Chapter 8

Binders

IN THIS CHAPTER

- Adding a Binder
- Completing and Populating the Binder
- Delivering the Binder
- Tracking the Binder
- Extending the Binder
- Closing the Binder

Adding a Binder

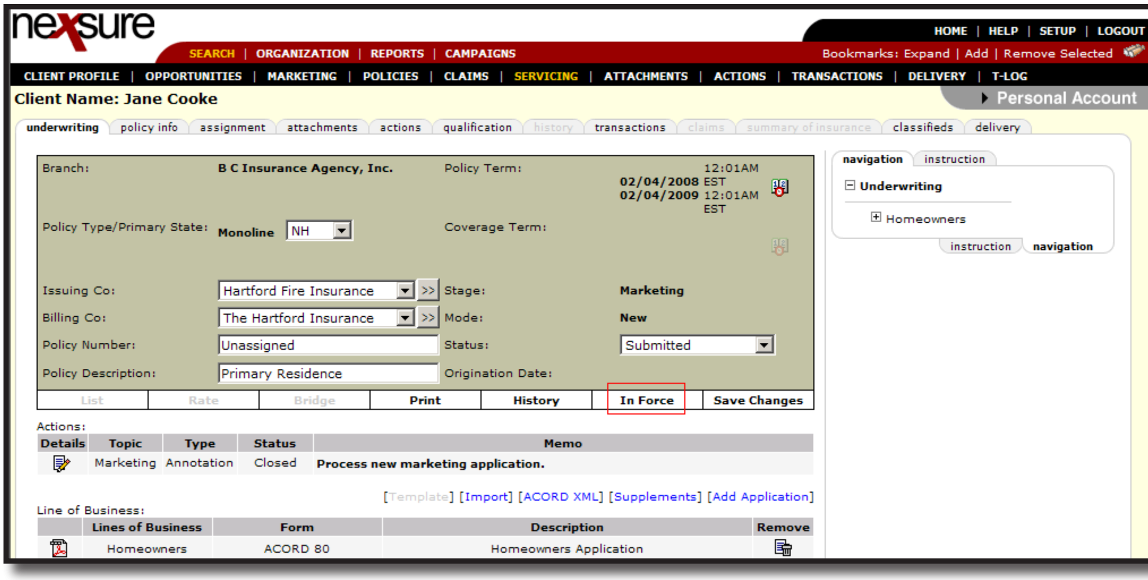
A **binder** is a legal agreement, which provides temporary evidence of insurance coverage for a specified period until the insurance policy is received from the carrier. A binder can be generated on a new business policy for immediate proof of coverage or through the servicing process later, if needed.

HOW to Add a Binder When Placing a Marketing Submission In Force

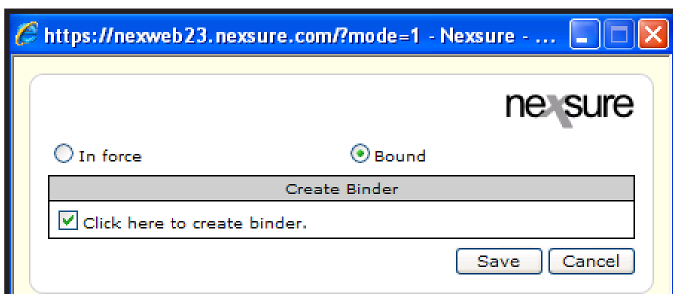
A binder can be added at the time a marketing quote is placed in force, if proof of coverage is needed prior to receiving the policy from the carrier.

To In Force a marketing quote and create a binder:

- Access the marketing submission from the **MARKETING** link on the **Home** menu or from the **MARKETING** link on the **Client** menu. All pending marketing submissions that meet the search criteria are displayed on the summary page. Each client displayed will have at least two **Details** icons. If there is more than one marketing submission for a client, each submission will have its own **Details** icon
- Click the **Details** icon of the marketing submission displaying the carrier writing the policy.
- The **underwriting** tab for the selected policy is displayed.
- Click the **In Force** link in the navigation toolbar under the Marketing header.



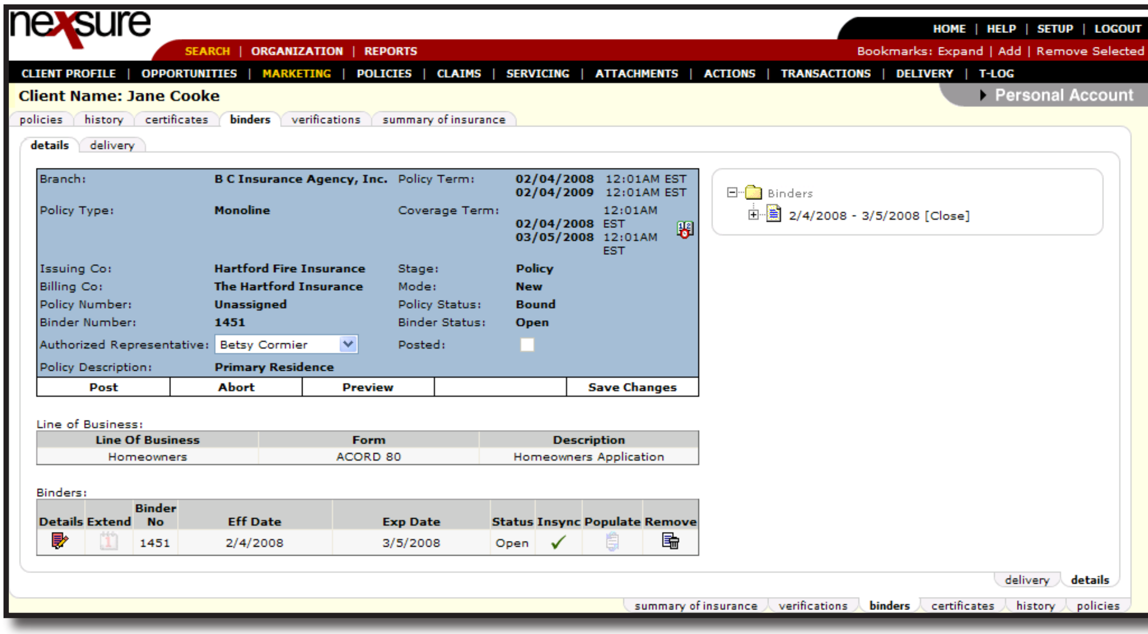
- In the dialog box, click the Bound option to bind coverage.

