VISion User Guide
Underwriting

Prepared By
Hartford Financial Products
IT Training Group
Version 5.30

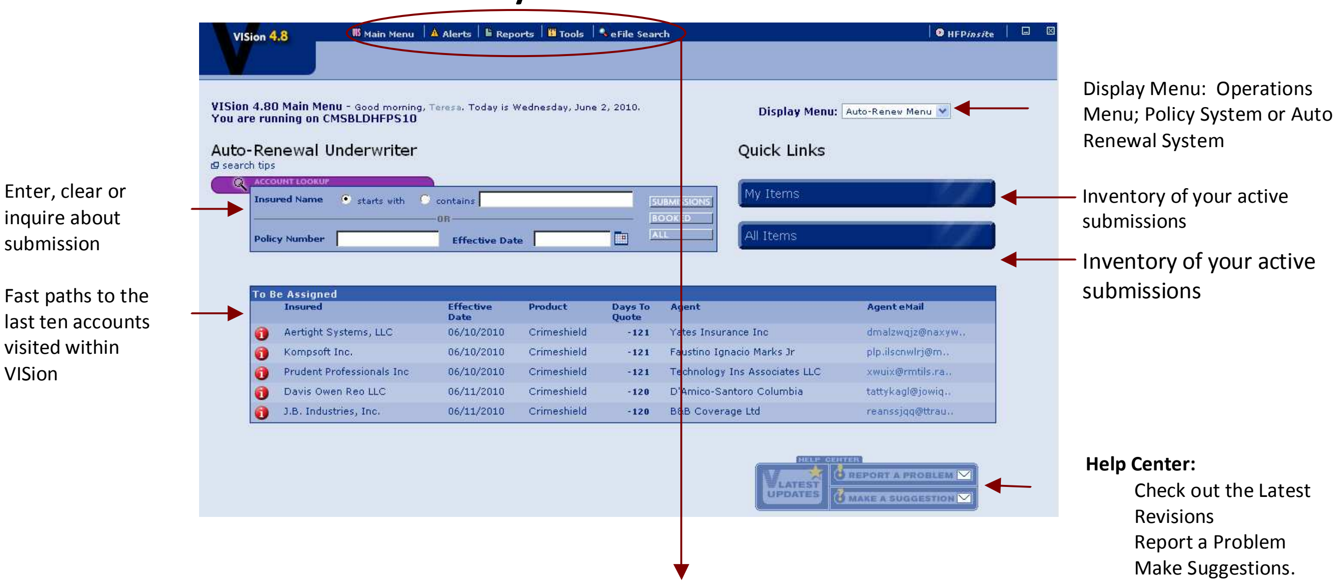
VISion Table of Contents

Technical Trainer	Deann Wester
Technical Support	HFP VISion Help

What is VISion?

The name **VISion** stands for **V**irtual **I**nsurance **S**ystem. **VISion** includes the ability to process an account from Submission Clearance through to Policy Issuance. Using **VISion**, you have the ability to create a policy summary that will include our client's company name, address, contact information and what type of policy they will be purchasing. In addition you have the ability to complete financial summaries, create quote and binder letters, book and bill the policy and finally, issue a policy. **VISion** also links to our electronic filing system, called VISion eFile.

Main Menu – Auto-Renewal System

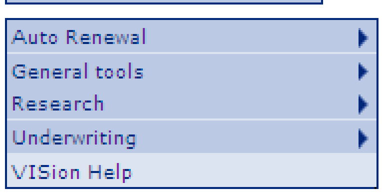


Main Menu: Will always bring you back to the main screen. No matter where you are in the system.

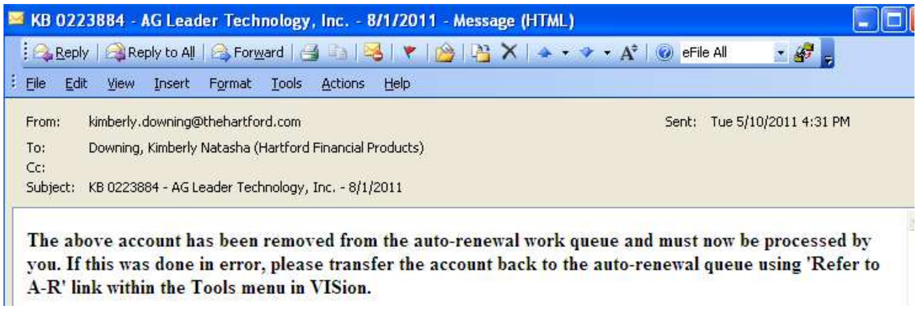
Alerts:

Reports:

Tools:



- **Auto Renewal:** (Will only show if this account is an Auto Renewal Account)
  - **Refer to UW –** When an account has been referred to the Underwriter for whatever reasons then the Underwriter will received an email.

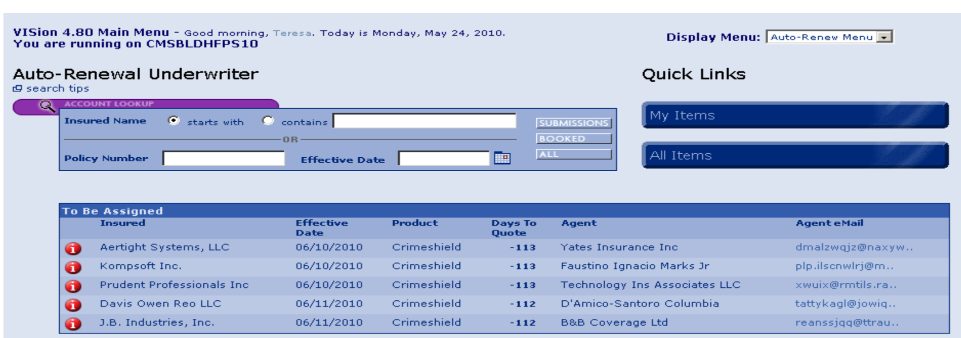


- **Refer to A-R** – Account has to be opened in order to **Refer to A-R** from the tools menu.
- **Remove from A-R** –You will receive a warning message reminding you that you are removing this account from Auto-renewal. Using this option will remove the account from auto-renewal process until next year.

