

## Chapter 14

# Renewing Policies

---

---

### IN THIS CHAPTER

- ✘ Tracking Policy Expirations
  - ✘ Renew a Policy
  - ✘ Updating the Policy Header and Form
  - ✘ Updating Policy Info
  - ✘ Placing the Policy In Force
  - ✘ Moving Expired Policies and Marketing Submissions to History
- 

## Tracking Policy Expirations

The **EXPIRATIONS** link is used to generate renewal lists (by using the search filter) for the agency. Since the expirations on this screen are workflow driven only those statuses used in the normal workflow are included. In order for any policies to appear on the **HOME > EXPIRATIONS** screen, the policy must be the current iteration on the **CLIENT > POLICIES** screen. The policy statuses returned on the **HOME > EXPIRATIONS** screen are as follows:

- **Bound** - Indicates that a policy is in a bound state, but not necessarily due to the policy being renewed. Binders are added for mid-term policy changes as well. This is why the status of **Bound** is included.
- **Expired** - Indicates that a policy has been placed in an expired status by the user (See *Tips & Facts Volume 2, Issue 7* in Nexsure Help on the expired status). Once the expired policy is completed, the user will send the policy to history. Doing this removes the expired policy from the **HOME > EXPIRATIONS** screen.
- **In Force** - Indicates that a policy is in force. As long as it is the current iteration of the policy and on the **CLIENT > POLICIES** screen, it can be found on the **HOME > EXPIRATIONS** screen.
- **Pending Cancellation** - Indicates that a policy may be about to cancel. Since the policy is not actually cancelled, it is desirable to still see it on the **HOME > EXPIRATIONS** screen. Once the pending cancellation is posted, the policy will no longer appear on the **HOME > EXPIRATIONS** screen. If the pending cancellation is aborted, the policy will appear on the **HOME > EXPIRATIONS** screen with a status of In Force.
- **Received** - Indicates that the policy was received from a carrier download. Since these policies are active and still in force, they appear on the **HOME > EXPIRATIONS** screen until sent to history by the user.
- **Reinstated** - Indicates that a cancelled policy was reinstated. Since these policies are active and in force, they appear on the **HOME > EXPIRATIONS** screen until renewed or sent to history.

- **Rewritten** - Indicates that a cancelled policy was rewritten. Since these policies are active and in force, they appear on the **HOME > EXPIRATIONS** screen until renewed or sent to history.
- **Pending Non-renewals** - May be included by selecting the **Pending Non-renewals only** check box.

The following statuses are omitted from the **HOME > EXPIRATIONS** screen:

- **Future** - Is omitted since this status indicates that this policy is a renewal. Make sure to in force all future policies once the renewal updates are completed. Policies with a Future status can be found on the **HOME > BINDER** log under the **View of Bound/Future – No Open Binder** which provides tracking of policies that still have a **Status of Future**.
- **Pending** - Is omitted to avoid duplicates on the screen.
- **Renewed** - Is omitted since this status indicates the policy has already been renewed. This keeps the list current for servicing personnel so they know they no longer need to worry about whether the policy has been renewed or not.

---

**Note:** Policies that are restricted are displayed only if the person logged on is assigned to them.

---

## HOW to Track Expiring Policies

- Click the **EXPIRATIONS** link on the **Home** menu. Policies that fall within the search filter criteria will appear in a summary view.

---

**Note:** The defaults in the **[Show]** filters will determine what is displayed in the summary view when clicking the **EXPIRATIONS** link on the **Home** menu.

---

- Click the **[Show]** filter to display the search criteria used. If the search criteria is incorrect, change the search criteria and click the **Search** button to initiate a new search. To save a search criteria as your personal default click the **Save Filter Setting** check box in the upper right corner of the **Search** menu.

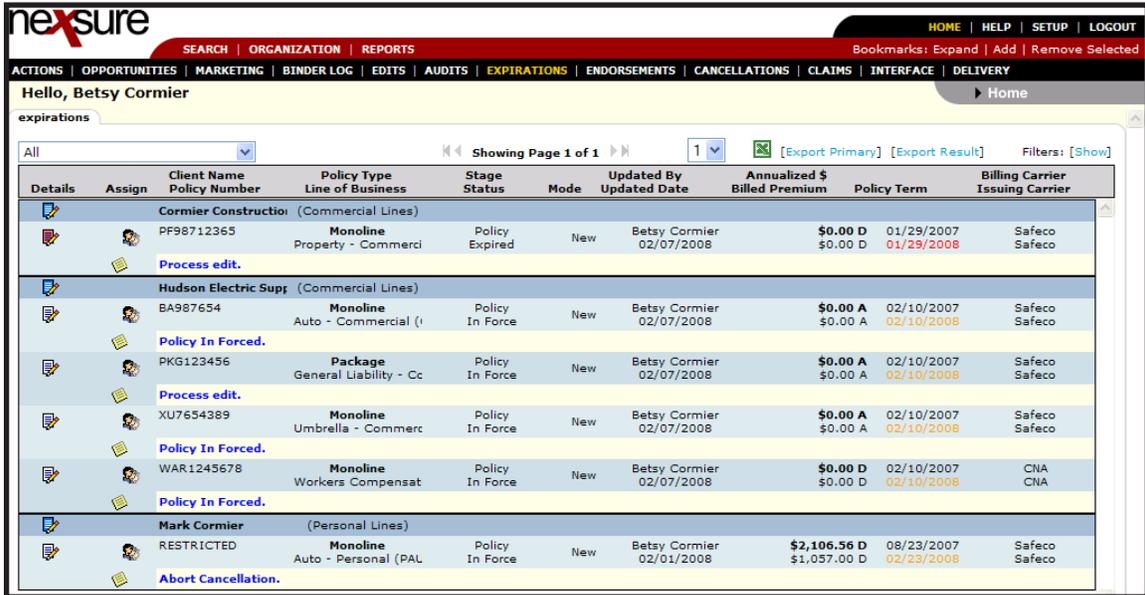
The screenshot shows the Nexsure CRM interface. At the top, there are navigation tabs: SEARCH, ORGANIZATION, REPORTS, CAMPAIGNS, HOME, HELP, SETUP, LOGOUT. Below the tabs, there are more navigation options: ACTIONS, OPPORTUNITIES, MARKETING, BINDER LOG, EDITS, AUDITS, EXPIRATIONS, ENDORSEMENTS, CANCELLATIONS, CLAIMS, INTERFACE, DELIVERY. The main content area is titled 'Hello, Betsy Cormier' and 'Home'. Below this, there is a search filter form with the following fields:

