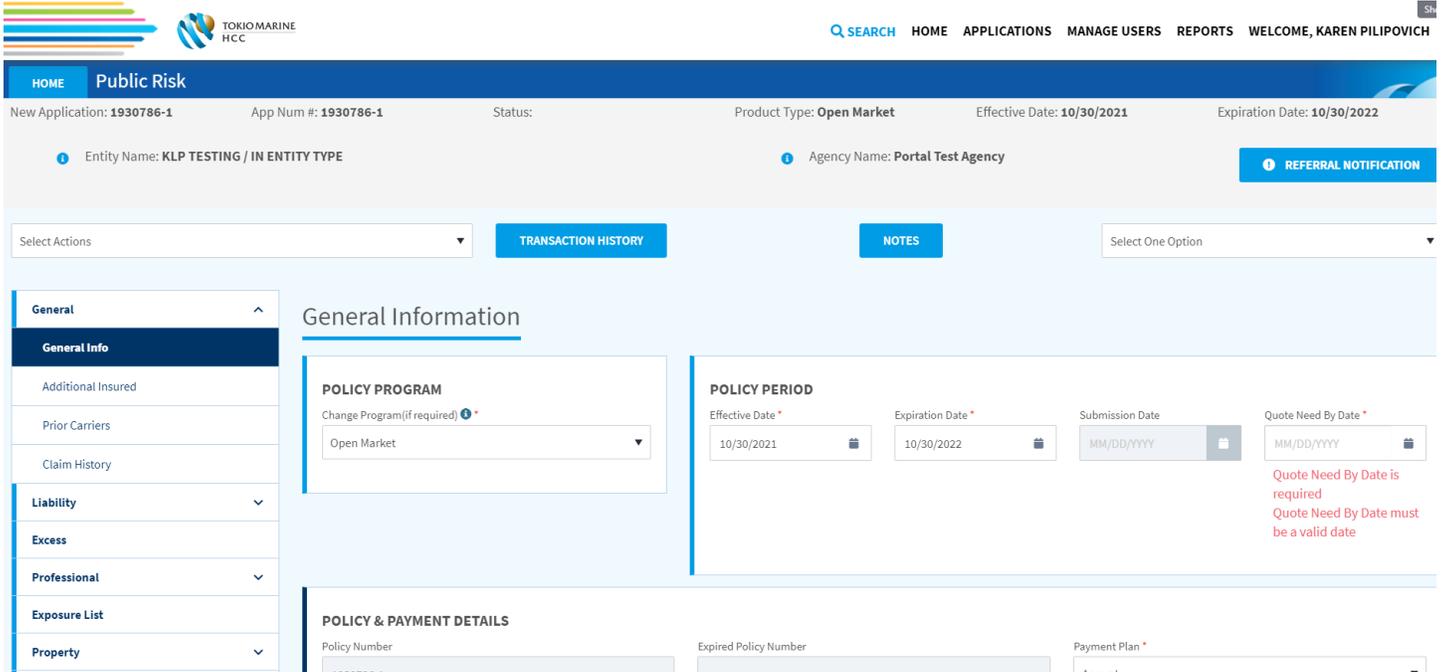
Application Header Information

The application header information displays basic information associated with the application.
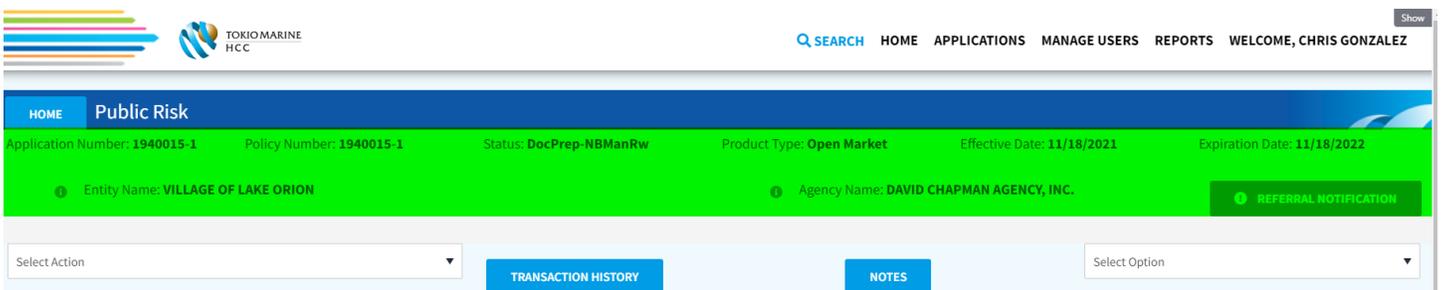
Application Number – The application number that is system generated and assigned to the application

Policy Number – The policy number that is system generated and assigned to the application (If the application is **not yet bound,** the placeholder will be the application number.)

Program – The program selected for the application (e.g., open market)

Txn Eff Date – The effective date of the transaction (could be different for endorsements)

Effective Date – The effective date of the application

Expiration Date – The expiration date of the application

Entity Name – The entity selected for the application (The information button to the left of this field provides a popup with additional entity details.)
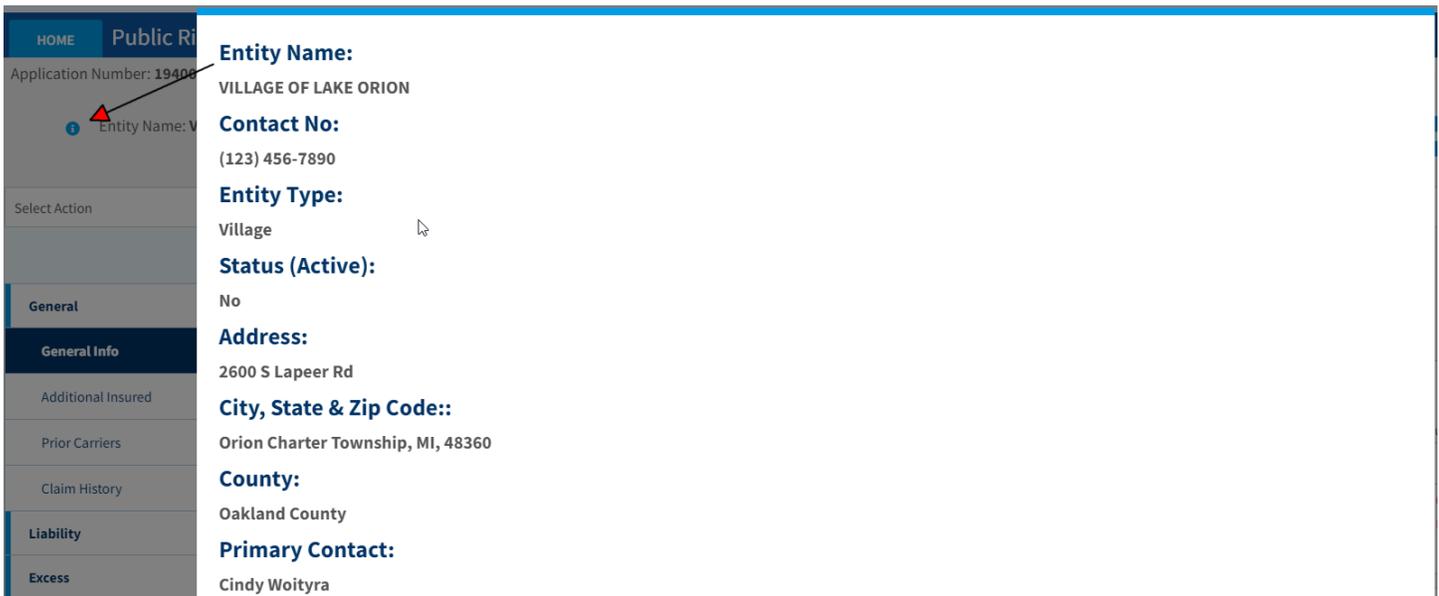
Agency – The agency on the application (The information button to the left of this field provides a popup with additional agency details.)

Txn Type – The type of transaction (e.g., new business)

Status – The status of the application
The statuses visible in this field for agencies are:

- Pending New Business
- Pending Renewal
- Submitted for UW Review
- Quote Ready for Review
- Pending Endorsement
- Declined - Endorsement
- Endorsement Bound
- Policy Bound
- Canceled Policy
- Declined - New Business
- Declined - Renewal

Action Menu

Select Action ▼

Endorse Policy

This is where you start the process of endorsement changes on bound policies.

Important Note: Endorsements should be created on the latest issued/bound transaction (i.e., If there is an new business transaction with three endorsements on it, then select transaction #3 to create the newest endorsement).

Renewal Policy

This is where you start the process of a renewal policy. This is contextually available if the policy that is selected is bound and able to be renewed.

Important Note: A renewal should be created on the latest issued/bound transaction (i.e., If there is an new NB transaction with three endorsements on it, then you should select transaction #3 to create the newest RN).

Delete Transaction

Deletes the application or transaction that you are currently working on.

Note: Only applications which are in Pending status can be deleted. Any application that has been rated or submitted cannot be deleted.
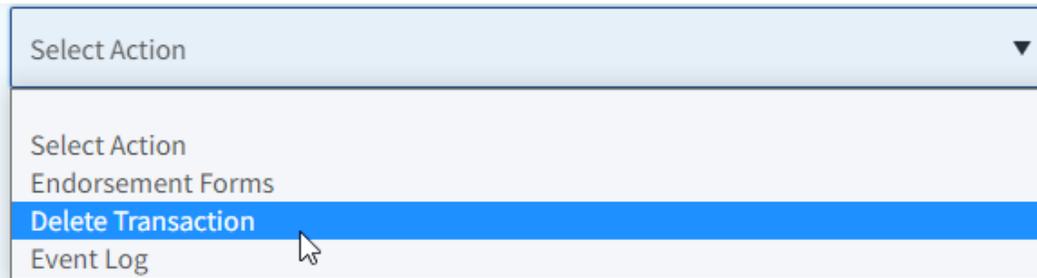
Select Action ▼

Select Action
Endorsement Forms
Delete Transaction
Event Log

Clicking the Delete Transaction option generates a popup window asking if you'd like to delete the transaction. Clicking the Yes button deletes the transaction and redirects the system to the dashboard.

Do you Want to Delete this transaction?