- **General Tools:**
  - **Launch MS-word**
  - **HFP Blank Letter**
  - **Launch manuscript endorsements**
  - **My Inventory Columns**
  - **Spell Check**
- **Research:**
  - **Factiva**
  - **Nexis**
  - **Zacks**
  - **Aggregation monitor**
  - **Company relationships**
  - **SIC Code Lookup**
- **Underwriting:**
  - **File Room**
  - **Prorata Calculator**
  - **Watch List**
- **VISion Help**

eFile Search: Takes you directly to the eFile System:

Account Lookup is a search engine that HFP Express uses for the Auto-Renewals.

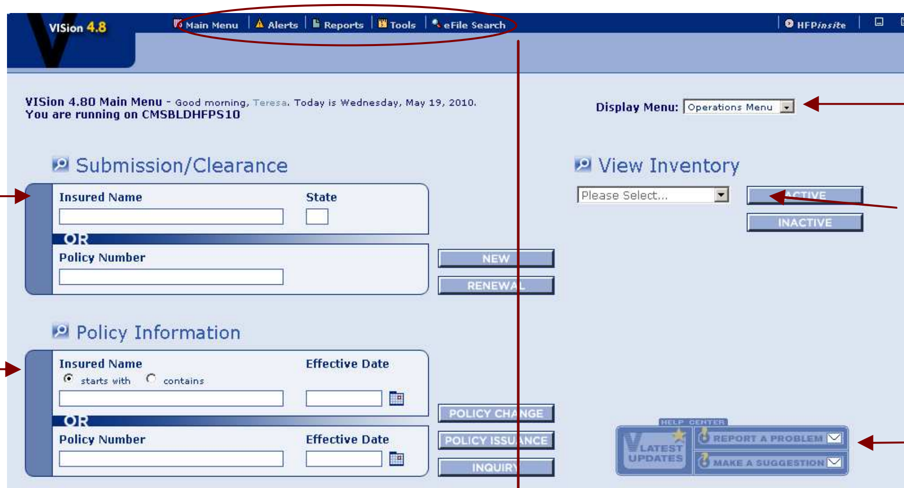


- **Display Menu:** Select Auto-Renewal Menu
- **Account Lookup:** Enter in the Name of the Insured or the Policy Number with the Effective date in the Account Lookup – Click on Submissions, Booked or All
- **Policy Information**
- **Quick Links:** Click on My Items or All Items.

Main Menu – Operations Menu

Enter, clear or inquire about submission

Endorse or Inquire on booked accounts



Display Menu: Operations Menu; Policy System or Auto Renewal System

Underwriters Inventory of active or Inactive accounts

Help Center:
Check out the Latest Revisions
Report a Problem
Make Suggestions.

Main Menu: Will always bring you back to the main screen. No matter where you are in the system.

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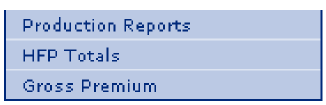
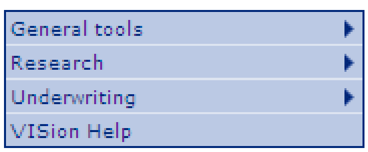


Tools:



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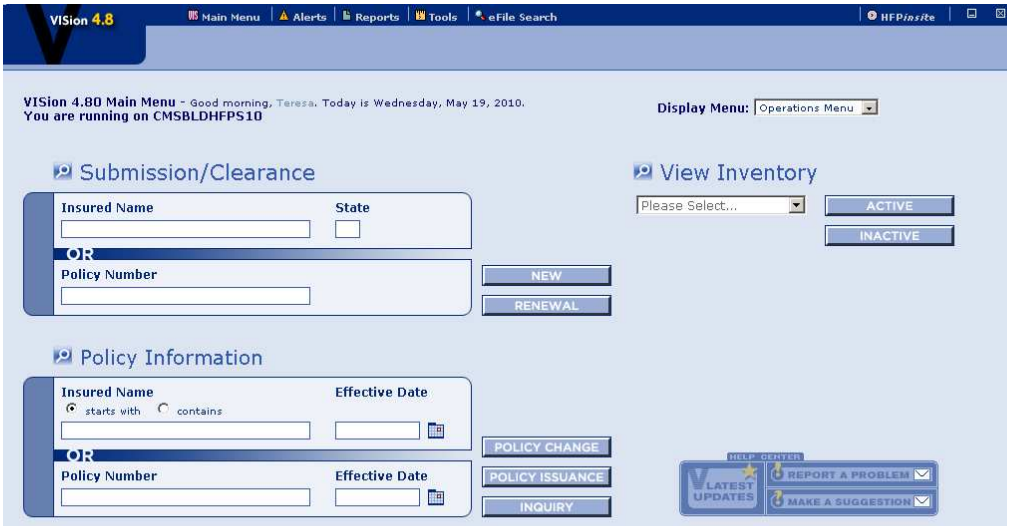
eFile Search: Takes you directly to the eFile System



- **Display Menu:** Select Operations Menu
- **Submission/Clearance** is a search engine that HFPExpress uses to clear new accounts. This is to make sure that no other HFP department is already working on the account.

  - Enter in the Name of the Insured and the State of which the Insured is located. By entering in the State you will only see Insured's with that name in that state. OR if you have a policy number you can enter in the policy number. Select New or Renewal.

- **View Inventory:** Select the Underwriters Name and select if you want to see their Active Inventory Select **Active** or if you want to review their Dead Accounts select **Inactive.**
- **Policy Information:** You can either enter in the Name of the Insured or the Policy Number. Once you have entered one click on appropriate option.