- Client Name: [Text Field]
- Client Type: [Dropdown Menu]
- Policy Status: [Dropdown Menu]
- Policy Mode: [Dropdown Menu]
- Bill Method: [Dropdown Menu]
- Eff. Date (Fr): [Date Picker]
- Exp. Date (Fr): [Date Picker]
- Issuing Carrier: [Text Field]
- Updated Date (Fr): [Date Picker]
- Business Type(s): [Text Field]
- Eff. Date (To): [Date Picker]
- Exp. Date (To): [Date Picker]
- Billing Carrier: [Text Field]
- Updated Date (To): [Date Picker]
- Assignment: [Text Field]
- Responsibility: [Text Field]
- Updated By: [Text Field]
- LOB: [Text Field]
- Pending Nonrenewals only

At the bottom right, there are 'Search' and 'Clear' buttons.

- Policies displayed on the **HOME > EXPIRATIONS** screen will have at least two **Details**  icons.
  - Clicking the first **Details**  icon, with the dark blue border, will display the card file for the client.

- ❑ Clicking the second **Details**  icon will display the **underwriting** tab of the policy.
- ❑ If multiple policies exist for the client, each policy will have its own **Details**  icon.



Details	Assign	Client Name	Policy Number	Policy Type	Line of Business	Stage Status	Mode	Updated By	Updated Date	Annualized \$ Billed Premium	Policy Term	Billing Carrier	Issuing Carrier
<b>Mark Cormier</b> (Commercial Lines)													
		Cormier Constructio	PF98712365	Monoline	Property - Commerci	Policy Expired	New	Betsy Cormier	02/07/2008	\$0.00 D \$0.00 D	01/29/2007 01/29/2008	Safeco	Safeco
<a href="#">Process edit.</a>													
<b>Hudson Electric Supp</b> (Commercial Lines)													
		BA987654	Monoline	Auto - Commercial (t	Policy In Force	In Force	New	Betsy Cormier	02/07/2008	\$0.00 A \$0.00 A	02/10/2007 02/10/2008	Safeco	Safeco
<a href="#">Policy In Forced.</a>													
		PKG123456	Package	General Liability - Cc	Policy In Force	In Force	New	Betsy Cormier	02/07/2008	\$0.00 A \$0.00 A	02/10/2007 02/10/2008	Safeco	Safeco
<a href="#">Process edit.</a>													
		XU7654389	Monoline	Umbrella - Commerc	Policy In Force	In Force	New	Betsy Cormier	02/07/2008	\$0.00 A \$0.00 A	02/10/2007 02/10/2008	Safeco	Safeco
<a href="#">Policy In Forced.</a>													
		WAR1245678	Monoline	Workers Compensat	Policy In Force	In Force	New	Betsy Cormier	02/07/2008	\$0.00 D \$0.00 D	02/10/2007 02/10/2008	CNA	CNA
<a href="#">Policy In Forced.</a>													
<b>Mark Cormier</b> (Personal Lines)													
		RESTRICTED	Monoline	Auto - Personal (PAL	Policy In Force	In Force	New	Betsy Cormier	02/01/2008	\$2,106.56 D \$1,057.00 D	08/23/2007 02/23/2008	Safeco	Safeco
<a href="#">Abort Cancellation.</a>													

- After using the **Search** filter to return specific policy expirations, the list may be exported by clicking the **[Export Primary]** or **[Export Result]** link. To determine which method is needed, see the definitions provided below:
  - ❑ The **[Export Primary]** link exports policies from the summary screen for the primary assignment only.
  - ❑ The **[Export Result]** link exports policies from the summary screen for all assignments associated to the policy.

**Important:** For performance purposes, a maximum of 5000 records may be exported at one time.

- The policy **Details**  icon will display in one of 3 colors:
  - ❑ **White** means the policy status is still in force.
  - ❑ **Red** means the policy is expired and no longer in force.
  - ❑ **Green** means the policy has been renewed.

The **Expiration date** of the policy term is displayed in one of four colors:

- ❑ **Black** means the policy is greater than 90 days from the expiration date.
- ❑ **Green** means the policy will expire within 90 days or less.
- ❑ **Orange** means the policy will expire is 30 days or less.
- ❑ **Red** means the policy has expired.

---

**Note:** See Tips and Facts Volume 6 Issue 6 in Nexsure Help for more details.

---

## Renew a Policy

The **SERVICING > Renew** option is used when an expiring policy term is ready to be renewed. It is not dependent on whether the policy is remarketed at renewal or not, as the same workflow is used.

---

**Note:** If a re-marketed renewal submission will be issued for the renewal term you must go through **SERVICING > Renew** in order to display the correct mode of Renew in the policy header and maintain the origination date currently on the in force policy.

---

### HOW to Renew a Policy

- After accessing the appropriate client through the **Home > EXPIRATIONS** link or through **SEARCH**, click the **SERVICING** link on the **Client** menu.
- The **Servicing** menu is displayed.
- Select the **Renew** option. Place a check in the **Refresh form prefills** check box to refresh **Applicant** and **Contact** information with data from the current **CLIENT PROFILE**. The remaining data is copied from the application(s) selected to renew. Leave the **Refresh form prefills** check box empty to copy all data from the application(s) selected to renew.