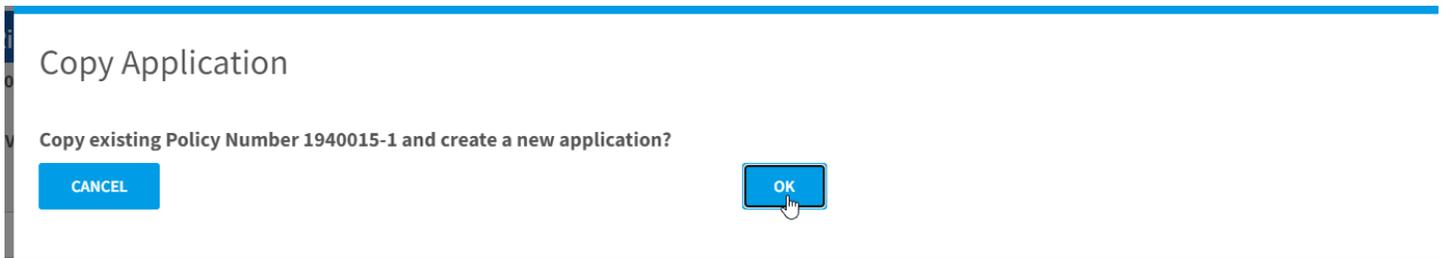YES   NO

Option Menu

These actions are available from the Options Menu:

- Copy the Application
- Download Documents
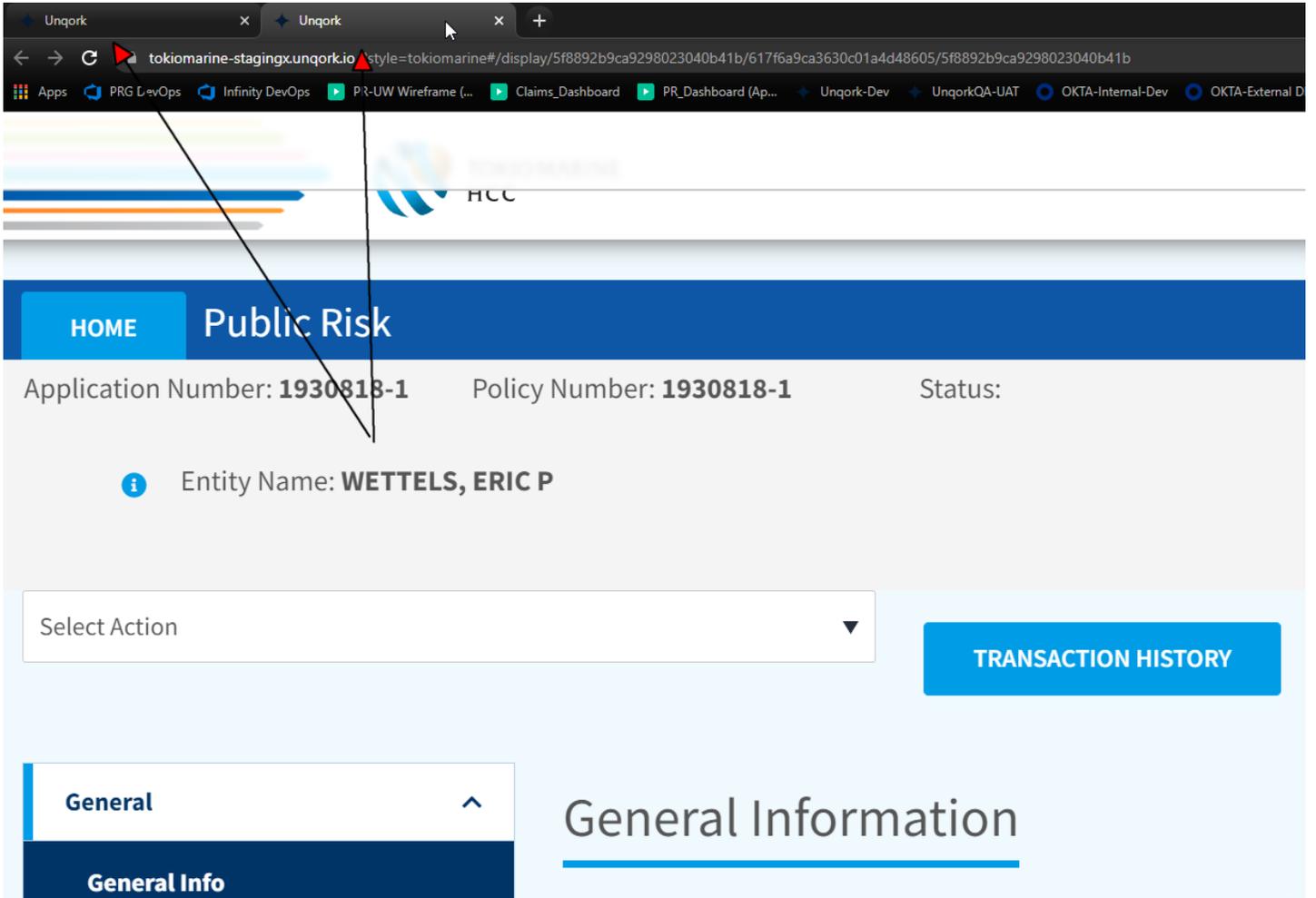- Upload Documents
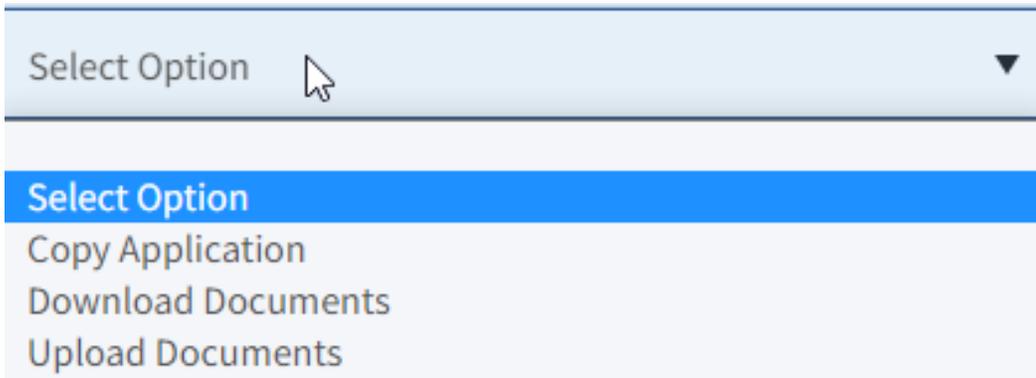
Copy the Application

This produces a copy of the application. Clicking the Copy Application option generates a popup window asking you to confirm the copy.

Clicking the Cancel button results in the application NOT being copied and redirects to the original application. Clicking the OK button generates a popup window confirming the application was copied.
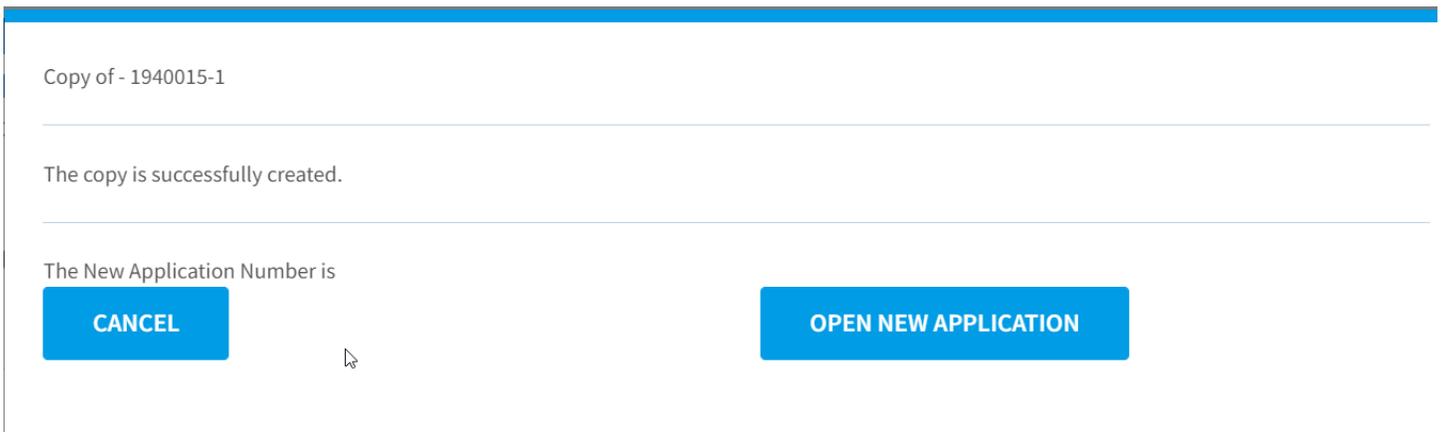
Clicking the OPEN NEW APPLICATION button launches the copied application **in a new tab** and directs to the new tab. Note: The original application is still available in another tab of the browser. To return to the original application, navigate back to the original tab.
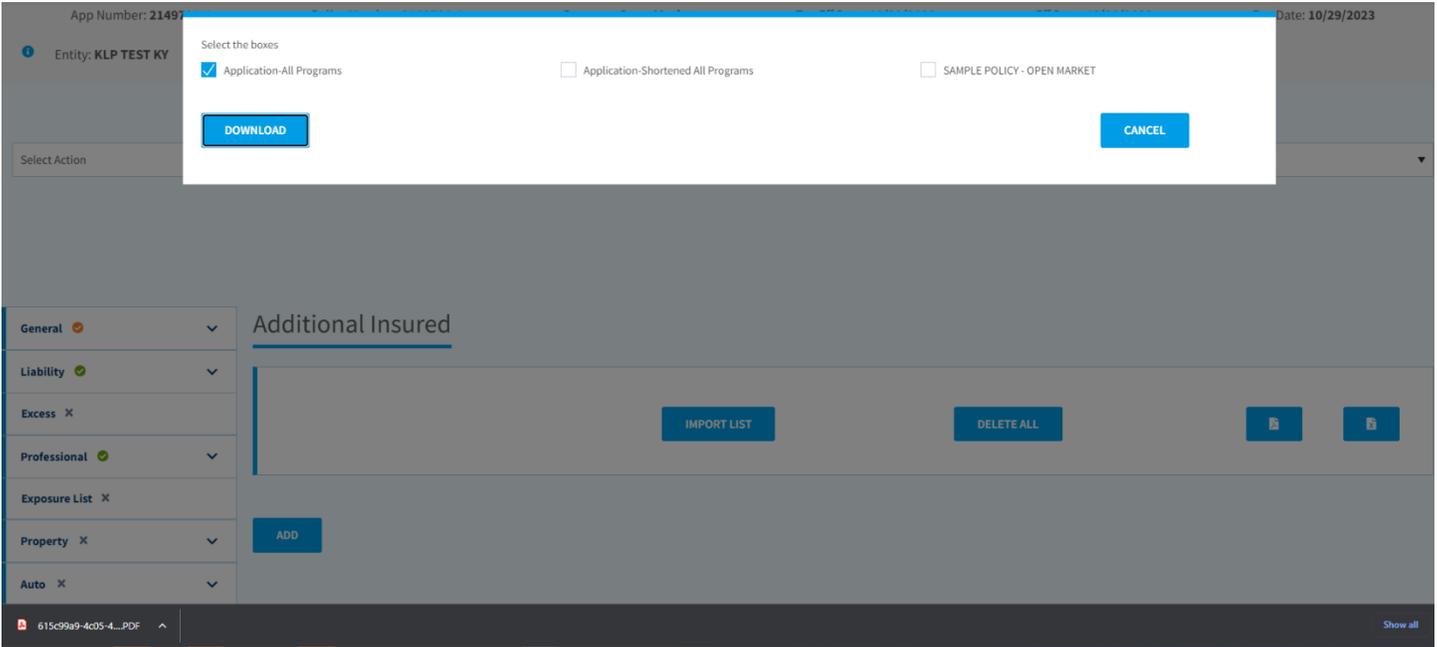