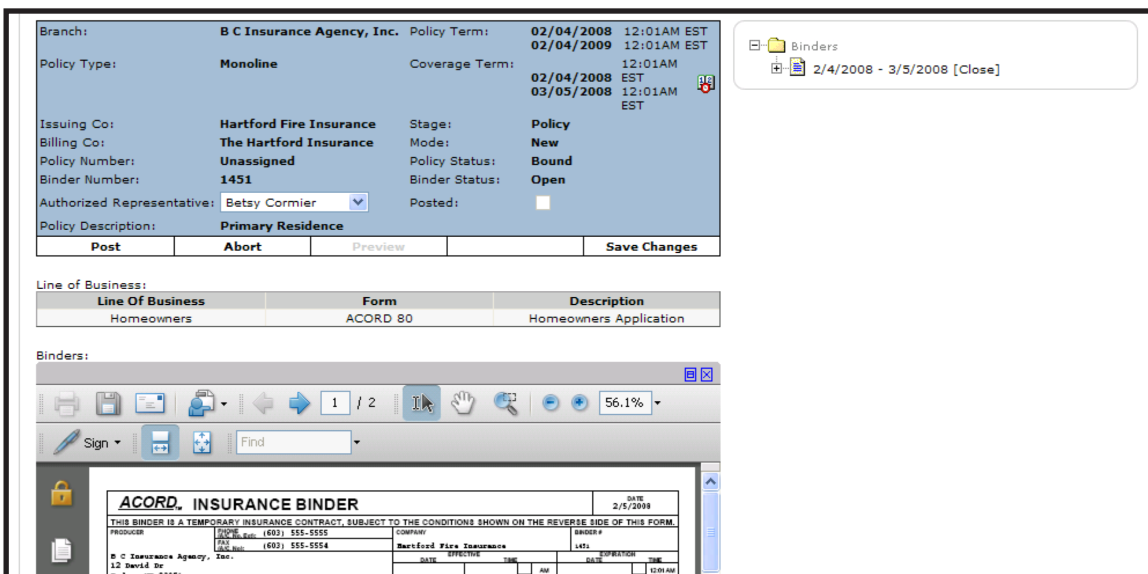


- To issue the binder, make sure to click the **check box** to create the binder.
- Click **Save** to In force the policy and create a binder.
- The **binder details** tab displays.

To see a print preview of the binder prior to the binder being posted:

- In the navigation toolbar, click **Preview** to preview the binder in PDF.





Note: The **Print** option is not available in the navigation toolbar until the binder has been posted. The binder cannot be printed until it has been posted.

- If binder detail is incorrect refer to section "HOW to Populate the Binder" in the this chapter.
- After confirming that all data on the binder is correct, the binder is ready to be posted. In the navigation toolbar, click the **Post** link to post the binder.

The following conditions apply once the binder has been posted:

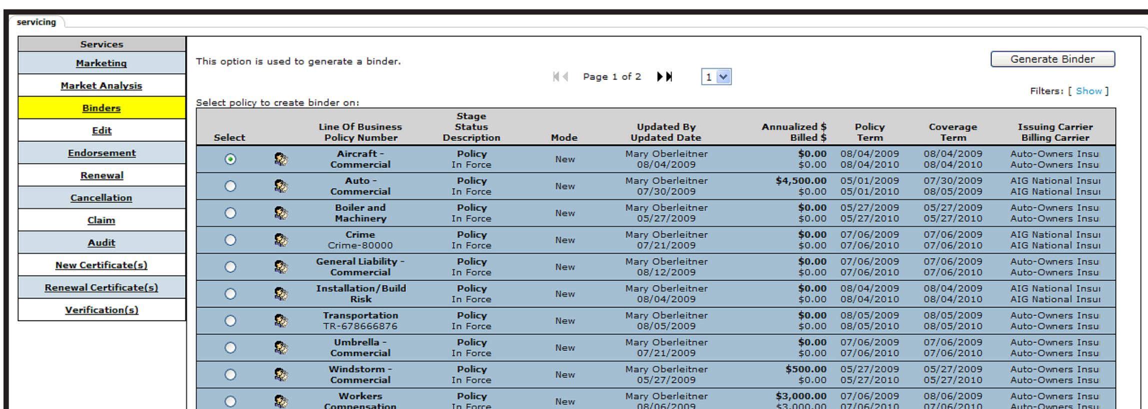
- The **[Close]** option becomes available next to the binder term on the **navigation** tab.
- The **Abort** option is no longer available.
- The **Remove** icon will be dimmed.
- **Print** and **Deliver** options become available.
- **Extend** icon becomes available. The binder can be extended until closed.
- **Posted** check box is automatically selected in the policy header.

- The **Authorized Signature** list is available for extensions that require a signature change. The **Save Changes** link is available if the Authorized Signature is changed.

HOW to Add a Binder Via Servicing

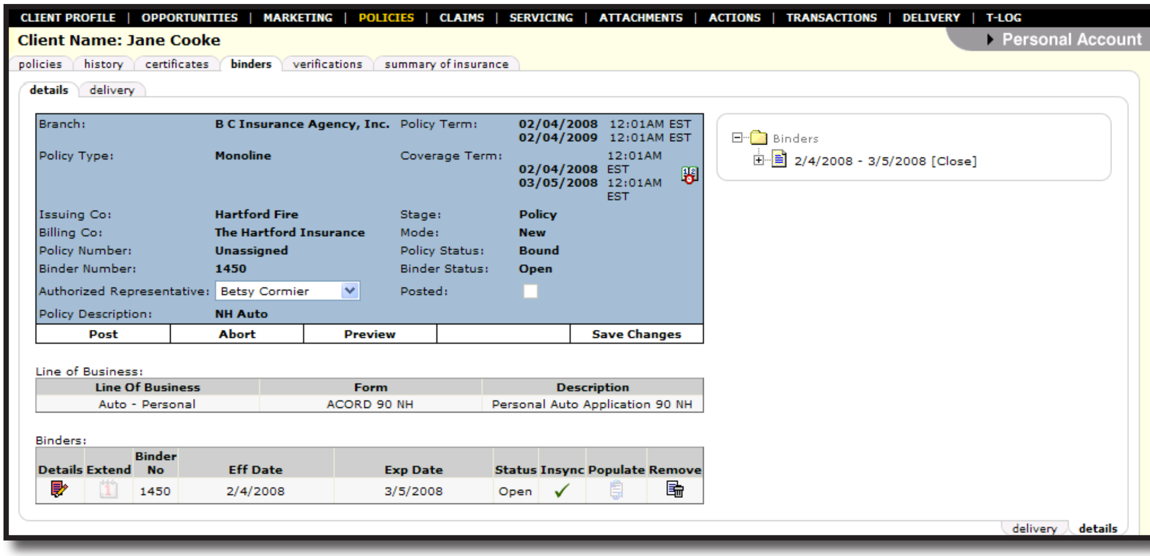
A binder can be added to an existing policy at any time via servicing:

- Locate the appropriate client through **SEARCH** and click the **SERVICING** link on the **Client** menu.
- Click the **Binders** option and enter the effective date of the binder in the **Eff Date** field. Use the **Calendar** icon or key the date in using the correct formatting. The effective date entered here will populate to the coverage term date in the binder header.