  - **Policy Change:** To endorse a policy

Insured Name	Policy	Layer	Effective Date	Agent	Agent Name	Last Endorsement	Status	Watch List
Brian & Deborah Bertlin	TP 0243023	Primary	05/18/2007	91676	Techinsurance Group LLC	05/18/2007	Endorsement	
Brian A. Martin, LLC Attorney	SB ARL4225	Primary	12/15/2006	84308	HFP / Bond Direct	01/01/2007	Endorsement	
		Primary	12/15/2005	84308	HFP / Bond Direct	12/15/2005	New Business	
Brian Bertlin	TP 0243023	Primary	05/18/2007	91676	Techinsurance Group LLC	05/18/2007	Endorsement	
Brian C. Davis, Attorney At LA	LT 1616108	Primary	12/30/2009	80567	Target Underwriting Mgmt Corp	12/30/2009	New Business	
Brian Caine Capital Management	BD DBN1966	Primary	01/16/2009	80450	Theodore Liftman Insurance	01/16/2009	Renewal	
		Primary	01/16/2008	80450	Theodore Liftman Insurance	01/16/2008	Renewal	
		Primary	01/16/2007	80450	Theodore Liftman Insurance	01/16/2007	Endorsement	
		Primary	01/16/2006	88650	Theodore Baxter Seagroves Jr	01/16/2006	Renewal	
	BD DFP4247	Primary	01/16/2010	80450	Theodore Liftman Insurance	01/16/2010	New Business	

  Click on the Effective date that you are looking for.

  - **Policy Issuance:** To view all accounts that have been booked

✓	Insured	Effective Date	Coverages	S	Layer Type	New/ Renew	Status	Last Action	Dept	Agency	Agent eMail	Received Date	UW Last	S2I	Ren Sol
	Time Warner Cable, Inc. (V)	03/12/2010	dno		Excess	R	BOOKD	03/16/2010	D84	Marsh USA Inc	stozpa.y.sdiuxir@zpuat...	11/08/2009	Pandya		
	Time Warner Inc. (V)	01/11/2010	dno	S	Excess	R	BOOKD	01/19/2010	D84	AON Risk Services Inc of NY	tdqkp_vpsqqi@pox.foz	11/25/2009	PAL	Y	

  Select the name of the insured this will bring you to the Issuance Tab

- **Inquiry:** You can either enter in the Name of the Insured or the Policy Number. Once you have entered in the either one then click on Inquiry. Once you clickedon Inquiry it will bring you to the name of the Insured. With the below information, now you will want to click on the Policy number.

Policy No: 0242051

Insured Name	Policy	Layer	Effective Date	Agent	Agent Name	Last Endorsement	Status	Watch List
Ebix, Inc.	TE 0242051	Primary	06/01/2009	85016	Warwick Resource Group LLC	06/01/2009	Renewal	
		Primary	06/01/2008	85016	Warwick Resource Group LLC	06/01/2008	Renewal	
		Primary	03/31/2007	85016	Warwick Resource Group LLC	03/31/2007	New Business	

Once you clicked on the Policy number the next screen will consist of multiple tabs.

- **Summary:** The Summary Tab will provide you with a brief description of the account. Along with the history of Limits, Premium and Claims
- **Billing:** The Billing Tab will provide you with Account Billing Recap by Periods (this is where you can tell if the account has been Broker Bill or Tabs Billing), All of the Booked transactions (click on seq. to view installments), and Payments that have occurred on the account (this is where if the account is or was Tabs billing you can determine the payment plan).
- **Reinsurance:** The Reinsurance Tab provides you the Treaty Terms and Conditions.
- **Claims:** The Claims Tab provides you with Claims History – All Years; Claim total for Policy Period; If there are any other Coverage/Program written on the account; and Claim Totals.
- **Underlying:** The Underlying Tab will provide you with the history of the excess policies.

Main Menu – Policy System

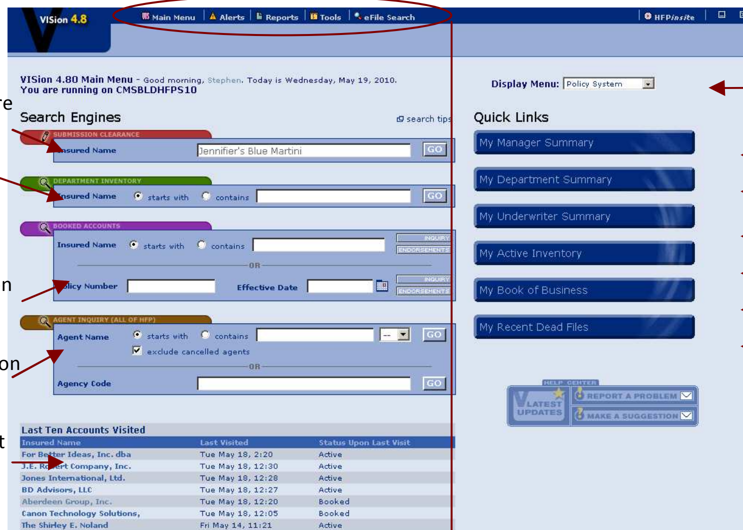
Enter, clear or inquire about submission

Search for Insured within your department

Endorse or Inquire on booked accounts

Search for information on any HFP agent

Fast paths to the last ten accounts visited within VISion



Display Menu: Operations Menu; Policy System or Auto Renewal System

Manager's view of their Div/Dept submission

Manager's view of their Div/Dept submission

Snapshot of your submission inventory

Inventory of your active submissions

Inventory of your booked accounts

Inventory of your declined, rejected and non-renewed accounts

Help Center:
Check out the Latest Revisions
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Main Menu: will always bring you back to the main screen. No matter where you are in the system.