---

**Note:** The option to **Refresh form prefills** refreshes only those fields that are pre-filled from the **CLIENT PROFILE** when creating a new application. Information added through **Lookup** is not updated when **Refresh form prefills** is selected. To ensure that refreshed data is correct make sure to update information held at Client Profile level prior to renewing the policy. For fields that populate to the ACORD 125 and 130 forms from selecting **Refresh form prefills**, see *Tips & Facts Vol. 4, Issue 9* found in Nexsure Help.

---

- The **Description** and **Memo** fields on the **Servicing** screen will default to **Process renewal**. To replace text, highlight and type text into the **Description** field or append text. When tabbing from the **Description** field the **Memo** field defaults to what was entered in the **Description** field. The text may be changed or appended to in this field as necessary. The **Description** field can hold up to 95 characters and the **Memo** field is not limited to this small amount and is intended to be used to fully describe what is being done. While both of these fields are used to create the renewal annotation action, it is the **Description** field that can be seen on the policy summary screen, so make sure to enter a short descriptive message that will supply at a quick glance what was done.
- All in force policies display. Select the policy to be renewed and click the **[Next]** link.

CLIENT PROFILE | OPPORTUNITIES | MARKETING | POLICIES | CLAIMS | **SERVICING** | ATTACHMENTS | ACTIONS | TRANSACTIONS | DELIVERY | T-LOG

Client Name: Nunnally's Glass and Framing Commercial Account

servicing

Services

Marketing

Market Analysis

Binders

Edit

Endorsement

Renewal

Cancellation

Claim

Audit

New Certificate(s)

Renewal Certificate(s)

This option is used to renew policies.

Enter a brief description of the renewal policy:

Note: This information will populate the action description field.

Enter additional notes to populate the action memo:

Refresh form prefills

Select policy for renewal: Showing Page 1 of 1 | 1 | Filters: [ Show ] [ Next ]

Select	Line Of Business	Policy	Stage Status	Description	Mode	Updated By	Updated Date	Annualized \$ Billed Premium	Policy Term	Coverage Term	Issuing Carrier	Billing Carrier
<input checked="" type="radio"/>	Auto - Commer	BA-8675	In Force	CA Auto Policy	New	Mary Oberleitner	06/13/2011	\$0.00	07/13/2010	07/13/2010	Penn National	Penn National

- If the expiring line of business selected has a mode of **New**, the policy mode on the renewal may be changed to **New**, **New on Existing** or the default selection of **Renew** on the line of business selection screen. The mode default will be **Renew**. To change the mode, select the desired mode in the **Renewal Policy Mode** list.

CLIENT PROFILE | OPPORTUNITIES | MARKETING | POLICIES | CLAIMS | **SERVICING** | ATTACHMENTS | ACTIONS | TRANSACTIONS | DELIVERY | T-LOG

Client Name: Nunnally's Glass and Framing Commercial Account

servicing

Services

Marketing

Market Analysis

Binders

Edit

Endorsement

Renewal

Cancellation

Claim

Audit

New Certificate(s)

Renewal Certificate(s)

Verification(s)

Select	Line Of Business	Policy	Stage Status	Description	Mode	Updated By	Updated Date	Annualized \$ Billed Premium	Policy Term	Coverage Term	Issuing Carrier	Billing Carrier
<b>Renewal policy will consist of:</b>												
<input checked="" type="checkbox"/>	Auto - Commer	BA-8675	In Force	CA Auto Policy	New	Mary Oberleitner	06/13/2011	\$0.00	07/13/2010	07/13/2010	Penn National	Penn National
								\$0.00 / \$0.00				
Renewal Policy Mode: <input type="text" value="Renew"/> <span style="float: right;">Showing Page 1 of 1   1   Filters: [ Show ] [ Back ] [ Next ]</span>												
This policy will be used to <input type="text" value="New on Existing"/> term, carriers, policy # and policy description												
<input checked="" type="checkbox"/>	Auto - Commer	BA-8675	In Force	CA Auto Policy	New	Mary Oberleitner	06/13/2011	\$0.00	07/13/2010	07/13/2010	Penn National	Penn National
								\$0.00 / \$0.00				
<a href="#">Click here to use this policy to determine the policy term, carriers, policy # and policy description from the following:</a>												
<input checked="" type="checkbox"/>	General Liability	GL11111-A	In Force	2300 West Dr	New	Mary Oberleitner	12/04/2008	\$0.00	01/07/2008	01/07/2008	Allied	Allied
								\$0.00 / \$0.00				

- All in force policies and their applicable lines of business display. A package policy will display each line of business with a check box for individual selection. During the renewal process, individual lines of business can be grouped together, to create a package policy or lines of business on an existing package policy can be selected separately to create a monoline policy.
- By default the expiring policy is selected and shown at the top of the screen. If a line of business has been quoted and is to be included in the renewal and is not displayed click the **Show** link.

- Change the policy stage drop-down from **Exclude Marketing** to **Include Marketing** and click the **Search** button.