Select	Line Of Business Policy Number	Stage Status Description	Mode	Updated By Updated Date	Annualized $ Billed $	Policy Term	Coverage Term	Issuing Carrier Billing Carrier
◉	Aircraft - Commercial	Policy In Force	New	Mary Oberleitner 08/04/2009	$0.00 $0.00	08/04/2009 08/04/2010	08/04/2009 08/04/2010	Auto-Owners Insu Auto-Owners Insu
○	Auto - Commercial	Policy In Force	New	Mary Oberleitner 07/30/2009	$4,500.00 $0.00	05/01/2009 05/01/2010	07/30/2009 08/05/2009	AIG National Insu AIG National Insu
○	Boiler and Machinery	Policy In Force	New	Mary Oberleitner 05/27/2009	$0.00 $0.00	05/27/2009 05/27/2010	05/27/2009 05/27/2010	Auto-Owners Insu Auto-Owners Insu
○	Crime Crime-80000	Policy In Force	New	Mary Oberleitner 07/21/2009	$0.00 $0.00	07/06/2009 07/06/2010	07/06/2009 07/06/2010	AIG National Insu AIG National Insu
○	General Liability - Commercial	Policy In Force	New	Mary Oberleitner 08/12/2009	$0.00 $0.00	07/06/2009 07/06/2010	07/06/2009 07/06/2010	Auto-Owners Insu Auto-Owners Insu
○	Installation/Build Risk	Policy In Force	New	Mary Oberleitner 08/04/2009	$0.00 $0.00	08/04/2009 08/04/2010	08/04/2009 08/04/2010	AIG National Insu AIG National Insu
○	Transportation TR-678666876	Policy In Force	New	Mary Oberleitner 08/05/2009	$0.00 $0.00	08/05/2009 08/05/2010	08/05/2009 08/05/2010	Auto-Owners Insu Auto-Owners Insu
○	Umbrella - Commercial	Policy In Force	New	Mary Oberleitner 07/21/2009	$0.00 $0.00	07/06/2009 07/06/2010	07/06/2009 07/06/2010	Auto-Owners Insu Auto-Owners Insu
○	Windstorm - Commercial	Policy In Force	New	Mary Oberleitner 05/27/2009	$500.00 $0.00	05/27/2009 05/27/2010	05/27/2009 05/27/2010	Auto-Owners Insu Auto-Owners Insu
○	Workers Compensation	Policy In Force	New	Mary Oberleitner 08/06/2009	$3,000.00 $3,000.00	07/06/2009 07/06/2010	08/06/2009 07/06/2010	Auto-Owners Insu Auto-Owners Insu

- Select the appropriate policy from the list of **In Force** policies displayed and click the **Generate Binder** button.
- The **binders** tab is displayed with the binder in an **Open** status.
- The policy's **Coverage Term** changes to the binder **Coverage Term** of the posted binder.



Note: The Coverage Term of all binders will default out the number of days the duration period is set to in **SETUP > Lookup Management**. The binder coverage term date can be extended manually, on an individual basis, as needed.

Notes

Completing and Populating the Binder

The **binders > details** tab displays both policy and binder information in the header. The Line of Business form(s) and the Binder form are displayed beneath the header. If the binder was created when placing a marketing quote in force, the binder coverage term in the header defaults based on the effective date of the quote. When creating the binder through servicing, the binder coverage term defaults based on the effective date entered on the servicing screen.

HOW to Access the Binder

Open binders can be accessed from the **BINDER LOG** link on the **Home** menu or from the **POLICIES** link, **binders** tab, on the **Client** menu.

- Click the **BINDER LOG** link on the **Home** menu**.** All open binders, which fall within the search criteria, will appear in a summary view. Each client will have at least two **Details** icons, if more than one binder is open for a client, each binder will have its own **Details** icon.
- Click the **Details** icon of the appropriate binder to display the **underwriting** tab for the policy.
- Click the **POLICIES** link on the **Client** menu.
- Click the **binders** tab, all open binders for the client are displayed in a summary view.

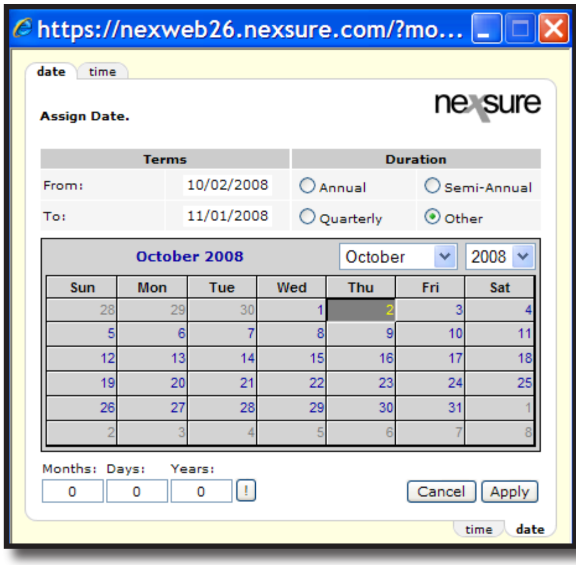
HOW to Understand and Change the Binder Header

Note: All binders, open or closed, are kept at the client level under the POLICIES link, binders tab.

- The **Branch**, **Policy Type**, **Issuing Carrier**, **Billing Carrier** and **Policy Number** of the policy display in the header.
- The binder is assigned the next available binder number in Nexsure. The binder number can be overwritten by keying in the binder number manually on the binder ACORD 75 form.
- Select the **Authorized Representative** signature from the drop-down box of the employee whose signature should appear on the binder.

Note: See the Nexsure point person in your Agency to add a signature to your employee file if needed.

- The **Policy Term** and Binder **Coverage Term** display in the header.
- If the effective date of Binder coverage term in the header is incorrect, click the **Calendar** icon, select the month and year from the drop-down boxes and click the date the binder is to be effective from.
- The **To** date should reflect the expiration date of the Binder. Click the **Other** option under **Duration** and in the **Days** field below the calendar. Enter the number of days the binder is to be effective and click the "**!**" button. The **To** date should now reflect the expiration date of the binder.



- Click **Apply**; click **OK** to confirm the change.
- Click the **Save Changes** link under the binder header to save the change.
- Nexsure determines the **Stage**, **Mode** and **Policy** status in the binder header.
- The **Binder Status** will display as **Open** until the policy has been received from the carrier, at which point, the binder will be **Closed**.
- Click the **Save Changes** link under the binder header to save any changes made to the binder header.

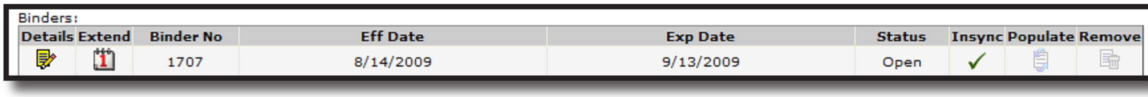
HOW to Populate the Binder

The Binder form, displaying beneath the header, will display pertinent information regarding the binder.