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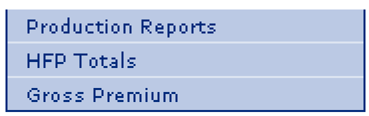
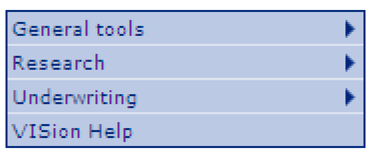


Tools:



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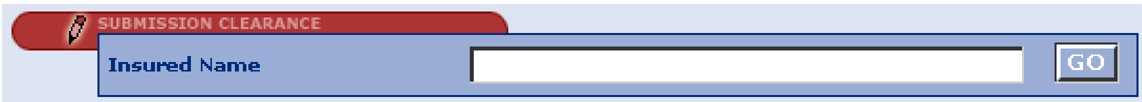
eFile Search: Takes you directly to the eFile System:

Submission Clearance

The *Submission Clearance* Search Engine is use to clear and create submissions. When using this search engine it will show all of the accounts with the Insured's name that has been submitted to the Hartford Financial Products.



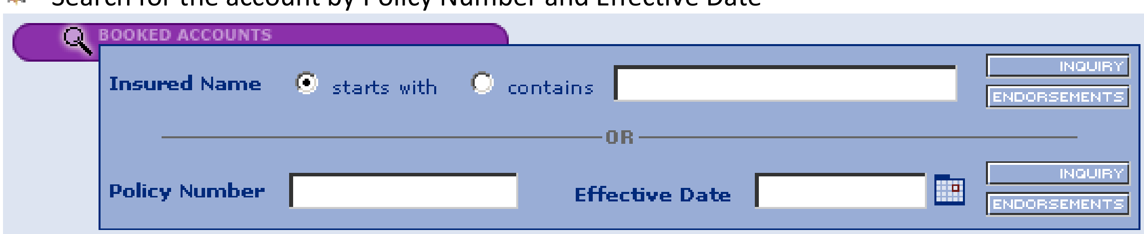
Department inventory

The *Department Inventory* Search Engine is to search for the Name of the Insured with in your Department.

Booked Accounts

Ways to use the *Booked Accounts* Search Engine:

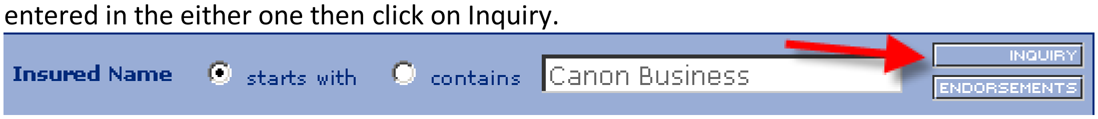
- Search for the account by Name
- Search for the account by Policy Number and Effective Date



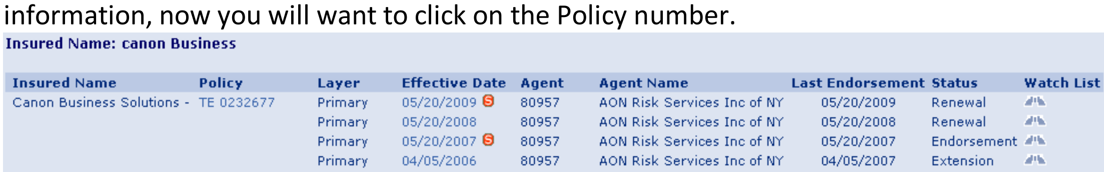
The *Booked Accounts* Search Engine is used multiple ways:

- Inquiry

You can either enter in the Name of the Insured or the Policy Number. Once you have entered in the either one then click on Inquiry.



Once you clicked on Inquiry it will bring you to the name of the Insured. With the below information, now you will want to click on the Policy number.



Insured Name: canon Business

Insured Name	Policy	Layer	Effective Date	Agent	Agent Name	Last Endorsement	Status	Watch List
Canon Business Solutions -	TE 0232677	Primary	05/20/2009	80957	AON Risk Services Inc of NY	05/20/2009	Renewal	
		Primary	05/20/2008	80957	AON Risk Services Inc of NY	05/20/2008	Renewal	
		Primary	05/20/2007	80957	AON Risk Services Inc of NY	05/20/2007	Endorsement	
		Primary	04/05/2006	80957	AON Risk Services Inc of NY	04/05/2007	Extension	

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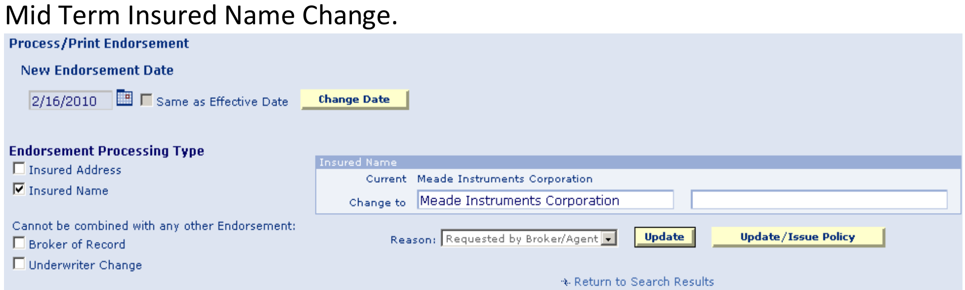
- **Claims:** The Claims Tab provides you with Claims History – All Years; Claim total for Policy Period; If there are any other Coverage/Program written on the account; and Claim Totals.
- **Underlying:** The Underlying Tab will provide you with the history of the excess policies.

- <u>Endorsement Processing in VISion</u>

  Endorsement processing screens in VISion has been enhanced for midterm and full term endorsements and the following endorsements are available to be processed from the menu in VISion. In order to process a midterm endorsements select the check boxes next to the endorsement list to print single form

  - Endorsements that can be processed at the same time:
    - Mid Term Insured Name Change.