Client Name: Nunnally's Glass and Framing

servicing

Services: Marketing, Market Analysis, Binders, Edit, Endorsement, **Renewal**, Cancellation, Claim, Audit, New Certificate(s), Renewal Certificate(s), Verification(s)

Select	Line Of Business	Policy Number	Stage Status Description	Mode	Updated By	Updated Date	Annualized \$ Billed Premium	Policy Term	Coverage Term	Issuing Carrier	Billing Carrier
<b>Renewal policy will consist of:</b>											
<input type="checkbox"/>	BA-8675		Policy In Force CA Auto Polic	New	Mary Oberleitner	06/13/2011	\$0.00	07/13/2010	07/13/2010	Penn National	Penn National
<b>Auto - Commer</b>							\$0.00 / \$0.00				

Renewal Policy Mode: Renew | Showing Page 1 of 1 | 1 | Filters: [ Hide ] [ Back ] [ Next ]

Search Filters: Policy Number, Term Eff. Date (Fr), Term Exp. Date (To), Updated By, Policy Mode, Term Exp. Date (Fr), Term Exp. Date (To), LOB, Policy Status, Cvg. Eff. Date (Fr), Cvg. Exp. Date (To), Policy Stage: **Include Marketing**, Issuing Carrier, Cvg. Exp. Date (Fr), Cvg. Exp. Date (To), Include History: No, Billing Carrier, Updated Date (Fr), Updated Date (To)

Sort Filters: Sort Field 1: Line of Business, Sort Order 1: Ascending, Sort Field 2: Eff Date, Sort Order 2: Ascending

[ Search ] [ Clear ]

- All in force policies and marketing submissions, along with their applicable lines of business display.

Client Name: Nunnally's Glass and Framing

servicing

Services: Marketing, Market Analysis, Binders, Edit, Endorsement, **Renewal**, Cancellation, Claim, Audit, New Certificate(s), Renewal Certificate(s), Verification(s)

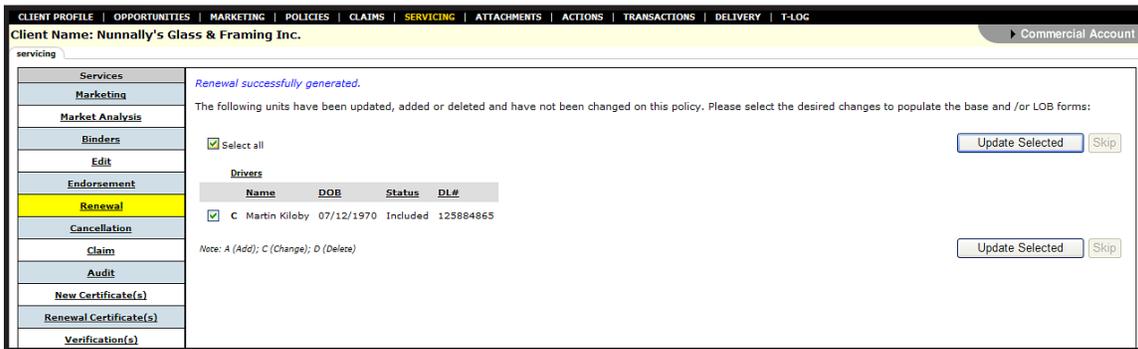
Select	Line Of Business	Policy Number	Stage Status Description	Mode	Updated By	Updated Date	Annualized \$ Billed Premium	Policy Term	Coverage Term	Issuing Carrier	Billing Carrier
<b>Renewal policy will consist of:</b>											
<input type="checkbox"/>	BA-8675		Policy In Force CA Auto Polic	New	Mary Oberleitner	06/13/2011	\$0.00	07/13/2010	07/13/2010	Penn National	Penn National
<b>Auto - Commer</b>							\$0.00 / \$0.00				
This policy will be used to determine the <b>policy term, carriers, policy # and policy description</b>											
<input checked="" type="checkbox"/>	BA-8675		Policy In Force CA Auto Polic	New	Mary Oberleitner	06/13/2011	\$0.00	07/13/2010	07/13/2010	Penn National	Penn National
<b>Auto - Commer</b>							\$0.00 / \$0.00	Copy			
<a href="#">Click here to use this policy to determine the policy term, carriers, policy # and policy description from the following:</a>											
<input type="checkbox"/>	Unassigned		Marketing Pending	New	Mary Oberleitner	06/13/2011	\$0.00	07/13/2011	07/13/2011	Unassigned	unassigned
<b>Auto - Commer</b>							\$0.00 / \$0.00				
<a href="#">Click here to use this policy to determine the policy term, carriers, policy # and policy description from the following:</a>											
<input type="checkbox"/>	Unassigned		Marketing Pending	New	Mary Oberleitner	01/03/2008	\$100.01	02/10/2006	02/10/2006	Aetna	Aetna
<b>General Liability</b>							\$100.01 / \$0.00				

- By default the carriers, policy number, policy description and determination of the policy term will come from the expiring policy selected. However, this may be modified by first locating a record that will make up the renewal policy where the carriers, policy number, policy description and determination of the policy term should come from and click the link above it that states "Click here to use this policy to determine the policy term, carriers, policy # and policy description from the following:". If the Org Invoice Defaults for renewals is set to "Copy Policy Info Values", then copy will be displayed in the drop-down box on the bottom right of the selected policy. If the Org Invoice Defaults for renewals is set to "Use Policy Info Default Values", then Default will be displayed in the drop-down box on the bottom right of the selected policy. If the "Allow Override" box is checked on the Org Invoice Defaults, then the ability to change the drop-down box will be activated. When Default is selected the system defaults will be used. When copy is selected then the record selected by clicking the "Click here to use this policy to determine the policy term, carriers, policy # and policy description from the following:" link will be used to populate the header and policy info from to the renewal record. Click the appropriate link and check boxes for