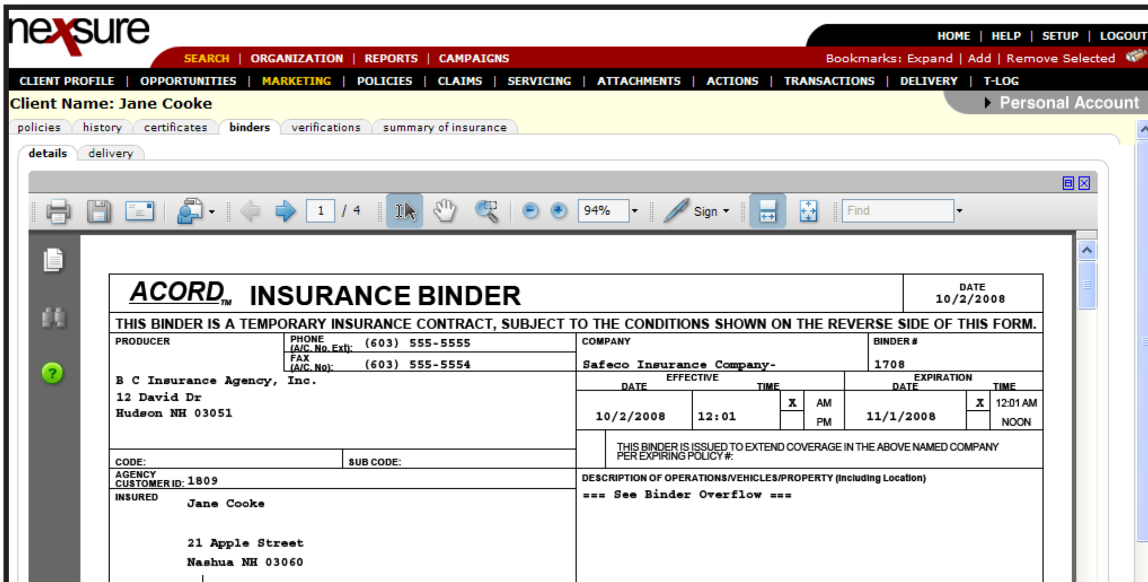
- The binder **Details** icon will display in one of 3 colors:
  - A green **Details** icon indicates there are more than 30 days until the expiration date of the binder.
  - A yellow **Details** icon indicates there are less than 30 days until the expiration date of the binder and activates the **Extend** icon.
  - A red **Details** icon indicates the binder has expired.
- The binder number assigned by Nexsure, and the binder **Effective** and **Expiration date** will be displayed.
- The status of the binder is **Open**.
- The **green check** in the Insync field confirms the successful population of the binder with information from the application. The populate button is grayed out.

Note: The line of business application(s) must be filled out to populate the binder and other forms.

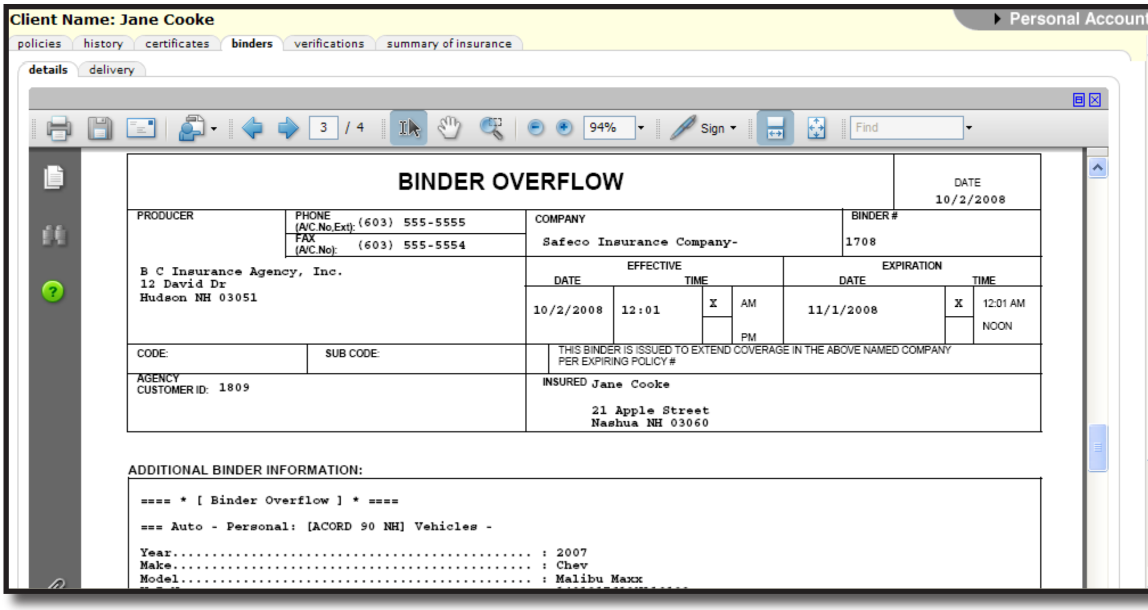
- The **Remove** icon will allow the binder to be deleted. If the **Remove** icon is not available then the Binder is either posted or the User login does not have security to remove.



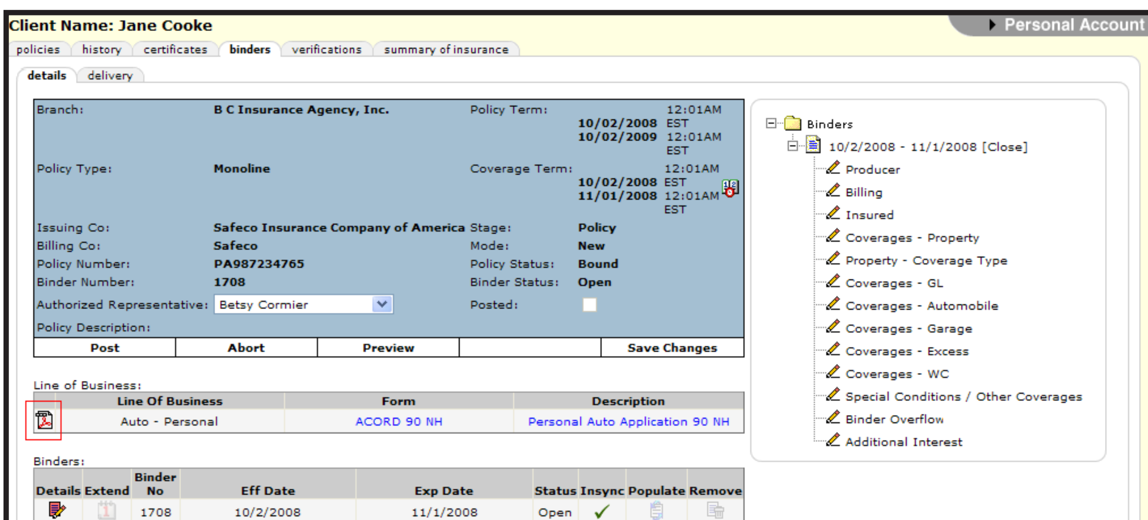
- Click the **Preview** link in the navigation toolbar under the binder header to view the binder in Adobe Acrobat for accuracy. It is the responsibility of the end user to verify that the form is populated in accordance with the specific requirements of the issuing company for this policy. Click the **Maximize** icon to expand the binder preview.