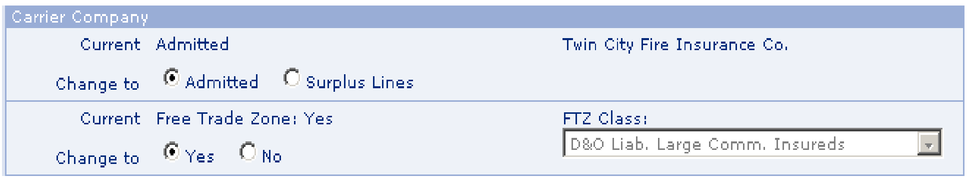


    - Mid-Term Insured Address.

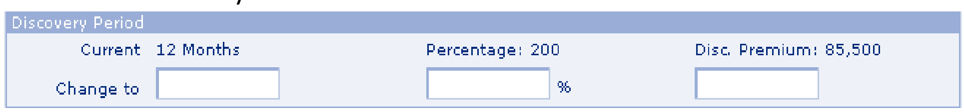
    - Full Term - Agency Correction

- Full Term - Billing Method

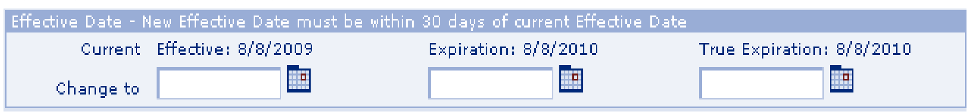
- Full Term - Carrier Company



- Full Term - Discovery Period

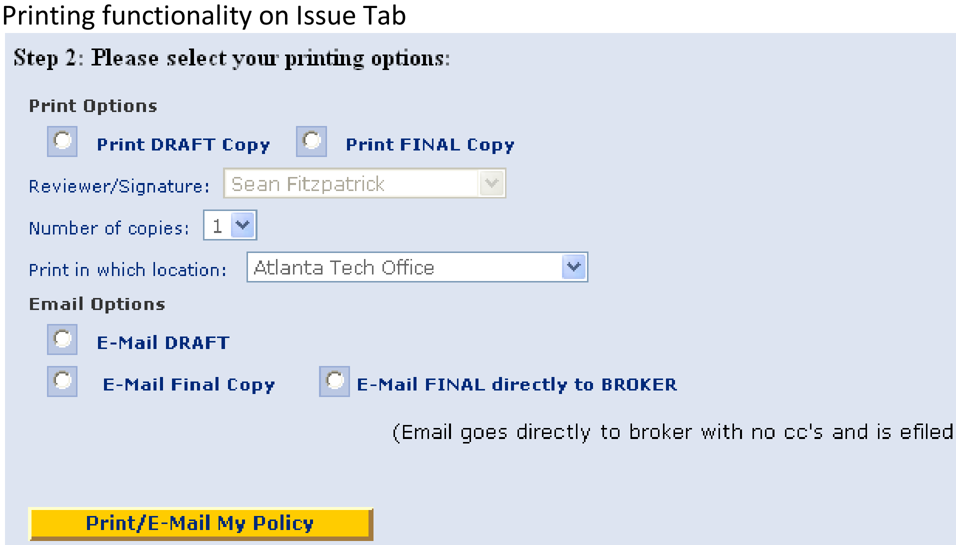


- Full Term - Effective Date



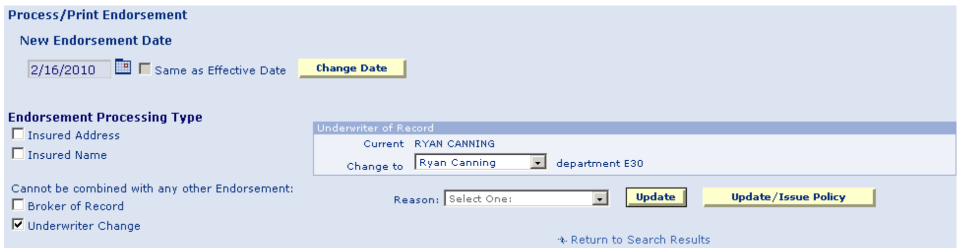
- Full Term - Public/Private

- Printing functionality on Issue Tab



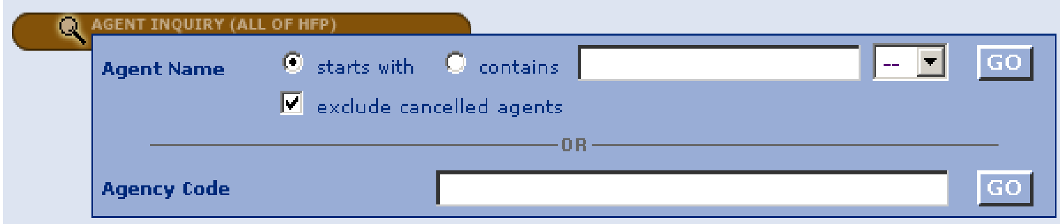
- Endorsements that **CANNOT** be processed with any other endorsement:
  - Mid Term - Broker Of Record

  - Mid Term - Underwriter Change



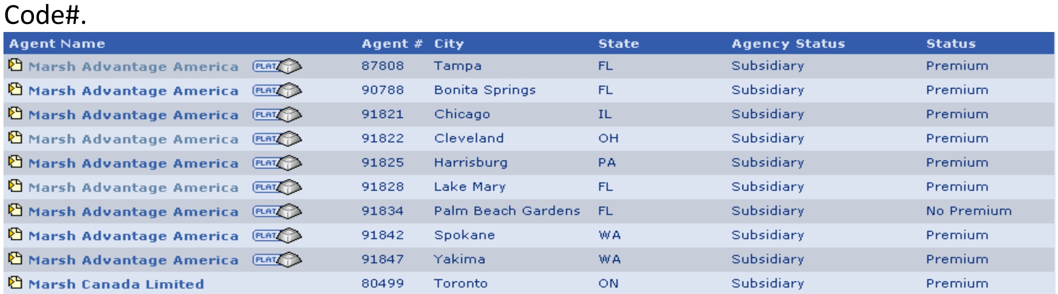
Agent Inquiry

The *Agent Inquiry* search engine will provide you with information on the Agency, such as how much business they have written with The Hartford Financial Products. There are two ways to search: The first is by the name of the Agency and the other is by the Agency Code.