Download Documents

You can download certain documents for the application you are currently in (e.g., printed application). Clicking the Download Documents button generates a popup window of the documents available for download. Click the checkbox for the document(s) you wish to download.
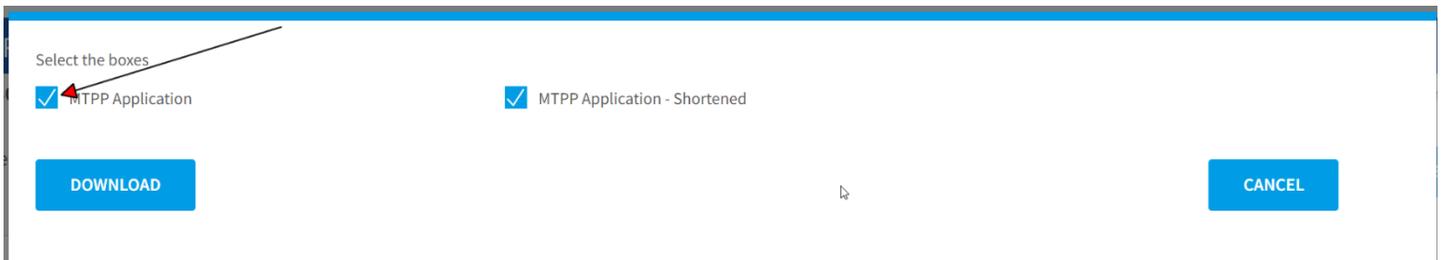
Clicking the DOWNLOAD button creates the document(s) that is downloaded via your browser. Clicking the CANCEL button closes the popup window and the documents do not download.

Opening the downloaded document provides access to the document.

Upload Documents

You can upload documents into the system for the application you are currently in (e.g., supplemental applications, budget, loss runs, etc.). These documents are submitted to the Underwriting Department with notification that the documents are available for review.

Upon selecting the Upload Documents option, a popup appears to attach documents to be uploaded.
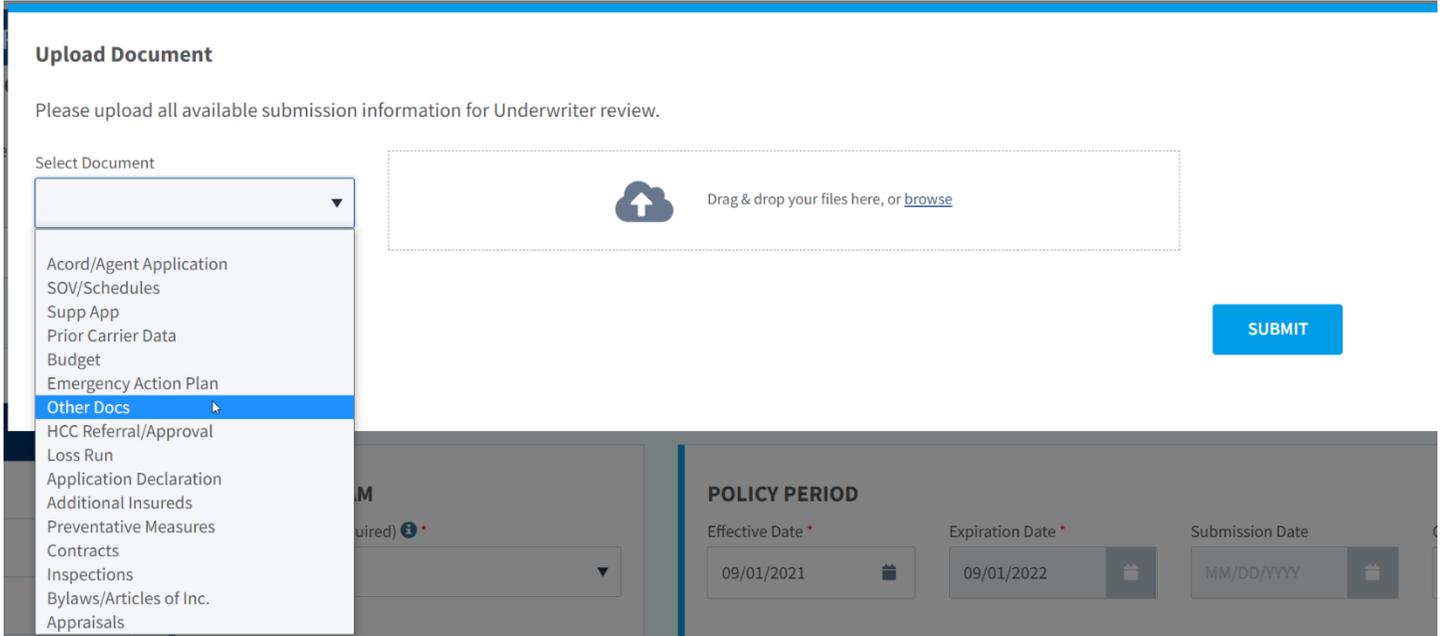
Select Document – You can select the type of document you are uploading (e.g., budget, loss runs, etc.). If the type of document is not specified in the list, select Other Docs.

You can then either drag and drop the file into the area or click on the browse link to select the file you wish to upload. Upon selection of file, it will be listed below. You can upload multiple files at one time.
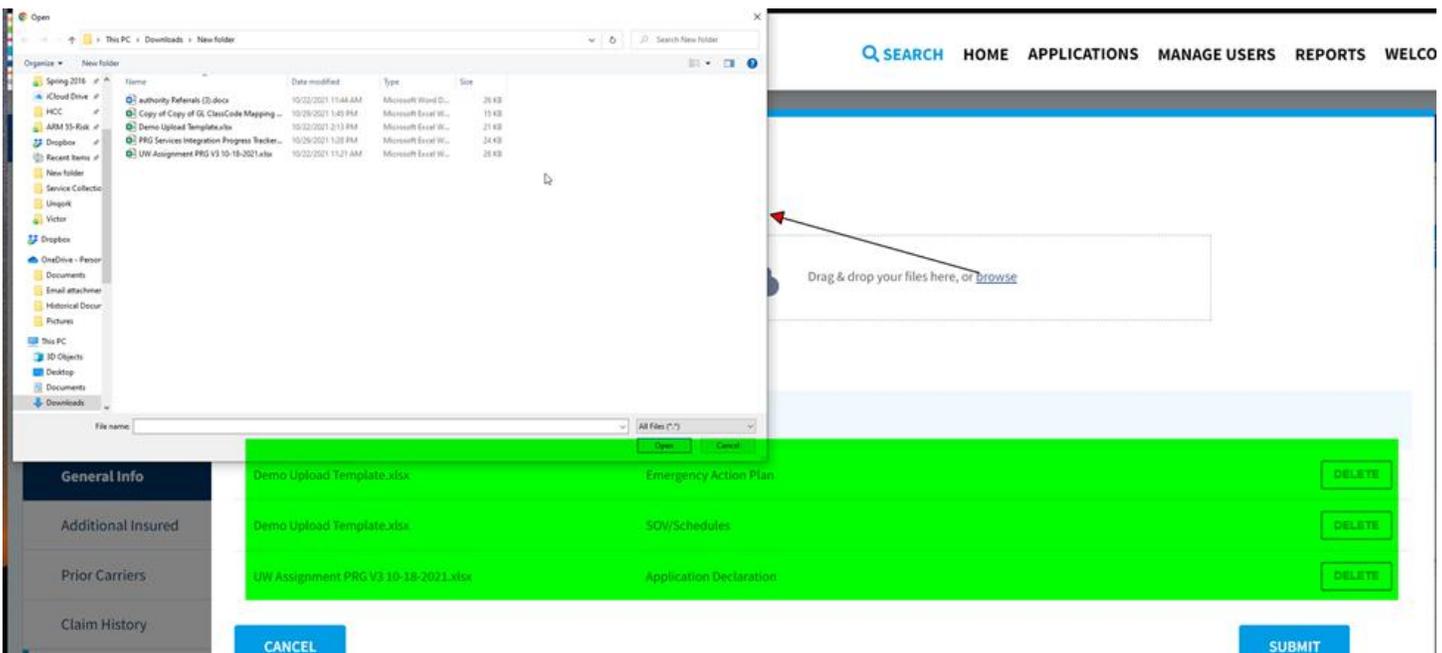
If you click the Cancel button, the popup will close and no documents will upload to the Underwriting Department. If you click the Submit button, the documents are sent to the Underwriting Department with notification that the documents are available for review.

Transaction History

All transactions for the policy will display in a popup. For example, if the entity has a bound new business application in 2021, multiple endorsements on that transaction, and a pending renewal in 2022, each one of those will be listed as a distinct row in this popup.

POLICY NO.	TRANSACTION TYPE	STATUS	EFFECTIVE DATE	EXPIRATION DATE	PREMIUM
1	New Business	In Process	09/01/2021	09/01/2022	

TRANSACTION HISTORY   NOTES   Select Option

Note: An easy way to navigate to historical policies for review is to open the chosen transaction/application from this popup by clicking on the link in the first column to navigate to that transaction.

Notes

The NOTES button allows the agent and underwriter to send each other messages and retain those messages in a central location. Note: This is **only** available for updates by an agent when an application is available for update by an agent (e.g., if the policy is bound, the agent is **not** able to enter new notes).

HOME	Public Risk					
Application Number: 1930818-1	Policy Number: 1930818-1	Status:	Product Type: **MTPP**	Effective Date: **09/01/2021**	Expiration Date: **09/01/2022**	
	Entity Name: **WETTELS, ERIC P**			Agency Name: **Portal Test Agency**		**REFERRAL NOTIFICATION**
		TRANSACTION HISTORY		NOTES	Select Option	

Clicking the NOTES button generates a popup with fields for a note subject and note text. Any existing notes on the application are displayed at the top of the popup.

Clicking the CANCEL button closes the popup without creating a new note. Clicking the SEND button adds the newly created note to the NOTES section. To view or update historical notes, click the VIEW button.

NAME	NOTE SUBJECT	NOTE	MODIFIED DATE	
Agent	New Note Subject	Text with …	11/11/2021 5:17:40 PM	VIEW

Note Subject

New Note Subject

Note Text

Text within the new note

SEND   CANCEL

Historical notes include the names of the people who created them, the note subjects, note text, and the dates they were created/last modified.

Navigation Pane

Navigation is on the left side of the screen. This is the primary method of navigating between all of the application screens that are required to complete an application.