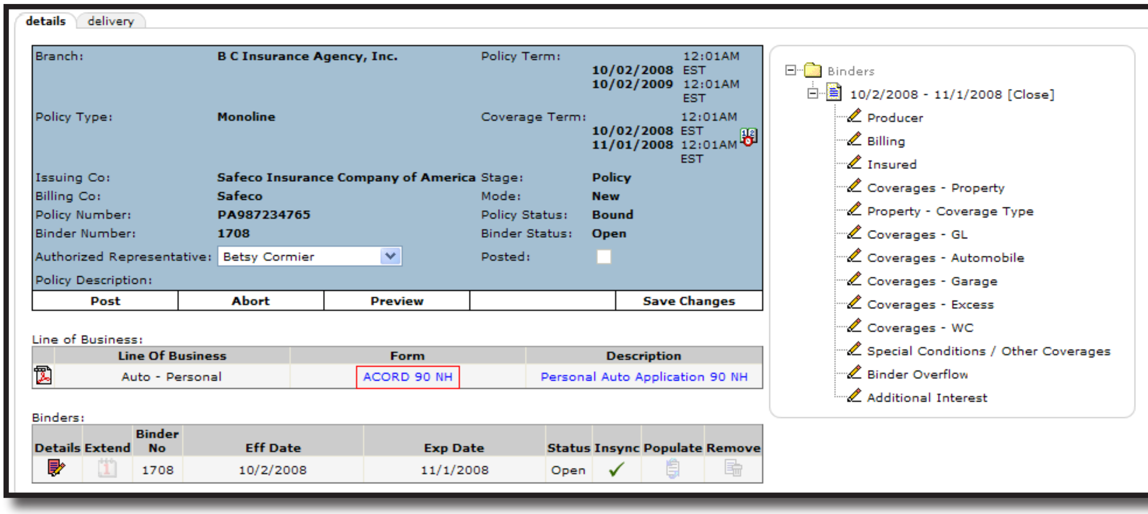
- Coverage data that has a place on the ACORD 75s will populate directly to the form. Data that does not have a place will populate to a **Binder Overflow** page. If a policy contains more than one of the same line of business with differing coverages and limits, all data for that line of business will populate to a **Binder Overflow** page. A **See Binder Overflow** alert displays when data for that section of the binder has populated to a **Binder Overflow** page. If there is more than one Additional Interest on the policy, a **See Binder Overflow** note alerts that all interests are listed on the **Binder Overflow** page.

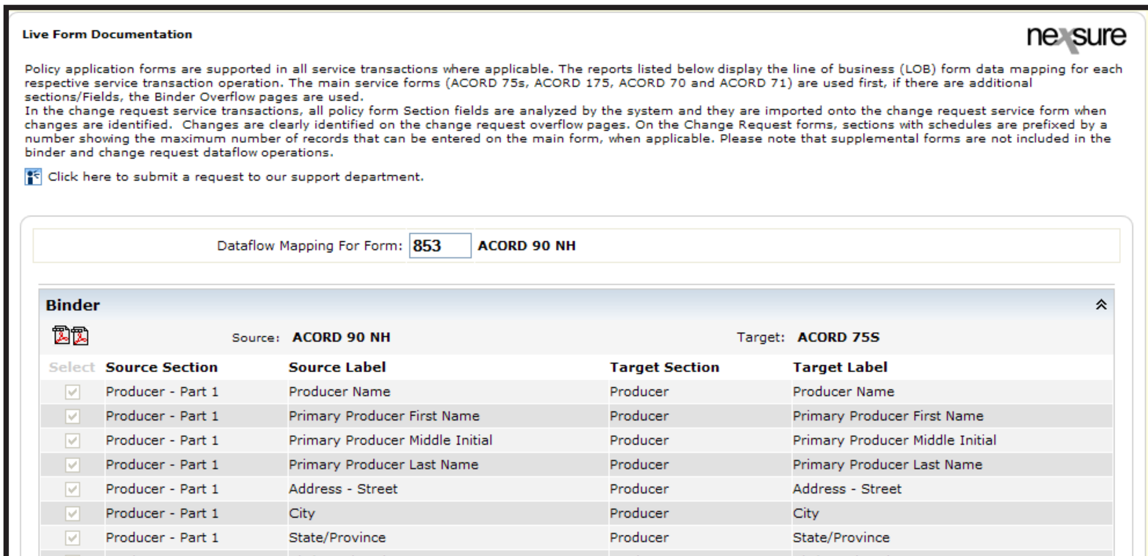


- Click the blue **X** in the upper right corner of the Adobe Acrobat window to close.
- Two tools are available to help you compare the client's application to the binder for accuracy and to understand what information from the application will populate to the Binder and its Binder Overflow pages.
  - Click the Line of Business PDF icon to display a PDF of the client's line of business application in a new window for comparison to the binder detail.

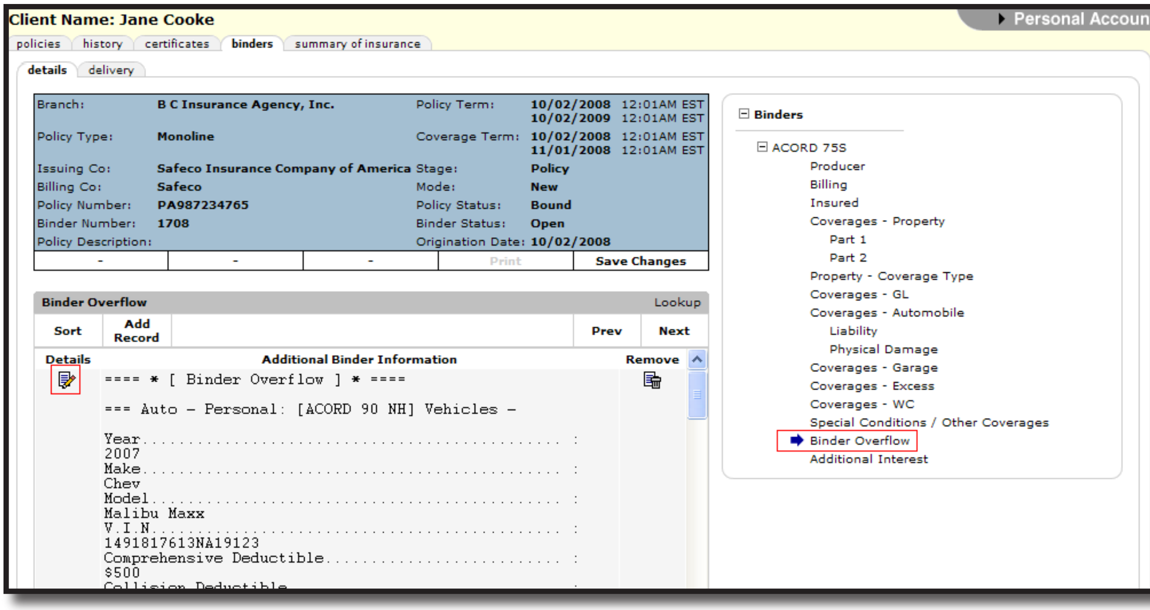


  - Click the Line of Business Form link to display Dataflow Mapping of the Line of Business form to the Binder. Click the Expand icon on the Binder line to open a view of the data mapping that occurs between the application and the binder. Click the double PDF icons to display a split screen view of the two forms being compared.





- If manual changes are required, the binder form is available for editing in the navigation panel on the right side of the screen. The binder coverage term is displayed along with the **Close** link.
- Click the plus **[+]** in front the coverage term and the binder form is displayed in a tree format.
- Click on the **Producer** link in the navigation tree. The form will open on the left side of the screen under the header for editing.
- The **Binder Overflow** page is available for editing by clicking the **Binder Overflow** link in the navigation tree.