- Search for an Agent.

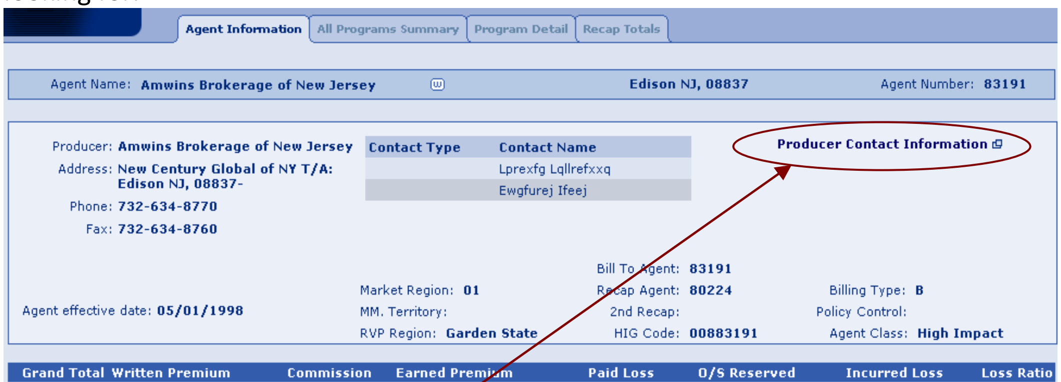
  Enter the Broker/Agency name in the *Agent Inquiry* section of VISion. If you are not clearing a submission or underwriting a policy you can easily view or enter Agency Code#.



Agent Name	Agent #	City	State	Agency Status	Status
Marsh Advantage America	87808	Tampa	FL	Subsidiary	Premium
Marsh Advantage America	90788	Bonita Springs	FL	Subsidiary	Premium
Marsh Advantage America	91821	Chicago	IL	Subsidiary	Premium
Marsh Advantage America	91822	Cleveland	OH	Subsidiary	Premium
Marsh Advantage America	91825	Harrisburg	PA	Subsidiary	Premium
Marsh Advantage America	91828	Lake Mary	FL	Subsidiary	Premium
Marsh Advantage America	91834	Palm Beach Gardens	FL	Subsidiary	No Premium
Marsh Advantage America	91842	Spokane	WA	Subsidiary	Premium
Marsh Advantage America	91847	Yakima	WA	Subsidiary	Premium
Marsh Canada Limited	80499	Toronto	ON	Subsidiary	Premium

The First screen that you will come do will give you a list of all the Agencies with the name that you entered. You can see with in this example. That you will also be able to see if the Agency is a Gold, Platinum, or VIP agent, Agency Code, City, State, Agency

Status and the Status on the Agency. Click on the Name of the Agency that you are looking for.



Producer Contact Information

You can update the Producer Contact Information here or later when you are in Submission Clearance, or Account Summary screens.

Each of the following Tabs provide more detailed information on the Agency. They are just broken down in different ways:

Agent Information Tab

The *Agent Information* tab will provide you with Contact information, Agent effective date, Market Region, MM Territory, and RVP Region, Bill to Agent Code, Recap Agent Code, HIG Code, Billing Type, and Agent Class. Below the information section of the Agent Information you will be provided with a break down of what the Agency has done with Hartford Financial Product.

All Programs Summary Tab

The *All Programs* Tabs provide the same information that is on the Agent Information Tabs except it doesn't have the Address, phone and Contact Type on this tab. They are all formatted a little differently.

Program Detail Tab

The *Program Detail* Tabs provide the same information that is on the Agent Information Tabs except it doesn't have the Address, phone and Contact Type on this tab. They are all formatted a little differently.

Recap Totals Tab

The *Recap Total* Tabs provide the same information that is on the Agent Information Tabs except it doesn't have the Address, phone and Contact Type on this tab. They are all formatted a little differently.

My Manager Summary

My Manager Summary provides a summary of programs that are with in your department. This is broken down by Expiring Policies and New Accounts. This is broken down by the status of the accounts. (Only managers have access)

MTD QTD YTD

	EXPIRING POLICIES					NEW ACCOUNTS				
Department	Pending	Quoted	Renewed	Lost	Non-Renewed	Pending	Quoted	Bound	Lost	Declined
D84	183	70	54	5	0	358	61	6	4	17
E27	179	49	33	0	0	228	70	3	1	17
E30	73	25	59	6	7	266	206	15	12	23
E34	93	36	26	2	0	209	48	1	3	1
H90	27	9	7	1	1	22	4	0	2	4
ALL	555	189	179	14	8	1083	389	25	22	62

Click on a Department for Underwriters for that Department only.

My Department Summary

My Department Summary provides a list of Programs within your department

Select a department:
D84 - Commercial D&O
E27 - Diversified
E30 - Emerging Markets
E34 - Large Private Companies
EM2 - Private Emerging Markets
EM1 - Public Emerging Markets
H90 - Real Estate Operating Comp.

My Underwriter Summary

My Underwriter Summary provides you with a summary of the programs within your department. The break down is by Expiring Policies and New Accounts; and the status of the accounts.