The navigation contains the available lines of business for the respective application. The top-level categories expand and collapse additional subtabs, if applicable, when clicked. In the example below, the General category tab is collapsed.

| General	⌄	General Information
Liability	⌄	
Cyber		POLICY PROGRAM
Professional	⌄	Change Program(if required) ⓘ *
Exposure List		MTPP ▼

In the example below, clicking the General category tab displays all the pages in the General category.
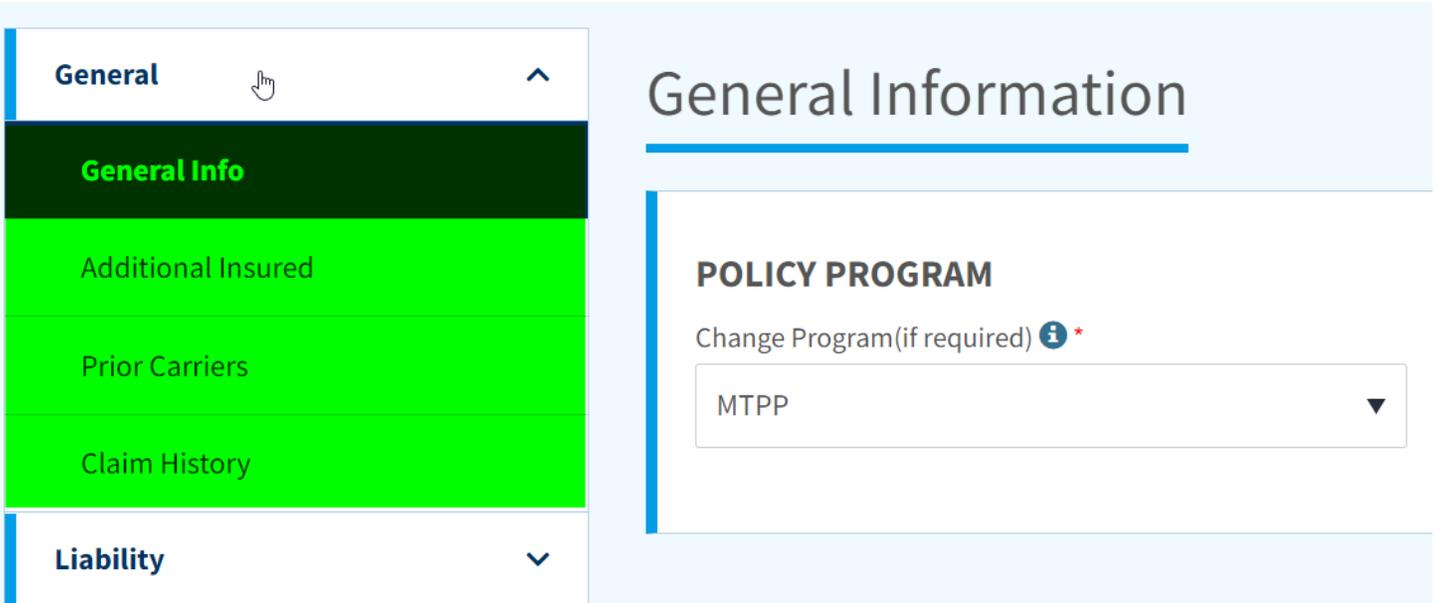
Note: Clicking the category only expands it to display the subtabs (pages) in the category or collapses the category to hide the subtabs. You must click a subtab to navigate to and load that page.
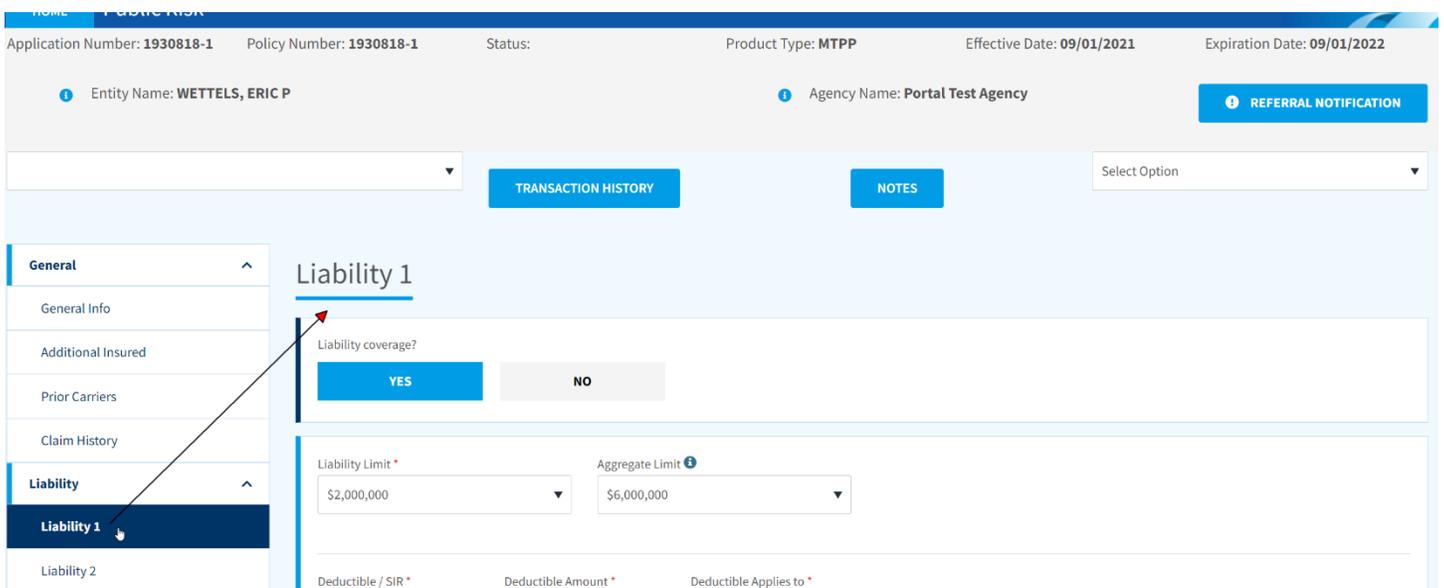
See next page for another example of clicking a subtab to navigate to and load a page.

TOKIO MARINE HCC

Application Number: **1930818-1**   Policy Number: **1930818-1**   Status: Product Type: **MTPP**   Effective Date: **09/01/2021**   Expiration Date: **09/01/2022**

Entity Name: **WETTELS, ERIC P**   Agency Name: **Portal Test Agency**   **⊕ REFERRAL NOTIFICATION**

▼   **TRANSACTION HISTORY**   **NOTES**   Select Option ▼

General	^
General Info	
Additional Insured	
Prior Carriers	
Claim History	
Liability	^
Liability 1	
Liability 2	
Employee Benefits	

Liability 2

Cemetery Professional

| YES	NO

Deductible

YES	NO

Pesticide or Herbicide

Application Data (Subtab Screens)

These pages are where application data is entered. As referenced in the Common System Features & Functions section of this guide, these fields incorporate business logic to facilitate simpler and faster data entry. This includes dynamic display of fields, default values, required vs optional indicators, and screen/field availability logic.

An example of dynamic display can be seen by navigating to the Liability 2 page and looking at Marina Operators Coverage.
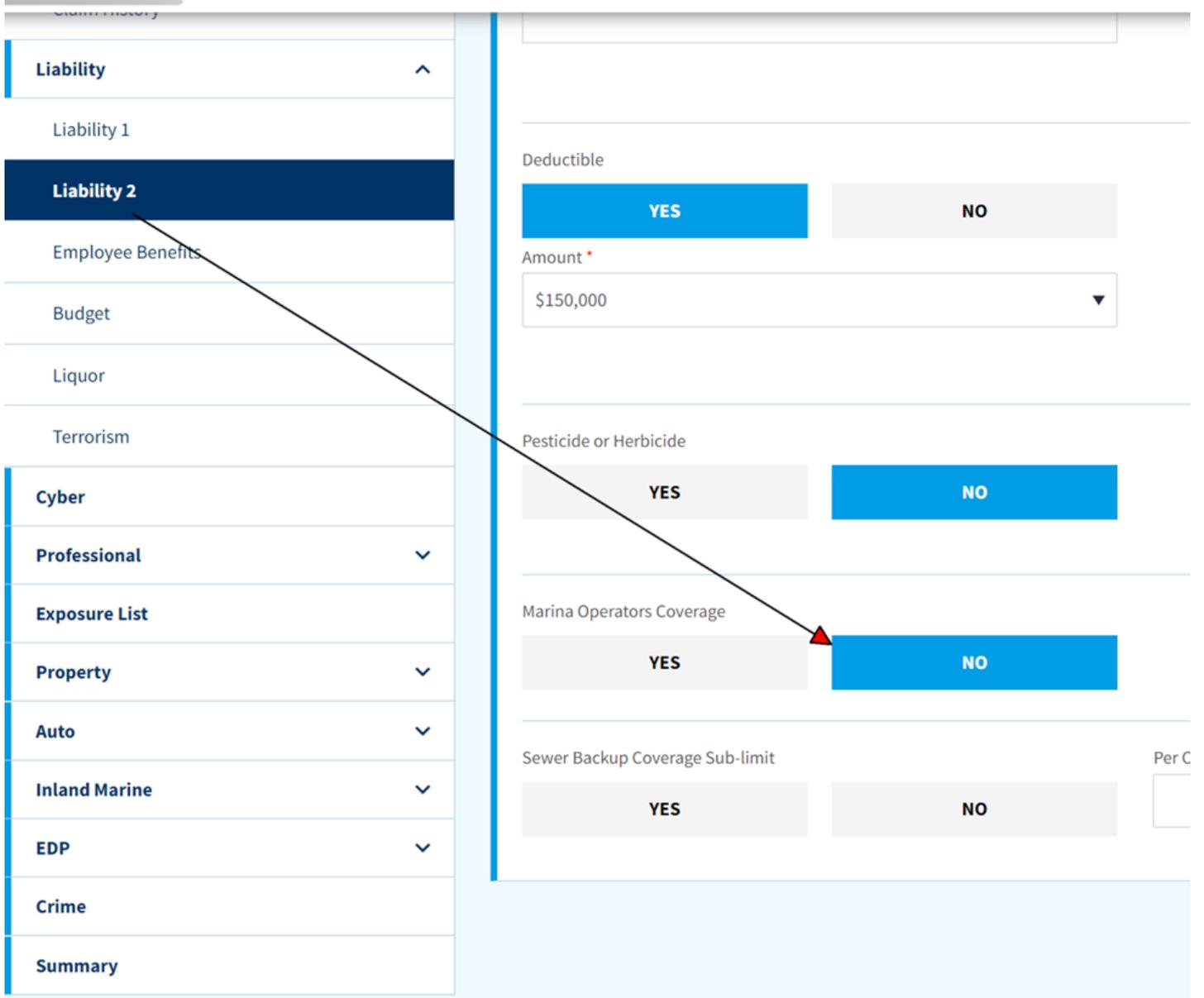
When NO is selected there are no additional fields present. When YES is selected, additional fields are displayed, and in this example, requesting additional information be entered for the Marina Operators Coverage (see next page for example).