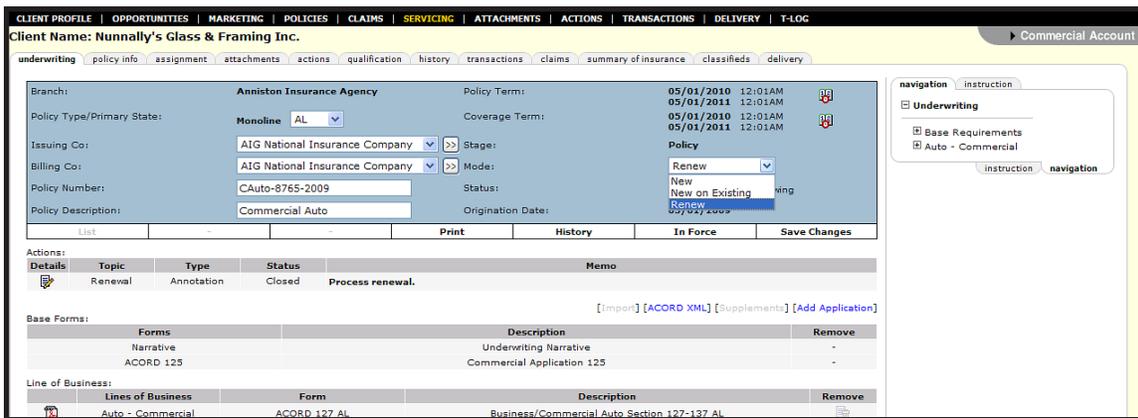
each line of business to be included in the renewal and click the **[Next]** link.

**Note:** When a line of business is selected, the system automatically copies the existing application so the user will not need to re-key the application information.

- If any associated units at risk were modified and not previously updated on the form the opportunity is provided to update the renewal with the modified information after the renewal is created. Click the **Select all** check box and click **Update Selected**. If none are selected, then the **Skip** button is active. If **Skip** is click the associated units at risk will not be updated automatically to the forms.



- The **underwriting** tab with all selected lines of business is displayed.
- The policy mode may still be changed on the policy header as long as the policy status is **Future** and the mode of the expiring policy selected in the renewal process was **New**. However, if the **Mode** is set to **Renew**, the carrier is changed and the **Save Changes** link is clicked, the **Mode** will change to **Re-New-Co**. The **Mode** will be locked and can no longer be changed even if the **Status** is **Future**. The **Mode** of **Re-New-Co** indicates the policy is a renewal to the agency but new to the carrier.
- Click **Save Changes** in the navigation toolbar to update applications with the renewal term and carrier information.



- Proceed to **Updating the Policy Header and Form** section in this chapter.

## WHAT a Future Status Means

The policy and applications will renew with a status of **Future**. Policies with a **Future** status may be modified, as necessary, without going through the servicing process, until the policy is placed in force.

- If an endorsement needs to be processed on the expiring term, you will need to go through **SERVICING > Endorse** to process it. See “Endorsements” in Chapter 7 of this training manual for instructions.
- The endorsement change also needs to be processed on the future term policy because the applications of a policy with a future status are not locked down. The change can be processed by directly accessing the policy.
- After accessing the appropriate client through the **Home > BINDER LOG > Bound/Future - No Open Binder** link or through **SEARCH**, click the **POLCIES** link on the **Client** menu.
- All policies, including the future term renewal, display in a summary view.
- Click the **Details**  icon of the future term policy.
- The **underwriting** tab is displayed.
- All form(s) are available for modifications the **navigation** tab, this tab is found on the right side of the screen and will display forms in a tree format as they are accessed.
- Click the plus **[+]** in front of the line of business to be modified in the **navigation** tab.
- Click the plus **[+]** in front of the ACORD form to be modified. This will expand the ACORD form out into a tree format for completion.
- See **Chapter 5 - Marketing, HOW to Work with Forms** for assistance in making the applicable changes.
- After all changes have been made and **saved**, click the word **Underwriting** in the **navigation** tab to close the applications.
- The user determines when to place the future policy in force. See **HOW to In Force a Future Status Renewal** section in this chapter.
- Future status policies are tracked on the **Home > BINDER LOG link View > Bound/Future - No Open Binder** until they are placed in force.

## Updating the Policy Header and Form

The **underwriting** tab displays the policy header in a blue color background. The Action and the Lines of Business display beneath the policy header.

### HOW to Update the Policy Header

- Access the appropriate client through **SEARCH**, click the **POLICIES** link on the **Client** menu.

---

**Note:** The **Client** and **Future** policy may also be accessed through the **Home > BINDER LOG > Bound/Future - No Open Binder** view.

---

- All policies are displayed in a summary view.
- Click the **Details**  icon of the **Future** status policy.
- The **underwriting** tab is displayed.
- The **Branch** defaults in to the policy header.
- The **Policy Type**, determined by Nexsure, will display as either **Monoline** or **Package**, depending on how many lines of business were selected to renew. The **Primary State** pre-fills from the policy selected for renewal. The **Primary State** may be changed by selecting the **State/Province** from the drop-down box.

---

**Note:** The two policy types are Monoline and Package. A Monoline policy contains one line of business; a Package policy contains more than one line of business.

---

- The **Issuing** and **Billing Carrier** of the expiring term display. If the renewal term will be written with a new carrier, select the new Issuing Carrier and Billing Company from the **Issuing Co:** and **Billing Co:** drop-down boxes.
- The **Policy Number** of the expiring term is displayed. If the policy number has changed, key in the new policy number (if known). If the new policy number is unknown, change the policy number field to **Unassigned** or **TBD** (To Be Determined).
- A **Policy Description** can be entered to categorize the policy. The description will remain with the policy.
- The **Policy term** dates will default out to the next available policy term dates. If the policy term date is incorrect, see “HOW to Use the Policy Term Calendar” in Chapter 5, “Marketing” to change the dates.
- The **Coverage Term** dates will be active on a renewal policy and are used for the effective date of endorsements or audits and/or the expiration dates of cancellations.
- The **Stage**, determined by Nexsure, will display as **Policy**.
- The policy **Mode** may only be changed if the expiring policy selected in the renewal process had a mode of **New**. The modes available for selection are **New**, **Renew** or **New on Existing**. Modes that are controlled by Nexsure are:
  - **Renew** if the Issuing and Billing Carrier remains the same as the expiring policy term.