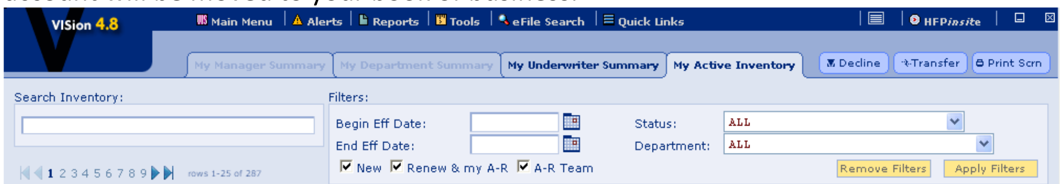
MTD QTD YTD

	EXPIRING POLICIES					NEW ACCOUNTS				
Department	Pending	Quoted	Renewed	Lost	Non-Renewed	Pending	Quoted	Bound	Lost	Declined
D84	183	70	54	5	0	358	61	6	4	17
E27	179	49	33	0	0	228	70	3	1	17
E30	73	25	59	6	7	266	206	15	12	23
E34	93	36	26	2	0	209	48	1	3	1
H90	27	9	7	1	1	22	4	0	2	4
ALL	555	189	179	14	8	1083	389	25	22	62

Click on a Department for Underwriters for that Department only.

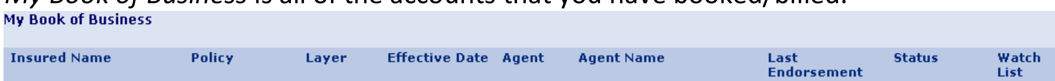
My Active Inventory

My Active Inventory is where all of accounts that are in your *Active Inventory*: New, Renewals, Rated, Quoted, Bound, and Booked. All items remain in your active Inventory until the account has been mailed to the Agent, which can only be done after all of the subjectivities have been received. One the account has been mailed to the Agent the account will be moved to your book of business.



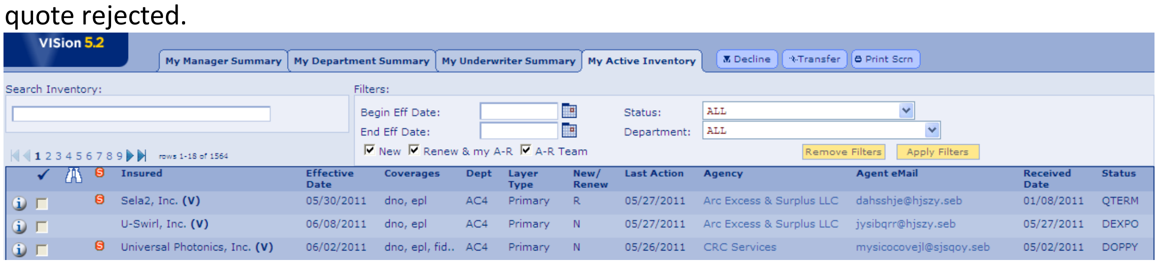
My Book of Business

My Book of Business is all of the accounts that you have booked/billed.



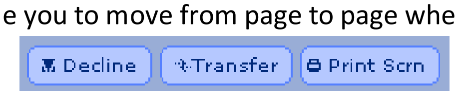
My Recent Dead Files

My recent Dead Files are items that you have closed out, if the account was declined or quote rejected.



<u>Additional Tool Bar</u>

The additional tool bar that is found in *My Active Inventory & My Recent Dead Files* has a set of buttons that will perform the same tasks, as what is in the Floating Tool Bar. This was done to increase performance and to enable you to move from page to page when you have an inventory that exceeds 1000 accounts.



These button set is located in the upper right hand corner of both the *My Active Inventory and My Recent Dead Files*. In order to Decline accounts, Transfer accounts, and Print Screen. Click in the white box that is located at the left of the account. Then click on which transaction that you are want to do.

- **Decline**:

  When declining multiple accounts go to your *Account Summary* Screen, select the submissions that will be declined. *The status must be the same for all accounts you are declining.*

Click on the 

button. This will open a second menu where you can enter reason codes.
Use the dropdown to select the *Declaration Reason* for each submission.

Use the exclude checkbox when there is no email address available.

When the reason is the same for all submission to be declined, put a check in the *Use a single reason for all accounts* check box and then choose a reason from the dropdown box.

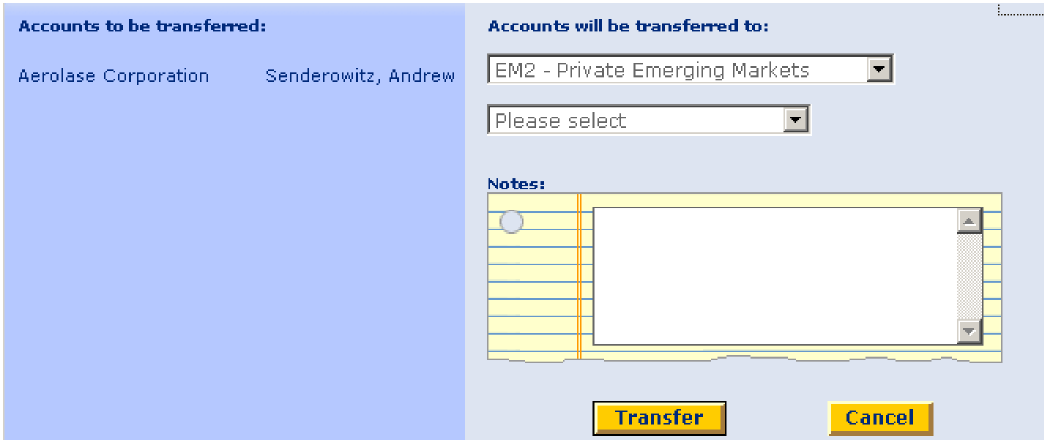
<u>Declination Reason</u>

Internal Reason – Reports	**External Reason – Letters**
Claims Activity	Due to unfavorable loss/claim history.
Exposure/Operation	The Account does not meet our underwriting criteria.
Financial Conditions	We are not comfortable with the account's financial conditions.
Incomplete Submission	We do not have sufficient information to evaluate the risk.
No Opportunity	We do not have sufficient information to conclude that this is a good opportunity for the Hartford.
Rate Not Competitive	We cannot be competitive with the terms and conditions.
***Insufficient Time	There is insufficient time to properly underwrite the risk.
***Product Unavailable	The product requested is not available in the applicant state.