Liability ∧

Liability 1

Liability 2

Employee Benefits

Budget

Liquor

Terrorism

Cyber

Professional ∨

Exposure List

Property ∨

Auto ∨

Inland Marine ∨

EDP ∨

Crime

Summary

Deductible

YES	NO

Amount *

$150,000 ▼

Pesticide or Herbicide

YES	NO

Marina Operators Coverage

YES	NO

No. of Slips/Storage Units-Combined

1

Occurrence / Aggregate Limit

$10,000 /$10,000 ▼

Deductible Amount

$25,000 ▼

Location

Sewer Backup Coverage Sub-limit   Per Claimant Deductible *

These fields will default to values (typically minimum values).

These types of rules are implemented throughout all application screens to only show relevant information when its required and streamline the data entry process.

Transactional Processing

New Business

The new business process begins with the creation of a new business application by the agent. See the Create New Business Application section of this guide for details and screenshots. This flow begins after the creation of the new business application by the agent.

Step 1 - Pending New Business (PendingNB) Status
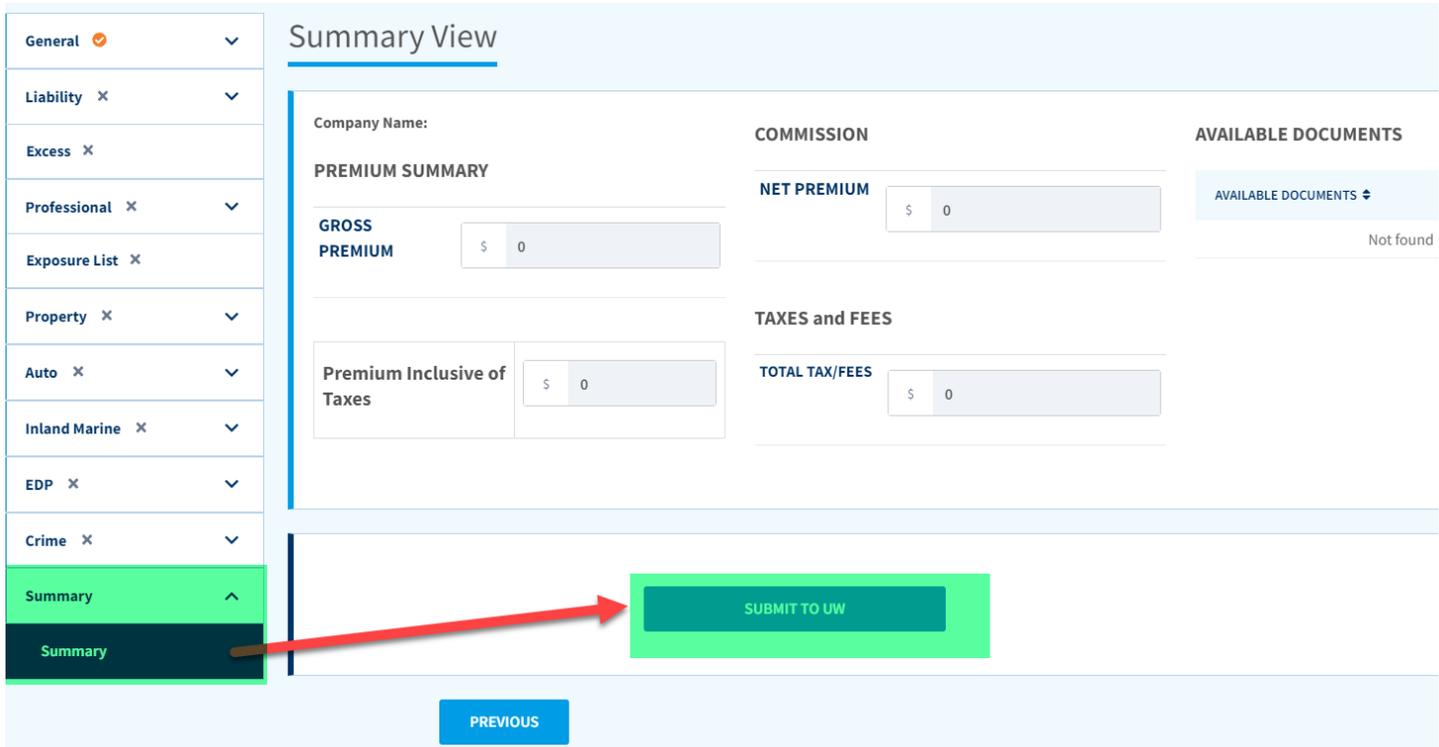
Primary Role: Agent
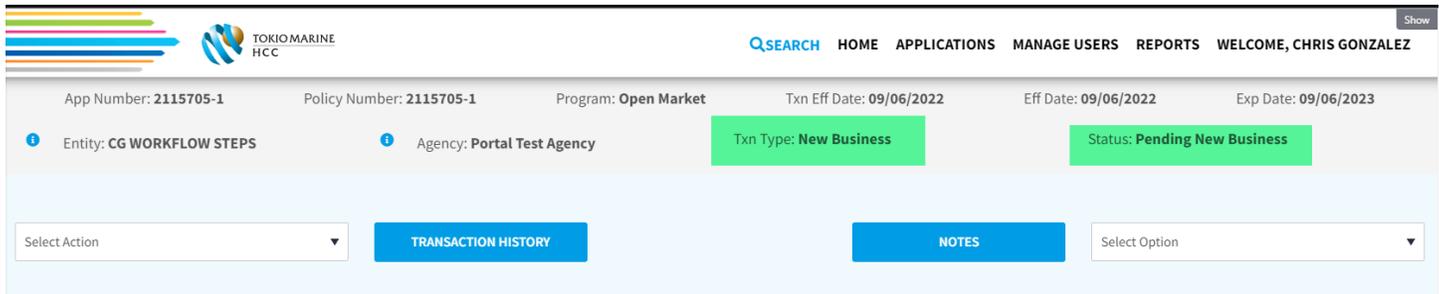
- Purpose – Agent to enter application details into the system and submit to the Underwriting Department for review.
- Editability – Application fields and functions are editable by all users.
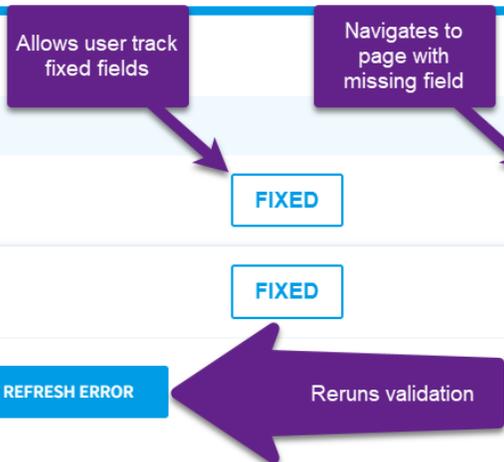- Action to Trigger Next Step – Click the SUBMIT TO UW button on Summary > Summary page.

Important Note: Clicking the SUBMIT TO UW button triggers a system validation that checks if all required fields are populated on the application. If required fields are missing, a popup appears indicating missing fields and requesting corrections.
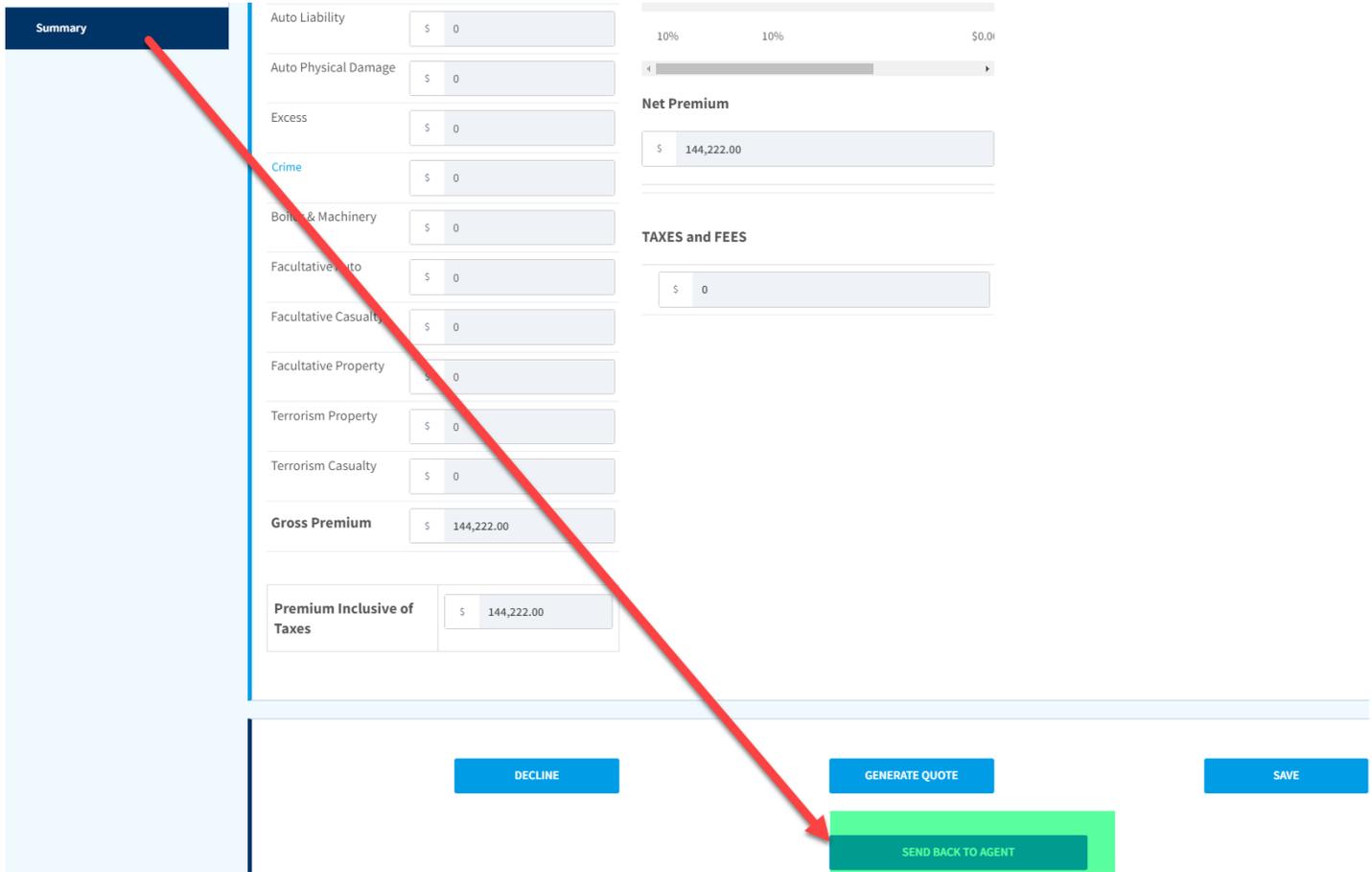

Once updated, click the SUBMIT TO UW button again.

Once complete, the system directs to the next step.