-Or-

- ❑ **Re-New-Co** if the Issuing and/or Billing Carrier are changed on the policy being renewed. The mode will remain as Re-New-Co through out the policy term.

---

**Note:** A status of **Re-New-Co** designates the policy has been renewed for another term but with a new carrier.

---

- The **Status** defaults to **Future**. See “WHAT a Future Status Means” section in this chapter.
- Click the **Save Changes** link in the navigation toolbar under the policy header to save any changes made.

---

**Note:** Selecting a new carrier will display the **Change Carrier - Change Commission** dialog box. If carrier defaults are detected for the new carrier, click **OK** to leave **Policy Info** commissions alone or click **Re-Set** to update **Policy Info** with the new carrier’s default commissions.

---

- The **Origination Date** is the first Policy Term effective date carried over from the policy selected for renewal.

The screenshot displays the Nexsure CRM interface for a policy renewal. The client name is 'Cooke's Bakery'. The policy details are as follows:

Branch:	B C Insurance Agency, Inc.	Policy Term:	04/01/2009 12:01AM
Policy Type/Primary State:	Monoline NH	Coverage Term:	04/01/2010 12:01AM
Issuing Co:	CNA	Stage:	Policy
Billing Co:	CNA	Mode:	Re-New-Co
Policy Number:	WC987654	Status:	Future <input type="checkbox"/> Non-renewing
Policy Description:	NH A/Risk Work Comp	Origination Date:	04/01/2007

Below the policy details, there are sections for 'Actions' (Renewal, Annotation, Closed, Process renewal), 'Base Forms' (Narrative, ACORD 125), and 'Line of Business' (Workers Compensation).

---

**Note:** If the **Mode** in the renewal policy header is **Renew** and the **Issuing** and/or **Billing Carrier** is changed at renewal, the **Mode** will display as **Re-New-Co**. If the copy feature was used in the renewal process, the mode will not change to Re-New-Co until the policy is placed in force.

---

- Review the information contained in the application(s) for accuracy, if changes need to be made proceed to “HOW to Update the Form” section in this chapter.

## HOW to Update the Form

When a policy is selected during the renewal process, the system automatically copies the information in

the existing applications selected. The user usually has no need to re-key application information unless the information contained in the copied applications needs to be updated. Always review the copied application for accuracy. To update the application form:

- After accessing the appropriate client through **SEARCH**, click the **POLICIES** link on the **Client** menu.
- All in force policies are displayed in a summary view.
- Click the **Details**  icon of the **Future** status policy.

---

**Note:** Policies displaying a **Future** status may be modified as necessary without going through the servicing process until the policy's **Status** is set to **In Force**. Be sure to place the future policy to **In Force** before servicing since any changes to a future policy will not flow to serviced iterations of the policy.

---

The **underwriting** tab is displayed.

- All form(s) are available for completion in the **navigation** tab, this tab is found on the right side of the screen and will display forms in a tree format as they are accessed.
- Click the plus **[+]** in front of the line of business to be modified in the **navigation** tab.
- Click the plus **[+]** in front of the ACORD form to be changed. This will expand the ACORD form out into a tree format for completion.
- See **Chapter 5 - Marketing, HOW to Work with Forms** for assistance in making the applicable changes.
- After all forms have been completed, click the word **Underwriting** in the **navigation** tab to close the applications.
- Clicking the **Print** link in the navigation toolbar under the policy header will allow a print preview of the applications in Adobe Acrobat. The form will display an Adobe Acrobat toolbar that may be used to **Print** or **Save** the applications to one of the agents local drives if desired.

## Updating Policy Info

The **policy info** tab is used to maintain the **Premiums, Fees, Taxes, Agency Commissions** and **People Commissions**, and will need to be complete prior to placing the new renewal term in force. The information on this tab will be locked down after the new renewal term is bound or placed in force. The information on this tab defaults into the invoice. To invoice the policy see "Invoicing", in Chapter 18, *CRM Training Manual*.

---

**Note:** Premiums, Fees, Taxes, Agency Commissions and People Commissions are controlled by Security Administration. If you cannot view these sections of the **policy info** tab, see your Nexsure point person. Add one **Other Commissions** line for each income bearing line items on the **Policy Info** screen when the Org. has been set for production credit to equal 100%. An income bearing line item is defined as any agency commission line of business or any branch level fee. For example, if a policy includes **General Liability** and **Commercial**

**Property** and the agency earns commission on both lines, the user must place records in **Other Commissions** that add up to 100% for each line, whether the agency is paying a producer commission or not. If no commission is to be paid, enter a zero for the rate.

## HOW to Complete the Policy Info Tab

- Click the **policy info** tab. Using the links in the **navigation** tab on the right, or the scroll bar, complete the following sections.
- **Miscellaneous:**
  - The **Bill Method** will default according to the user preference setting. (To set the user preference, click your name link at the bottom of any Nexsure screen and click the **preferences** tab. Modify as needed). Click the **Edit** link to change the **Bill Method** if necessary. The **A/R Entity Bill Type** will default to **Client** if a retail agent has not been added to the assignments tab on the policy. If a retail agent has been added to the policy, it will default to **Retail Agent** indicating that the retail agent will be billed. If it is not desired to bill the retail agent, this can be changed to the **Client** for client billing. Change to update the annualized premium field on the **policy info** tab or add **Internal Notes**, if needed.
  - Click **OK** to save the changes. Click **Cancel** to abort.
- **Invoice Bill to:**
  - The invoice bill to will default to the client. Click the **Change Bill To** link to change who will be billed.
  - Select the **entity** to be billed by clicking the appropriate option, enter the name and click the **Search** button. Select the name from the search results by clicking on it and click the **Next** link.
  - Select the **Name, Location**, contact from the drop-down boxes, and click **Next**.
  - Click **OK** to confirm or **Back** to edit the selection.
- **Premium:**
  - Click the **Details**  icon to add the quote premium.
  - Enter the quoted premium amount in the **Estimated** field.
  - Nexsure will update the **Annualized** field through the invoicing process.
  - Nexsure will update the **Billed** field through posted invoices.
  - **Commission Type** will default to **Branch** and **People**. If this is not correct select the correct entity, if any, who should receive commission.
  - The **Taxable** option will default to **No**. If the premium is taxable, select the **Yes** option.