- Click the **Binder Overflow Details**  icon and then click in the **Additional Binder Information** text box to expand the text box for editing.
- See "HOW to Work with Forms", Chapter 5 - Marketing, *CRM Training Manual* for assistance in editing the form.
- Once all changes are made, preview the binder to verify all changes then click the **Post** link on the navigation tool bar. Once the binder has been posted it may not be removed or edited and can now be printed and delivered. Notice that the binder may now also be extended.

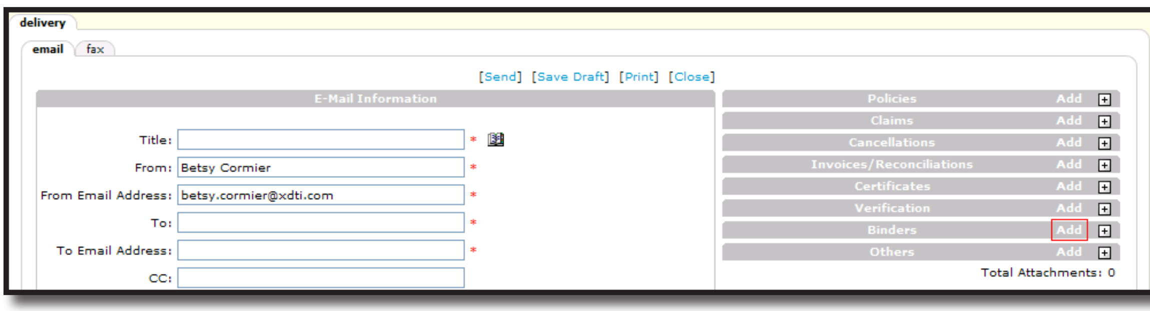
Note: If manual changes are made to the form the **Populate** link will become active again and the InSync check box will no longer be checked. If the **Populate** link is initiated after the form has been altered, keep the following in mind: If manual changes are made to fields that contain data that populated from the original LOB application, or that are blank but exist in the original LOB application, when they are repopulated, these data fields will be overwritten with the original LOB data. Any manual changes made to data fields that do not populate from the original LOB will not be overwritten.

- See "Delivering the Binder", in this chapter, to e-mail or fax the binder from Nexsure.

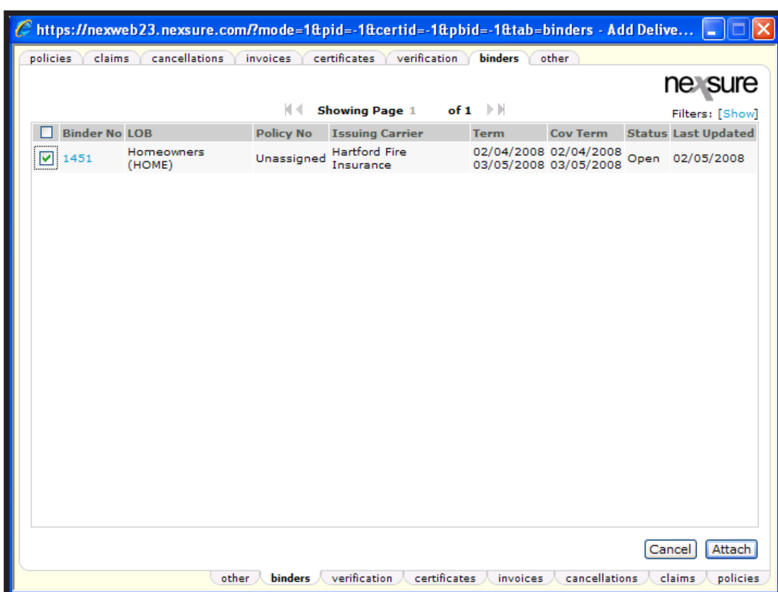
Notes

Delivering the Binder

- Locate the appropriate client through **SEARCH** and click the **POLICIES** link on the **Client** menu. All in force policies for the client display in a summary view.
- Click the **binders** tab and then click the **Details**  icon of the binder.
- Click the **Deliver** link in the navigation toolbar under the binder header.
- The **delivery** tab is displayed.
- Click the **[Add New]** link.
- The binder can be sent from Nexsure as an **e-mail** or **fax**. The **e-mail** tab is displayed by default. To fax the binder, click on the **fax** tab.
- Complete the required e-mail or fax information on the left side of the screen.
- The right side of the delivery screen is used to attach forms and documents to the e-mail or fax. Click the **Add** link in the gray Binders line.



- The Attachment pop-up window **binders** tab will display.



- All open binders are displayed with policy and binder information. Click the appropriate binder option.
- Click the **Attach** button. Click **Close** to cancel the attachment.
- The attachment(s) will be displayed, with the total number of items attached, on the right side of the delivery screen.
- Click the **Send** link to send the e-mail or fax.
- The Delivery Summary View screen is displayed with the stage of the e-mail or fax. The stage will update as the screen is refreshed.
- If the e-mail or fax is unsuccessful, the sender will receive e-mail notification of the unsuccessful delivery in their e-mail system inbox. Unsuccessful deliveries are also tracked by clicking the **DELIVERIES** link on the **HOME** menu.
- Each delivery will have its own **Details** icon. To view the details, perform the following steps:
    - Click the **Details** icon to display the e-mail or fax information, the forms included, and the total number of attachments.
    - Click the **viewer** tab and each form included in the e-mail or fax is displayed with a **Magnifying Glass** icon.
    - Click the **Magnifying Glass** icon to view the information contained in the form that was sent.
- The Delivery Summary View screen can be accessed from the **Home** menu, or the **Client** menu. The **Home** menu will display a summary of all deliveries sent by the user. The client level will only display deliveries for the specified client.

Note: Binders are only available for delivery after they have been posted.

Notes

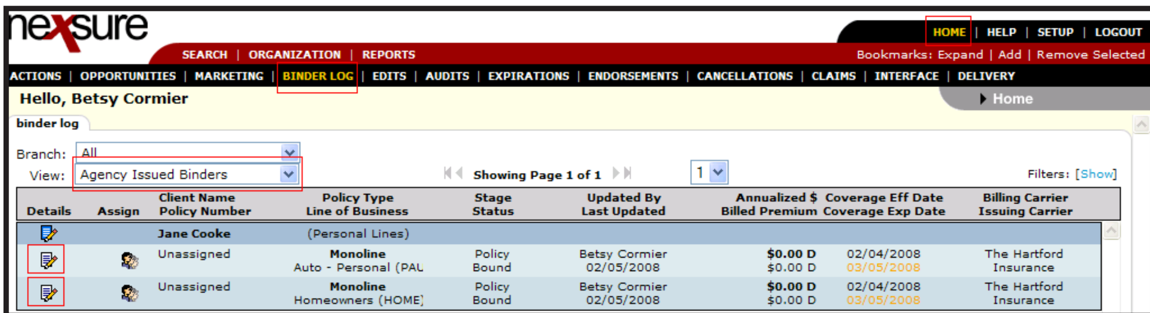
Tracking the Binder

Binders can be tracked from the **Home** menu or the **Client** menu. The **Home** menu, depending upon filter settings, can display all open binders for the agency. The **Client** menu will display open binders applicable to the client selected.