Step 2 – Send Back to Agent Path

If the underwriter needs the agent to update the application or provide additional information, the underwriter can navigate to the Summary page and click the SEND BACK TO AGENT button.
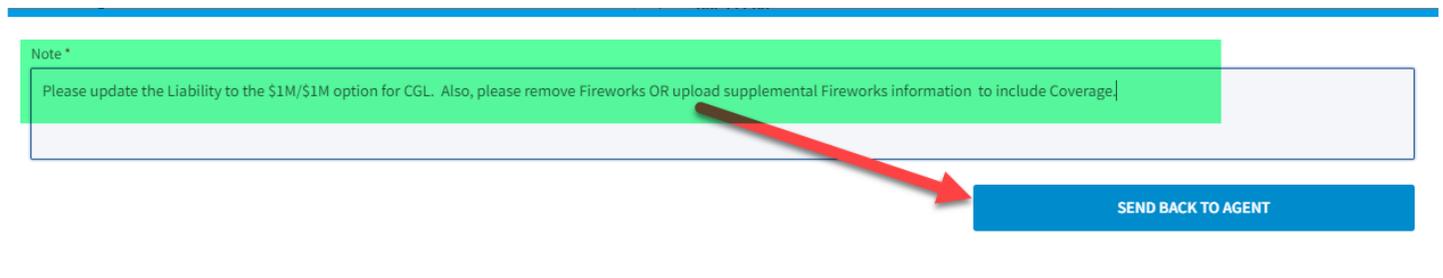

A popup appears in which the underwriter can add notes to the agent.
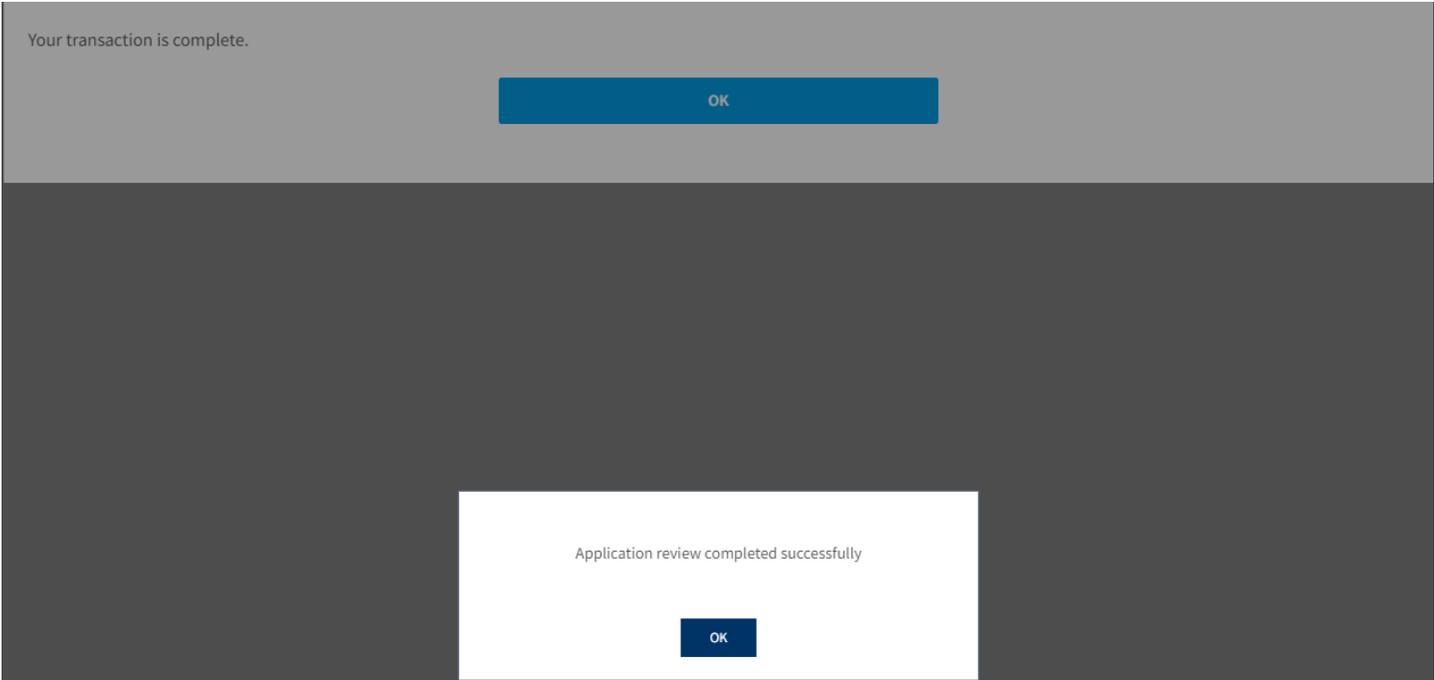
This returns the application to Pending New Business status, which is editable by the agent.
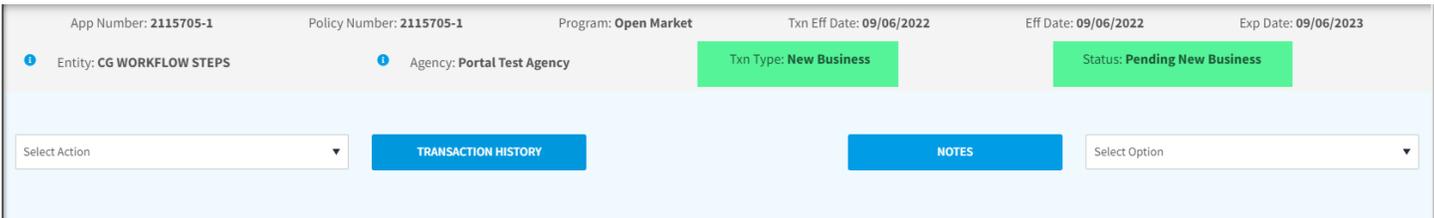
Clicking the NOTES button in the application header displays the note sent by the underwriter to the agent.
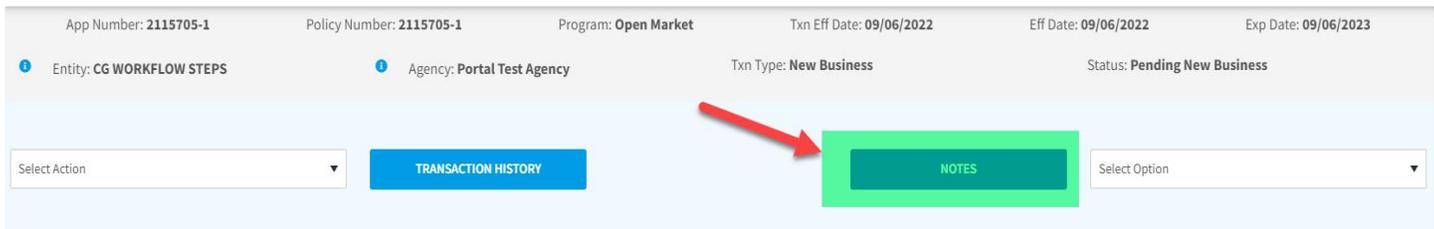
Once the requested updates are complete, click the SUBMIT TO UW button to send the application back into the underwriting workflow (see Step 2 – Send Back to Agent Path).

Step 3 - Send Application for Signature

The underwriter can trigger a DocuSign document be generated and sent to the agent's email address to then be forwarded to the insured for signature. To do this, the underwriter navigates to the Summary > Summary page and clicks the SEND APPLICATION FOR SIGNATURE button.

The agent receives an email with a link to the application PDF and a request for signature. The underwriter is copied on this email.

Please sign this document

DD DocuSign Demo System <dse_demo@docusign.net>
To ● Gonzalez, Chris

Tue 9/6/2022 4:07 PM

Retention Policy TMHCC - 6 Month Delete Policy Tag - Inbox (6 months)   Expires 3/5/2023

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

☼ ↩ Reply   ↩ Reply All   → Forward   ▦ ···

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

DocuSign

TMHCC PRG sent you a document to review and sign.

REVIEW DOCUMENT

TMHCC PRG

Please review the documents below.   **FINISH**   **OTHER ACTIONS ▾**

⊕ ⊖ ↧▾ 🖨 ⤴ ⊘

TokioMarine   38 of 39

START

DocuSign Envelope ID: 84FEDDE1-A1A6-4E35-A516-93477652D5AF

DEMONSTRATION DOCUMENT ONLY
PROVIDED BY DOCUSIGN ONLINE SIGNING SERVICE
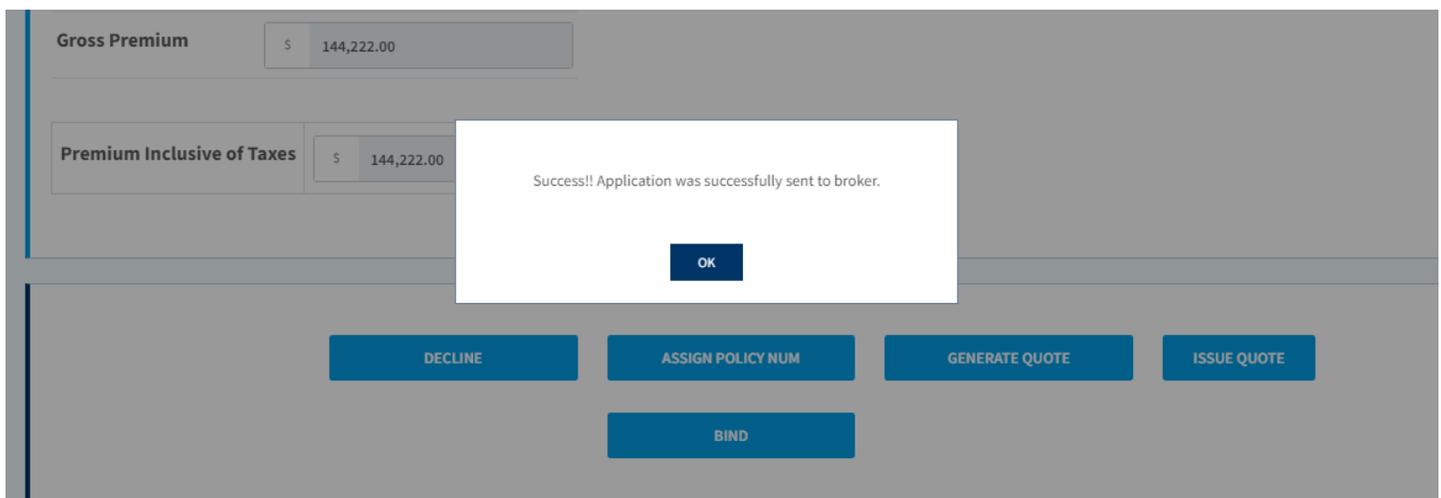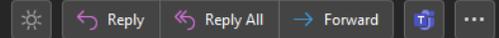999 3rd Ave, Suite 1700 • Seattle • Washington 98104 • (206) 219-0200
www.docusign.com

**TOKIO MARINE
HCC**

Applicant Name:	**CG Workflow Steps - WESTCHESTER**
Policy Effective Date:	09/06/2022
Application Number:	2115705010101

**Tokio Marine HCC Public Risk
APPLICATION DECLARATION**

After complete investigation and inquiry, to the best of applicant's knowledge and belief, no principals, partners, directors, officers, employees, or insurance managers have knowledge of any act, error, omission, fact, incident, situation, unresolved job dispute, accident, or any other circumstance that is or could be the basis for a claim under this proposed insurance policy.