- ❑ Click **OK** to save the premium. Click **Cancel** to abort.

---

**Note:** Nexsure will update the Annualized and Billed fields, the agency should never enter any amount in these fields.

---

- **Fees:**

- ❑ If a fee is to be charged, click the **Add New Fee** link.
- ❑ Select the **Level/LOB**, **Fee code** and **Service Provider** from the drop-down boxes.
- ❑ The **Add Non-Premium Fee Details** pop-up window with the defaults set up for the fee selected is displayed. Make changes if necessary and click **OK** to confirm the addition of the fee. Click **Cancel** to abort.

- **Taxes:**

- ❑ Select the **Tax On**, **Level/LOB** and **Tax Code** from the drop-down boxes.
- ❑ Click the blue **Default** link.
- ❑ The tax information set up for the **Tax Code** selected will default in. Make changes if necessary and click **OK** to confirm the addition of the tax. Click **Cancel** to abort.

---

**Note:** The taxable option, located in the Premium line, must be Yes to add taxes.

---

- **Agency Commissions:**

- ❑ If commission defaults have been set up for the carrier, they should default in. See the Nexsure point person in your Agency to have carrier commission defaults set up.
- ❑ To edit an existing commission, (if it is incorrect) click the **Details**  icon, make the necessary changes to the **Rate Type** and **Rate**. Click **OK** to confirm the change. Click **Cancel** to abort. Nexsure will recalculate the commission percentage based on the information entered.
- ❑ To add a new agency commission, (if one does not default in) click the **Add New Agency Commission** link. Select the **Commission On**, **Level/LOB** and **Rate Type** from the drop-down boxes. Enter the **Rate** and click **OK** to confirm. Click **Cancel** to abort. Nexsure will calculate the commission percentage in the Estimated and Annualized fields based on the information entered.

- **Third Party Billing:**

- ❑ If commission defaults have been set up for the Retail Agent, they should be added by default.
- ❑ To edit an existing commission, click the **Details**  icon, make the necessary changes to the **Rate Type** and **Rate**. Click **OK** to confirm the change. Click **Cancel** to abort. Nexsure will recalculate the commission percentage based on the information entered.
- ❑ To add new commission if one is not added by default, click the **[Add New Third Party Commission]** link.

- **Other Commissions:**

- ❑ If commission defaults have been set up for the employee, they should default in. See the Nexsure point person in your Agency to have employee commission defaults set up.
- ❑ To edit an existing employee commission, if it is incorrect, click the **Details**  icon, make the necessary changes to the **Employee, Production Role, Production Credit Amount, Rate Type** and **Rate**. Click **OK** to confirm the change. Click **Cancel** to abort. Nexsure will recalculate the employee commission percentage based on the information entered.
- ❑ To add a New Employee Commission (if one does not default in), click the **Add New Other Commission** link. Enter the **First** and **Last Name** of the employee and click the **Search** button, if the employee is not available in the Employees box. Click on the **Name** of the Employee in the employees box to highlight it. Select the **Commission On, Level/LOB, Production Role, Production Credit Amount** and **Rate Type** drop-down boxes. Enter the **Rate** and click **OK** to confirm. Click **Cancel** to abort. Nexsure will calculate the employee's commission percentage in the Estimated and Annualized fields based on the information entered.
- ❑ The Production Role and Production Credit Amount for the employee is used to give the employee their percentage of the credit for bringing this piece of business to the agency. It has nothing to do with the percent of commission they are to receive if the policy is written. At least one employee must be added to show production credit of 100%. Add one Other Commissions line for each income bearing line items on the Policy Info screen when the Org. has been set for production credit to equal 100%. An income bearing line item is defined as any agency commission line of business or any branch level fee. For example, if a policy includes General Liability and Commercial Property and the agency earns commission on both lines, the user must place records in Other Commissions that add up to 100% for each line, whether the agency is paying a producer commission or not. If no commission is to be paid, enter a zero for the rate.
- ❑ If multiple producers should receive production credit, the user may click the [**auto allocate**] link to evenly allocate production credit between all added to the Other Commission section of the screen. The production credit amounts may also be entered directly on the screen in the production credit column. Once all changes have been made, click the [**Save**] link to retain these changes.

CLIENT PROFILE | OPPORTUNITIES | **MARKETING** | POLICIES | CLAIMS | SERVICING | ATTACHMENTS | ACTIONS | TRANSACTIONS | DELIVERY | T-LOG

Client Name: Nunnally's Glass and Framing Commercial Account

Branch:	Alabama Branch, Incorporated, (AL)	Policy Term:	07/13/2011 12:01AM MST
Policy Type:	Monoline	Coverage Term:	07/13/2012 12:01AM MST
Issuing Co:	Zurich	Stage:	Marketing
Billing Co:	Zurich	Mode:	New
Policy Number:	Unassigned	Status:	Pending
Policy Description:		Origination Date:	07/13/2011

List Print History In Force Save Changes

navigation

- Miscellaneous
- Invoice Bill To
- Premiums
- Fees
- Taxes
- Agency Commissions
- Other Commissions

Details	Type	Level/Line of Business	Rate Type	Rate	Estimated	Annualized	Billed	Re
	Premium	Auto - Commercial(1)	% of Premium	25	\$125,000.00	\$0.00	\$0.00	
<b>Totals:</b>					<b>\$125,000.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	