HOW to Track Open Binders from the Home Menu

The **HOME > BINDER LOG** link serves as a way to keep track of all open binders. The **Home** menu is accessible by clicking the **HOME** link on the **Utility** menu in the upper right hand corner of the screen. The **HOME > ACTIONS** screen will be the first screen displayed, to track open binders, click the **BINDER LOG** link on the **Home** menu. The **Home** menu is the third menu down.

Note: When the binder is closed, it will no longer appear on the HOME > BINDER LOG link.

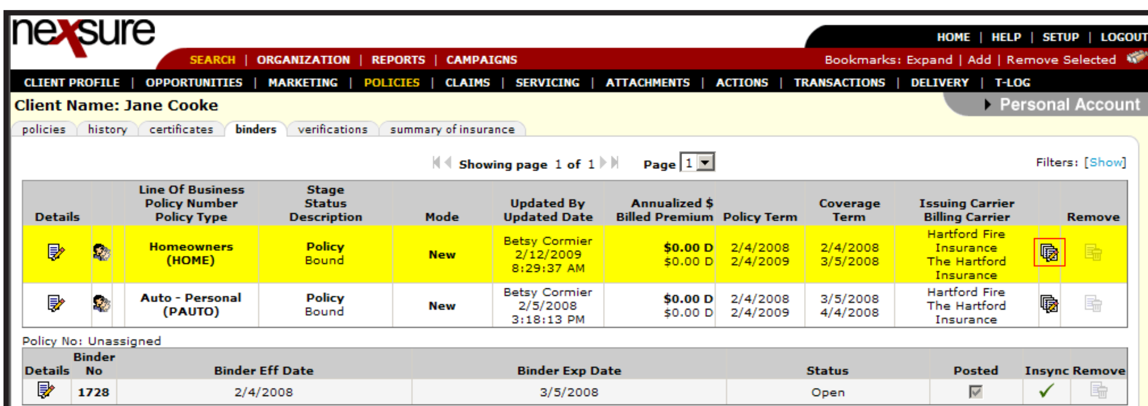


- Clicking the **BINDER LOG** link will display all open binders that fall within the search filter criteria.
- If the binder is not displayed, click the **[Show]** filter, change the search criteria and click the **Search** button to initiate a new search.
- All open binders, which fall within the search criteria, will appear in a summary view. Each client will have at least two **Details** icons. If there is more than one open binder for the client, each binder will have its own **Details** icon.
    - Clicking the blue **Details** icon, with the dark blue border, will display the card file for the client.
    - Clicking the white **Details** icon displays the **underwriting** tab of the client's policy. Click the **POLICIES** link on the **Client** menu and click the **binders** tab to display all open binders for the selected client.
- The **color** of the **coverage expiration date** of the binder in the summary view will alert you to when a binder will be expiring.
    - **Black** means there are more than 30 days until the expiration date of the binder.
    - **Yellow** means there are less than 30 days until the expiration date of the binder.
    - **Red** means the binder has expired.

HOW to Use the Binder Summary Screen

All open binders for the client will be displayed in a summary view. Binders not yet closed are displayed in a summary view when clicking the **BINDER LOG** link on the **Home** menu or the **POLICIES** > **binders** tab on the **Client** menu. The summary view will give you pertinent information regarding the open binder.

- Clicking the **Details** icon displays the **details** tab of the open binder.
- Clicking the **Assign** icon will display the Assignment List pop-up window with the list of people in the agency assigned to the policy.
- Holding the cursor over the **Line of Business/Policy Number/Policy Type** field of the **Home > BINDER LOG** summary or the **Policy Type/Line of Business** field on the **Client** menu **POLICIES > binders** tab will display the information in a larger font for ease of reading.
- The **Stage**, determined by Nexsure, will display as **Policy.**
- The Policy **Description** will display when the cursor is held over the **Stage/Status/Description** field.
- The **Status**, determined by Nexsure, will display the current status of the policy.
- The **Mode**, determined by Nexsure, (New, Renew, Re-New-Co) displays the mode the policy is currently in.
- The **Updated By** and **Updated Date** fields display the person that updated the binder along with the date it was updated.
- The **Annualized $** and **Billed Premium** are determined by Nexsure and display the annualized and billed amounts through posted invoices. The **D** identifies the policy as being Direct billed.
- The **Policy Term** will display the effective and expiration dates of the policy.
- The **Coverage Term** will display the effective and expiration date of the binder.
- The **Issuing Carrier** displayed is the carrier writing the coverage. The **Billing Carrier** displayed is the carrier who is billing the policy.



- Clicking the **Details** icon to the far right will expand the binder details out in the summary view and allow a quick overview of the binder, highlighting the selected binder in yellow.
    - The policy number, if one has been assigned, will be displayed above the expanded summary view.

- Clicking the **Details** icon of the expanded binder displays the **details** tab with the binder form open and ready for editing.
- The **Binder Number, Effective** and **Expiration** dates are displayed.
- The **Status** of the binder displays as **Open**.
- The **green check** in the Insync field confirms the successful population of the binder with information from the application.

- The **Remove** icon allows the binder to be deleted. If the **Remove** icon is not available and the binder should be deleted, see the Nexsure point person within the agency for assistance.

Notes

Extending the Binder

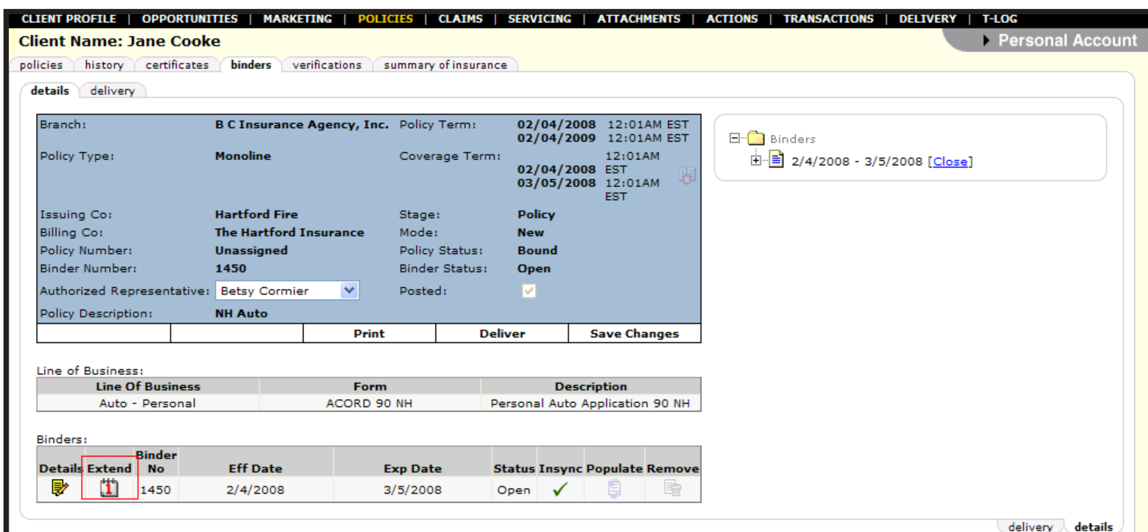
When accessing a binder, the binder's **Details** icon will be displayed in one of three colors:

- A green **Details** icon indicates there are more than 30 days until the expiration date of the binder.
- A yellow **Details** icon indicates there are less than 30 days until the expiration date of the binder.
- A red **Details** icon indicates the binder has expired.