Report knowledge of all such incidents to your current carrier prior to your current policy expiration. The proposed insurance being applied for will not respond to incidents about which you had knowledge prior to the effective date of the policy nor will coverage apply to any claim or circumstance identified or that should have been identified in this application.

The applicant has read the foregoing and understands that completion of this Application does not bind the Underwriter or other party to provide coverage. It is agreed, however, that this Application is complete and correct to the best of applicant's knowledge and belief and that all particulars which may have a bearing upon acceptability as an insurance risk have been revealed. It is understood that this Application shall form the basis of the contract should the Underwriter approve coverage and should the applicant be satisfied with the Underwriter's quotation.

It is further agreed that, if in the time between submission of this Application and the requested date for coverage to be effective, the applicant becomes aware of any information which would change the answers furnished in response to any question of this Application, such information shall be revealed immediately in writing to the Underwriter.

Signature of authorized official: _____   Date_____

Print name of authorized official: _____

Title of authorized official: _____

Sign
↧

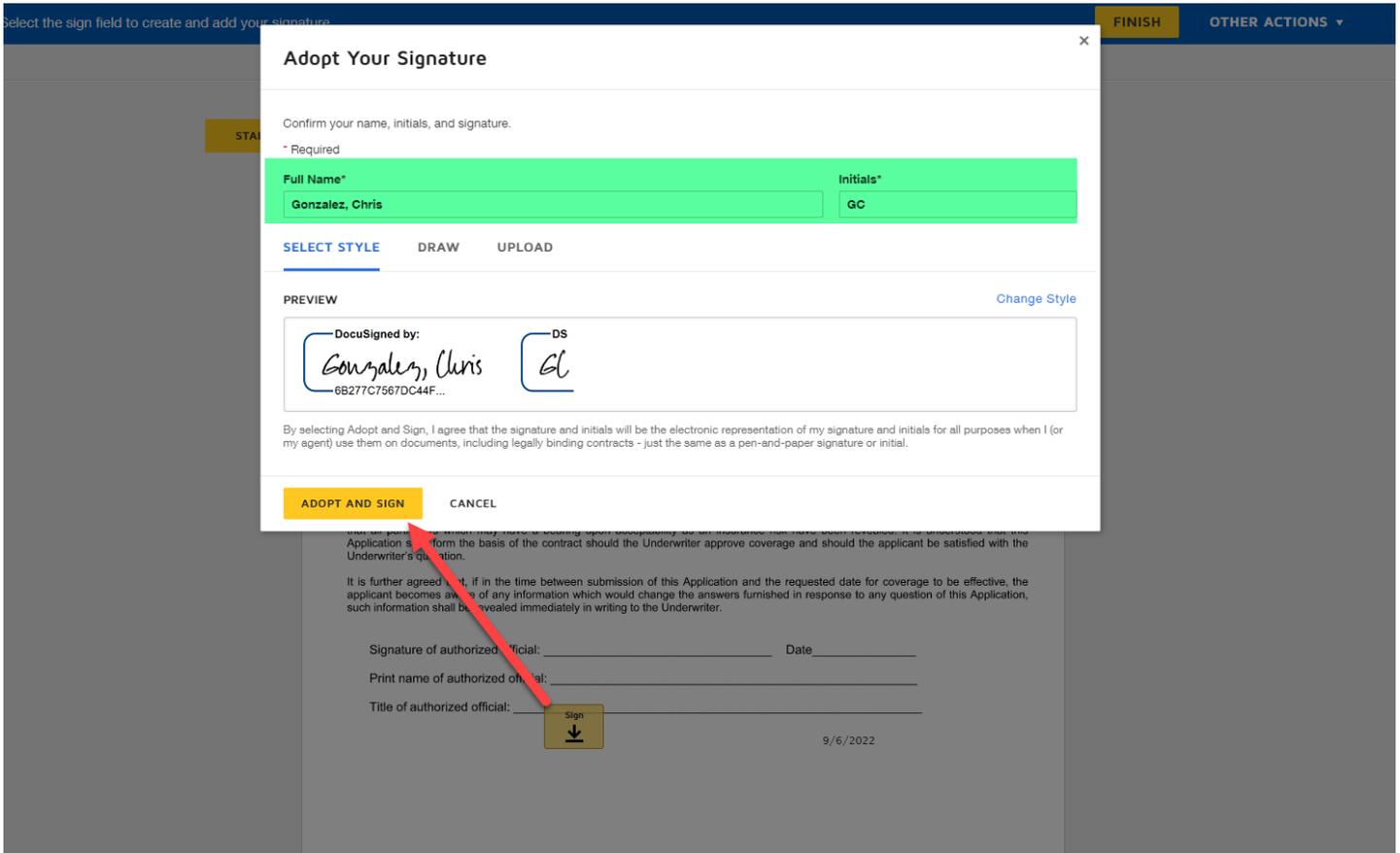9/6/2022

Client Name:	**CG Workflow Steps**
Application #:	2115705010101
New York - HCC Public Risk-	

9/6/2022 4:06:31 PM

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Clicking the Sign tab allows the insured to complete the signature.

Once the insured signs and clicks the FINISH button, the underwriter and agent receive a confirmation email indicating the document has been completed.

Once the policy is bound, the header is updated with a system-assigned policy number, the status is updated to Policy Bound, and the application cannot be edited.

Step 4 – Policy Bound Status
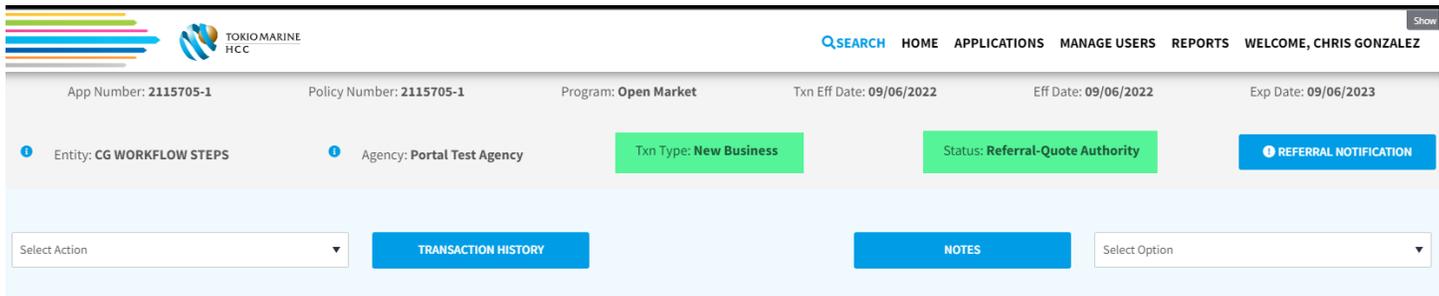
- Purpose – This status indicates the application is bound. It allows for subsequent transactions to be created from it, but is otherwise read only.
- Editability – Application fields and functions are **not editable** by any user role.
- Action to Trigger Next Step – Click the Select Action option on the header and trigger a midterm transaction. See the Midterm Transactional Processing section of this guide.

The system allows midterm transactions to be processed on bound/issued policies. These are the supported midterm transactional processes:

- Cancellation
- Rewrite
- Reinstatements
- Renewals
- Endorsements

Important Note: Infinity requires all midterm transactions to be done on the latest issued transaction for the policy term (i.e., If there are three endorsements on a policy, then the third endorsement should be selected to process the midterm transaction.)

Renewal

Renewal transactions can be done if these conditions are met:

1. The policy selected is a Bound/Issued policy.
2. The transaction selected is the latest-issued transaction for the policy.

Note: Using the Transaction History button can assist in navigating to the latest transaction for a policy. Clicking on the link in the first column will navigate you to that transaction.

POLICY NO. ⇕	TRANSACTION TYPE ⇕	STATUS ⇕	EFFECTIVE DATE ⇕	EXPIRATION DATE ⇕	PREMIUM ⇕
1	New Business	PolicyBound	04/08/2022	04/08/2023	1055.4366
2	Cancellation	RWAppReview	05/17/2022	04/08/2023	-942.664
3	Rewrite	PolicyBound	04/08/2022	04/08/2023	1576.9261

CLOSE

Creating a Renewal Transaction

In an open policy that meets the above criteria, the Renew Policy transaction can be found in the Action Menu.

Select Action ▼   **TRANSACTION HISTORY**

Select Action
Renew Policy
Cancel Policy
Endorse Policy
Event Log

Summary View

Renewal Application Data

Once in Upcoming Renewal Status, the renewal is fully editable. From here, the flow is the same as a New Business transaction.

1. Complete application – Navigating away from the page or clicking the Next / Previous / Save button will all trigger a save of the information after every line of business is entered (e.g., liability-save, property-save, etc.).

2. When the application is complete, click the Summary tab and click the SUBMIT TO UW button.

Endorsement

Endorsement transactions can be done if the following conditions are met:

- The policy selected is a Bound/Issued policy.
- The transaction selected is the latest issued transaction for the policy.

1. This is where you will start the process of endorsement changes on bound policies. Important Note: Endorsements should be created on the latest issued/bound transaction (i.e., If there is a new business transaction with three endorsements on it, then you should select transaction #3 to create the newest endorsement.)

2. Utilizing the Transaction History button can assist in navigating to the latest transaction for a given policy. Clicking on the link in the first column will navigate you to that transaction.

Creating an Endorsement Transaction

For an open policy that meets the above criteria, the Endorse Policy transaction can be found in the Action Menu.

Endorsement Options

Clicking the Endorse Policy option launches the Endorsement Options popup. This is where you can add details regarding the endorsements:

- **Select Endorsement Change Request –** This field captures the type of endorsement.

  Update Property Schedule – This endorsement will open custom flow in which you can make changes only to property schedule and additional insured.

  Update Auto Schedule - This endorsement will open custom flow in which you can make changes only to auto schedule and additional insured.