**Other Commissions** [ Auto-Allocate ] [ Save ] [ Add New Other Co

Details	Name	Role	Type	Level/Line of Business	Production	Rate Type	Rate	Estimated	Annualized	Billed
	Joan Mason	Producer	Premium	Auto - Commercial(1)	50.0000	% of Agency Comm	20	\$25,000.00	\$0.00	\$0.00
	Mary Oberleitner	Account Manager	Premium	Auto - Commercial(1)	50.0000	% of Agency Comm	50	\$62,500.00	\$0.00	\$0.00
<b>Totals:</b>								<b>\$87,500.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

**Note:** Commission defaults will be based on the Orgs invoice default settings. If **Copy Policy Info** screen is selected on the Orgs **invoice default setup** tab, the policy info from the originating record is copied. If **Policy Info** screen default values are selected, commission defaults will be based on the defaults set up for the carrier, retail agent and employee for other commissions. For details on invoice default setup see, *Accounting Training Chapter 3*.

## Placing the Policy In Force

The applications on renewal policies with a future status are not locked down; therefore, changes may be made to a renewal policy with a future status without going through the servicing process. The user determines when the renewal policy is placed **In Force** to lock down the applications. The renewal policy term should be placed to **In Force** on or before the actual effective date of the policy term. All changes, once in forced, will need to be processed through the **Servicing** menu.

**Note:** The **policy info** tab does not populate, make sure to enter any premiums, fees, taxes and commissions before placing the renewal in force. For instructions see "HOW To Complete the Policy Info Tab", in this chapter.

**Note:** Track **Future** status policies that need to be in forced through the **Home > BINDER LOG** link. Change the **Binder Log View** to **Bound/Future - No open binders** to display all policies that have a **Bound** or **Future** status.

## HOW to In Force a Future Status Renewal

- After accessing the appropriate client through **Home > BINDER LOG > Bound/Future - No open**

**binders** link or **SEARCH**, click the **POLICIES** link on the **Client** menu.

- All policies, including the future term renewal, display in a summary view.
- Click the **Details**  icon of the future term policy to be placed **In Force**.
- The **underwriting** tab is displayed.
- If the policy number is known and has not been entered, enter it in the **Policy Number** field in the header. See “HOW to Update the Policy Header” in this chapter for instructions.
- Click the **Save Changes** link in the navigation toolbar under the policy header.
- Click the **policy info** tab, review the renewal premium, fees, taxes and commission for accuracy, and make any applicable changes. See “HOW to Complete the Policy Info Tab” in this chapter for instructions.
- Click the **underwriting** tab.
- Click the **In Force** link in the navigation toolbar under the policy header to in force the new renewal term.
- To bind coverage and create a binder:
  - Click the **Bound** option to bind coverage.
  - Click the **check box** to create a binder.
  - Click **Save** to In force the quote and create a binder. Click **Cancel** to abort.
  - For binder instructions, see Chapter 8, “Binders”.
- If a binder is not needed, click the **Save** button.
- The status of the policy is now displayed as **In Force**.
- The expiring policy will remain on the **Client** menu > **POLICIES** link with a **green Details**  icon until it is sent to History. See section “HOW to Send an Expired Policy to History” in this chapter.

## Moving Expired Policies and Marketing Submissions to History

The expiring policy term is separate from the newly created renewal policy. The user determines when to send the expiring policy to history and when to in force the future term. The expiring policy should be sent to history after the expiration date of the policy term has passed.

### HOW to Send an Expired Policy to History

- Clicking the **EXPIRATIONS** link on the **Home** menu displays all in force and expired policies that fall within the search filter criteria. Expiring policies that have been renewed (Status is **Renewed**) are found on the **Client** menu **POLICIES** link until they are sent to history.

---

**Note:** A policy that has been renewed and subsequently marked **Expired** will display on the **Home > EXPIRATIONS** link as a policy with an **Expired** status.

---

- After accessing the appropriate client through the **Home > EXPIRATIONS** link or through **SEARCH**, click the **POLICIES** link on the **Client** menu.
- A **red Details**  icon will identify all expired policies. A **green Details**  icon will identify all renewed policies that have not been changed to an Expired status.
- Click the **red Details**  icon or **green Details**  icon of the expired policy term to send to history.
- A pop-up box will display if the expiration date of the renewed policy term has passed. Click **OK** to change the status of the policy term to **Expired**. A second pop-up box will display to confirm the change, click **OK** to display the **underwriting** tab of the policy.



- Clicking **Cancel** will display the **underwriting** tab of the policy without changing the status of the policy to expired.
- Click the **History** link under the policy header to send the expired policy term to history. A record

of the expired policy will be retained on the **history** tab for future reference.

- Choose an appropriate **Status** from the drop-down box and enter any applicable notes.
- Click the **Save** button. The policy header is displayed in gray. The expired term is now in history. The future policy term should be placed in force if it has not been already. See **HOW to In Force a Future Status Renewal** section in this chapter.
- Once a policy is sent to history it will be removed from the **EXPIRATIONS** link on the **Home** menu and the **POLICIES** link on the **Client** menu.

## HOW to Send a Marketing Submission to History

After the policy is renewed, any re-marketed renewal quotes that are not written will need to be sent to history.

- After accessing the appropriate client through **SEARCH**, click the **MARKETING** link on the **Client** menu.
- All marketing submissions, including the remarketed renewal submissions, display in a summary view.
- Click the **Details**  icon of the re-marketed submission that needs to be sent to history.
- The **underwriting** tab is displayed.
- Click the **History** link in the navigation toolbar under the re-marketed submission header.
- Select the status of the submission in the drop-down box and enter notes as to why the submission is being sent to history.
- Click the **Save** link to send the submission to history. Click the **Cancel** link to abort.

---

**Note:** If numerous renewal submissions have been re-marketed, follow the HOW to Send a Marketing Submission to History to send all re-marketed renewal submissions that will not be written to history.

---