HOW to Extend the Binder

- Access the appropriate entity through **SEARCH.**
- Click the **POLICIES** link on the **Client** menu. Click the **binders** tab to display all open binders for the client. Each open binder will have its own **Details** icon.
- Click the **Details** icon of the binder needing to be extended. The **details** tab for the selected binder will be displayed.

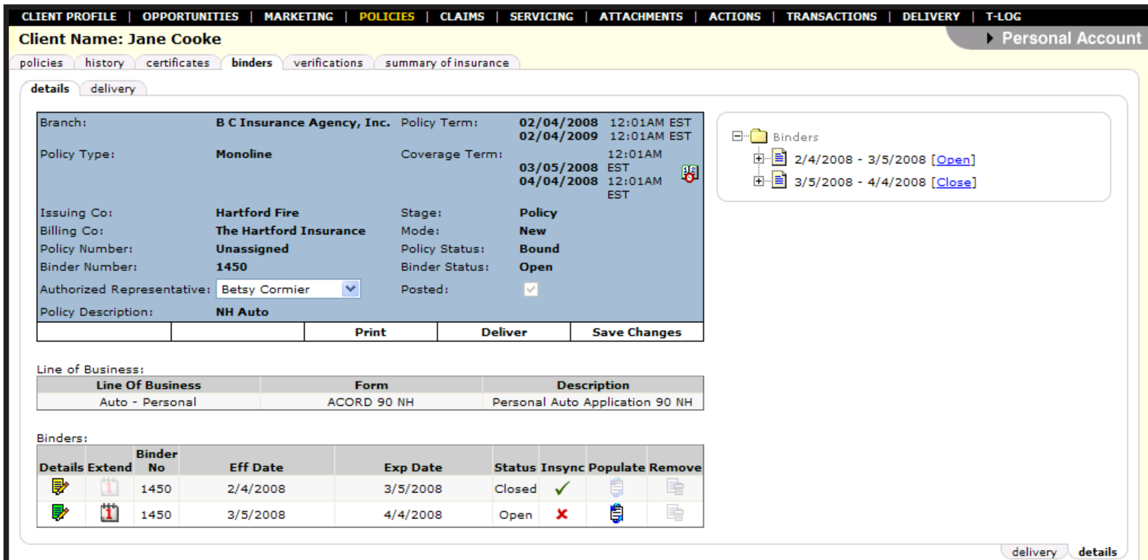
Note: The Extend icon is not active until after the binder has been posted.



- Click the **Extend** icon to extend the binder term dates, a confirmation pop-up window is displayed. Click **OK** to extend the binder. Click **Cancel** to abort.
- The binder extension displays below the original binder and is available in the navigation panel. The original binder displays in the navigation panel now as **Closed**.

Note: A closed Binder can be reopened by clicking on the binder's [Open] link in the navigation panel.

- The **Effective Date** of the binder extension defaults out from the expiration date of the closed binder. The **Expiration Date** defaults out using the same duration period as the closed binder.



- The open binder extension form is a copy of the binder selected to extend and will be displayed beneath the closed binder, displaying pertinent information regarding the new binder.
- The binder number of the extension will be the same as the closed binder.
- The **Effective** and **Expiration date** of the extension will default out from the closed binder.
- The status of the binder is **Open**.
- In the **Binders** section, if a red **X** is displayed in the **Insync** column this denotes the binder has been changed. If necessary, click the **Populate** icon to populate the binder **with the information on the application**. The populate disclaimer is displayed.
- The **Populate** icon is active.

Important: Only click the **Populate** icon if it is desired to replace the copied binder with information from the line of business application. If this is not desired, populate any modifications to the binder manually and do not select the **Populate** icon.

- The populate disclaimer is displayed.

Note: If the **Populate** icon is initiated after the form has been altered, keep the following in mind: If manual changes are made to fields that contain data that populated from the original LOB application, or that are blank but exist in the original LOB application, when they are repopulated, these data fields will be **overwritten with the original LOB data**. Any manual changes made to data fields that do not populate from the original LOB will not be overwritten. Click the **Disagree** option and click **Close** to shut the pop-up window and manually prepare the binder form.

- Click the **Agree** option to activate the **Accept** button.
- Clicking the **Accept** button allows Nexsure to populate the binder with the information on the application.
- The **green check** in the Insync field confirms the successful population of the binder extension with information from the application.
- Click the **Print** link in the navigation toolbar under the binder header to view the binder in Adobe Acrobat for accuracy. Select the extended binder option and click **print**. It is the responsibility of the end user to verify that the form is populated in accordance with the specific requirements of the issuing company for this policy.
- Click the blue **X** in the upper right corner of the Adobe Acrobat window to close.
- If manual changes are required, the extended binder form is available for editing in the navigation panel on the right side of the screen. The extended binder coverage term is displayed along with the **Close** link.
- Click the plus **[+]** in front of the new coverage term. The binder form is displayed in a tree format.
- Click on the **Producer** link in the navigation tree. The form will open on the left side of the screen in the navigation panel for editing.
- See **Chapter 5 - Marketing, HOW to Work with Forms** for assistance in editing the form.
- Once all changes are made, click the word **Binders** at the top of the navigation tree to close the form.

Note: If manual changes are made to the form, the populate button will become active again and the Insync field displays a red X. Do not repopulate, as this will overwrite the manual changes entered on the form.

- See **Delivering the Binder** to e-mail or fax the extended binder from Nexsure.

Notes

Closing the Binder

A binder should not be closed until the policy has been received from the carrier. This allows you to track the binder on the **Home** menu, when the policy is received from the carrier, the binder can then be closed. Closing the binder will remove it from the **HOME > BINDER LOG** link.

HOW to Close an Open Binder

- All open binders are accessible from the **BINDER LOG** link on the **Home** menu or the **POLICIES** > **binders** tab, on the **Client** menu.
- Click the **BINDER LOG** link on the **Home** menu. All open binders, which fall within the search criteria, will appear in a summary view. Clients are displayed with at least two **Details** icons. If there is more than one open binder for the client, each open binder will have its own **Details** icon.
- Clicking the **Details** icon to the left of the binder to be closed will display the **underwriting tab** of the policy.
- If the policy is in a bound status, click the **In Force** link in the navigation toolbar under the policy header.
    - A confirmation pop-up will appear, click **OK** to in force the policy and close all open binders for the policy.
    - The status in the policy header is now in force and all binders for the policy are now closed.
- If the policy is in an in force status, click the **POLICIES** link on the **Client** menu and click the **binders** tab.
- All open binders for the client are displayed. Click the **Details** icon of the binder to be closed.
- Click the **Close** link next to the binder term dates in the navigation panel.
- A confirmation pop-up will appear, click **OK** to close the binder. Click **Cancel** to abort.
- There will now be an **Open** link next to the binder term. Clicking the **Open** link will reopen the binder if needed.

Notes