  Update Inland Marine - This endorsement will open custom flow in which you can make changes only to inland marine schedule and additional insured.
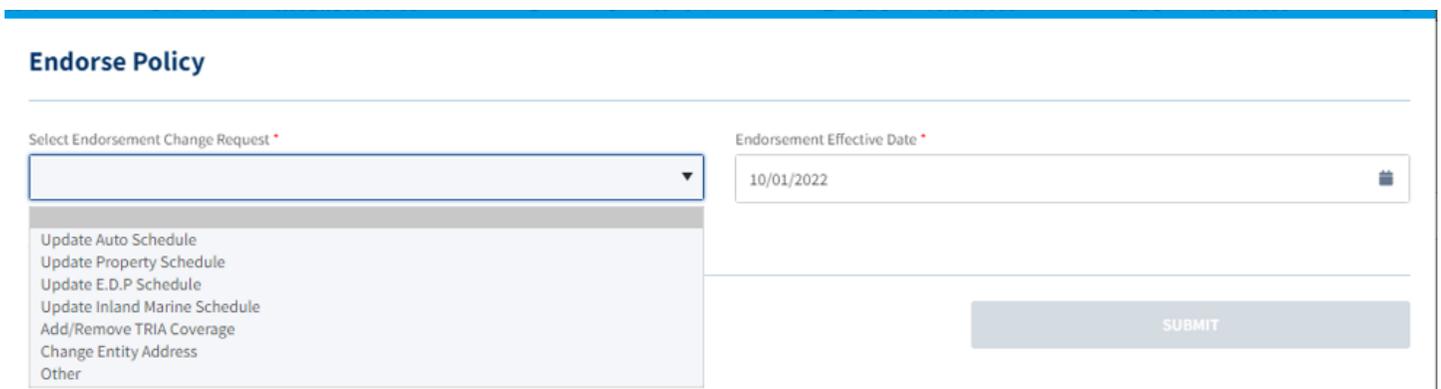
  Update E.D.P Schedule - This endorsement will open custom flow in which you can make changes only to E.D.P schedule and additional insured.

  Add/Remove TRIA Coverage - This endorsement will open custom flow in which you can make changes only to terrorism.

  Change Entity Address - This endorsement will open custom flow in which you can make changes only to entity address.

  Others – This endorsement creates an endorsement request form to underwriters and submit the request for underwriting processing.

- **Endorsement Effective Date –** This field identifies the effective date of the endorsement. It **must** be within the policy term and it will default to policy inception date.

Upon completion of this popup, click the SUBMIT button to launch the next screen. Note: Programs will have respective individual LOB endorsement options.

Create Endorsement Custom Flow

Upon election of the Custom Flow (other than the Other flow) - Select Endorsement Change Request and Endorsement Effective Date options, the endorsement is created as a copy of the most recent transactional information.

After selecting an option (Update Auto Schedule, in the example below), you are directed to a custom endorsement screen specific to the entry selected. This allows users to see current data and add/edit/delete any new information. In the example below, the Auto Schedule is selected and therefore populates with existing schedule and allows modification as needed for this specific endorsement.

Once all updates are complete, click the SUBMIT button at the bottom of the screen.

Upon submitting, the system calculates all applicable premium and asks for confirmation of the endorsement effective date.
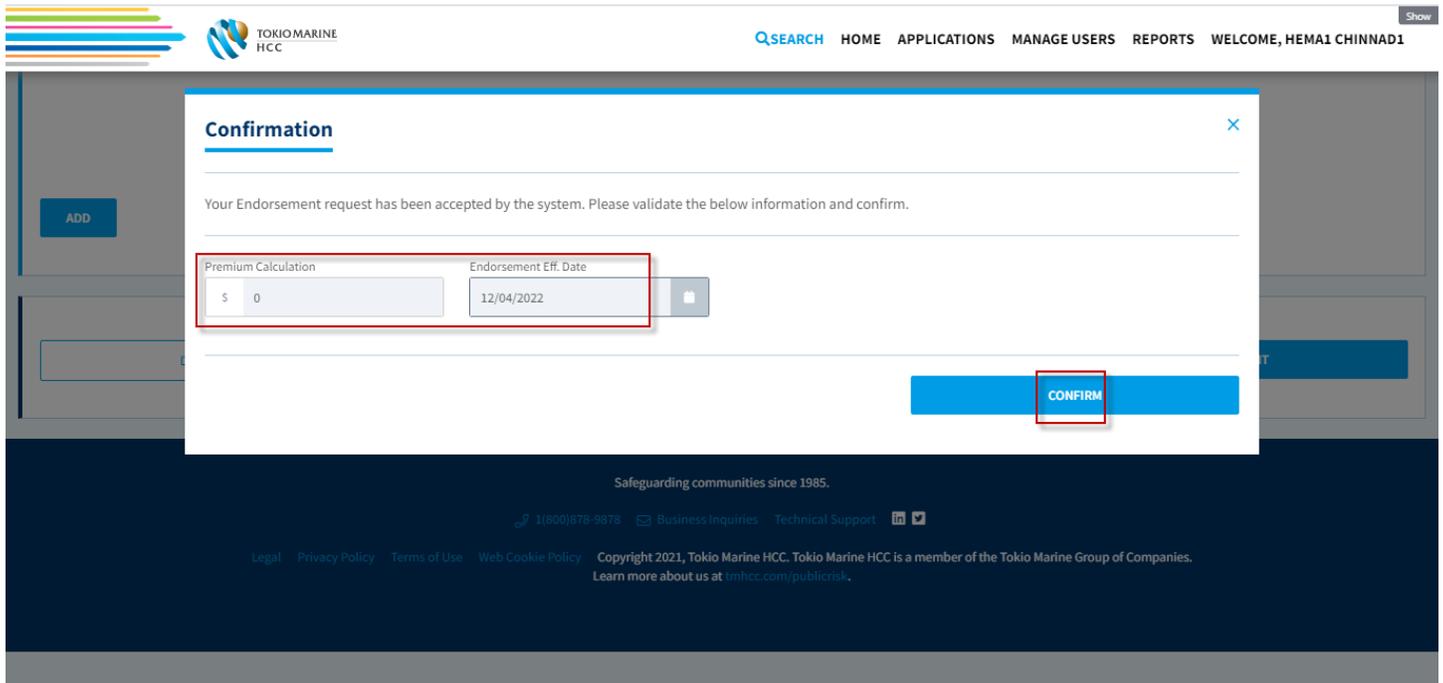
Important Note: Clicking the CONFIRM button triggers a system validation to determine if the endorsement falls within the guidelines of self-serve or whether the change requires review by the Underwriting Department prior to issuance. If it does qualify for self-serve, the endorsement will be bound and an automated email will be sent with the applicable forms to the agent log in on file for the account.
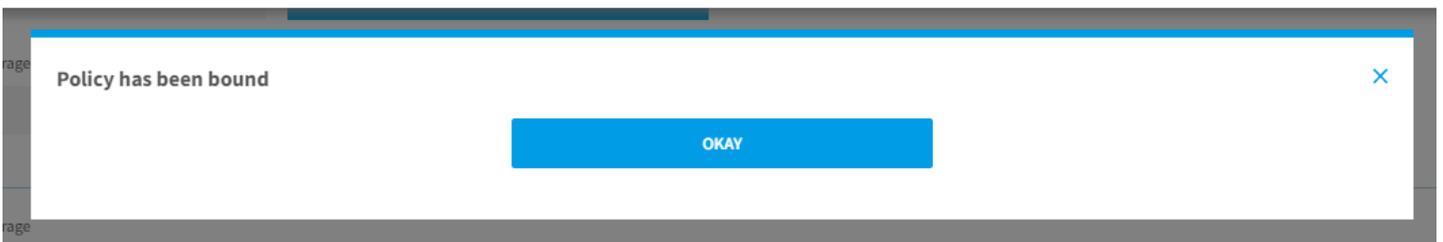
If the endorsement requires underwriting review, a message will appear indicating it's been referred to an underwriter and the status of the endorsement changes to Endorsement Processing UW Referral.
The Underwriting Department receives the endorsement request and finalizes its processing.

Create Endorsement Others – Normal Flow

Upon selection of the Normal Flow (Other Option) - Select Endorsement Change Request and Endorsement Effective Date options, the endorsement is created as a copy of the most recent transactional information.

Endorse Policy

Select Endorsement Change Request *

Other ▼

Endorsement Effective Date *

10/01/2022 📅

Any change of Endorsement Effective Date will require re-entry of all Endorsement Data

SUBMIT

Upon completion of this popup, click the SUBMIT button to launch the next screen.

The system will launch the Endorsement – Other popup where you can add details regarding the endorsements.

- **Select Line of Coverage –** This field captures the type of endorsement.

Endorse - Other

Select Line of Coverage *

▼

Change Type *

▼

Description of the Change *

Select Line of Coverage *

▼

Inland Marine
Liquor Liability
Employment Practices Liability
Crime
Commercial General Liability
Business Auto
Electronic Data Processing Systems
Employee Benefits Liability
Equipment Breakdown
Law Enforcement Liability
Property
Public Officials Liability (Wrongful Acts)
Commercial Excess Liability Policy
None
Multiple Lines
Terrorism (TRIA)
Entity Information

- **Change Type –** This field captures the type of modification:
  - o Modify
  - o Add
  - o Delete
- **Description of the Change –** User to Add Comments

Upon completion of this popup, click the SUBMIT button to launch the next screen.

The ENDORSEMENT REQUEST button in the policy header shows the information of endorsement.

App Number: **2150364-2**	Policy Number: **U22PKG82060-00**	Program: **Open Market**	Txn Eff Date: **10/01/2022**	Eff Date: **10/01/2022**	Exp Date: **10/01/2023**
Entity: **TESTING FORMS-001**	Agency: **Portal Test Agency**	Txn Type: **Endorsement**		Status: **Submitted for UW Review**	**ⓘ ENDORSEMENT REQUEST**

Endorsement Request

Select Line of Coverage: Inland Marine   **Change Type:** Add

Description of the Change Request: TEsting Purpose

CANCEL

The Endorsement Request is submitted to the Underwriting Department for review and final processing.
All Endorsement transactions under process can be viewed and acted using Endorsement Action GRID.

DOCUMENT PREPARATION	RECENT ACTIVITY	UNDERWRITING ACTION	UW MANAGEMENT ACTION	ENDORSEMENT ACTION	UPCOMING RENEWAL

	POLICY NO. ⇕	ENTITY NAME ⇕	AGENCY NAME ⇕	STATUS ⇕	EFF. DATE ⇕	UNDERWRITER ⇕	UW ASS
SELECT	U26POB150028-01	BEDFORD TOWNSHIP	DECKER AGENCY, LLC	Endorsement Processing	11/20/2026	Hoff, Andrea	Baldwi Crystal
SELECT	U24SCH140048-00	BROWNSTOWN -SMF	PORTAL TEST AGENCY	Referral-EN Issuance Review	07/01/2024	Flynn, Shawn	Baldwi Crystal
SELECT	U24SCH140040-00	BROWNSTOWN -SMF	PORTAL TEST AGENCY	Endorsement Processing	07/01/2024	Flynn, Shawn	Baldwi Crystal
SELECT	U23SCH140044-01	PARIS COOPERATIVE HIGH SCHOOL	PORTAL TEST AGENCY	Referral-EN Clearance Review	08/09/2023	Singh, Tanu	Nataraj Kavibh
SELECT	U23PKG82037-00	CUS 01	PORTAL TEST AGENCY	Referral-EN Issuance	09/15/2023	O'Donnell, Declan	Coxen,

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