Click on *Send Declination Letters,* the Declination letters will be sent to individual producers. These letters will then be automatically saved in eFile in the Correspondence Folder with the Description of "Declination Letter. Letters are sent in bulk electronically each night to the email address on file for the producer contact on the account. **It is important that the producer contact information is double-checked before you process any declinations.**

After the Declination Letters is selected the submission will be marked as *Declined with the reason that was selected* and will be removed from the Underwriters Active Inventory. **<u>Overnight</u> the declination email will be generated and eFiled into the Correspondence Folder of eFile**.

Transfer



Click the drop down box for the first Box which is for the Department that you want to transfer the account too. Then click the drop down box below that which is for the Underwriter which you want to transfer the account too.

Note: When writing a Note in the Notes box to use distinct business writing.

Print Screen

The **Print Screen** function will allow you to print your screen.
Examples:

1. When you are in your active inventory and you click Print Screen a list of your active accounts will print.
2. When on the Underwriter worksheet and you click Print Screen then entire Underwriter worksheet will print.

Customizing Your Personal Inventory Display

To make navigating the Active Inventory easier, you have the option to customize the columns. With the exception of the Account Information Button, Checkbox, and Insured Name, you can add or remove columns and change the order they appear. In addition, you can choose how many submissions appear on each page and how you would like the horizontal fit to look.

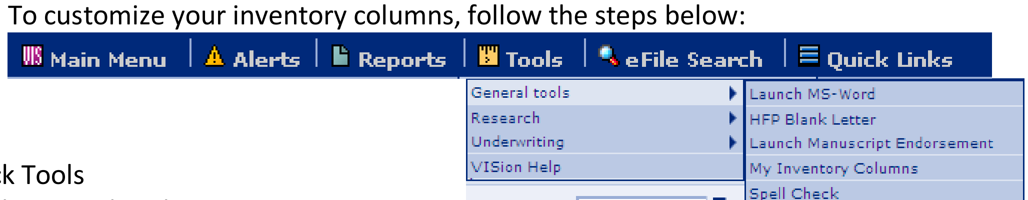
Customizable Columns

The following columns can be added or removed from you Underwriter Inventory:

Added by: IDADD
Agency*
Agent Code
Agent Email*
Assigned RUW
Assigned RUW ID
Authority Level
Auto-Renew*/**
Coverages*
Days Until Due
Department*
Dairy Date
Effective Date*
Insured State
Last Action Date
Last Action Status*
Layer Type*
New/Renew*
Policy Number
Previous Policy
Receive Date*
Renewal Solicitation
Sent to Issue
Subjectivity Flag*
Submission
System Indicator
UW Code
UW Email Address
UW First Name
UW Full Name
UW Last Name
UW Telephone
Ventilated Layer
VISion Product
VISion Product Code

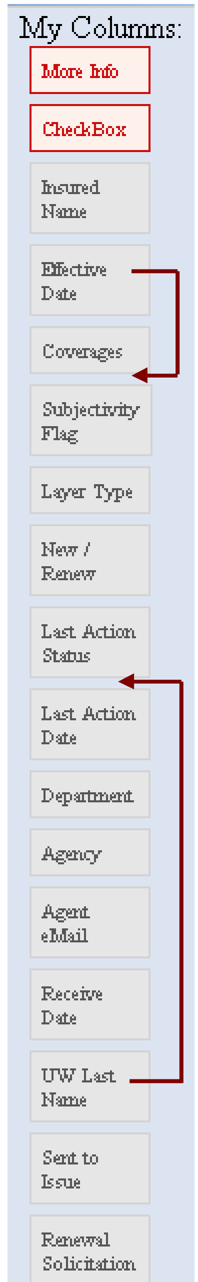
*Indicates the field is in the default column list
**Indicates the option is only available for Middle Market

To customize your inventory columns, follow the steps below:



1. Click Tools
2. Click General tools
3. Click *My Inventory Columns* from the *Tools* dropdown on the toolbar
4. Click and Drag the boxes of which you wish to display from the *Select From* section to the *My Columns* section. You can also remove items from the *My Columns* by clicking and dragging them to *My Columns From* and dragging them to the *Select from column.*

VISion Customizing your Inventory



3. Once you have made your desired changes, you can now change the order of the fields in *My Column.*

4. After completing the customization of your inventory columns, select *Apply Changes*. These changes will become your default inventory list.

Adjust Horizontal Fit

○ Horizontal Scroll

◉ Multi-Line (Fit to Screen)

This feature allows you to select how the inventory will fit on your screen. You have two options in selecting the fit: *Horizontal Scroll* or *Multi-Line* (Fit to Screen).

The *Horizontal Scroll* will keep each account to one line and you will have to scroll over to the left (or right) to view all fields, this will help prevent your accounts from appearing too close together. This option is shown below:

The *Multi-Line* option will fit all of your inventory columns to your screen:

Adjusting Vertical Fit

25 Number of Inventory rows to display on the screen, usually 25 if you are using Horizontal Scroll. You may prefer a small number if the table layout is set to Multi-Line as each account may take 2 to 3 lines.

You have the option to select the number of inventory rows that appear vertically on each page. If you are using the *Horizontal Scroll*, 25 lines per page are recommended. When using the *Multi-Line* option, a smaller number may be preferable, because each account can take two or three lines. The default setting for the vertical fit is twenty rows per page, but you may desire to add rows or have fewer.

What is the **Watch List**?
Is an indicator for accounts that may require underwriting action upon renewal because of significant change(s) over the course of the policy period (i.e. bankruptcy, increased frequency, reserves, management changes, Financials, etc.)

Where will the **Watch List** be found?
You will be able to add/Remove an account to the **Watch List** by going into tools button in VISion under Underwriting. The **Watch List** will be available if you are in the account either during underwriting the account or if the account has already been booked you will be able to view this by going into the Booked Accounts Search engine. Also there is a Business Object Report that will allow you to view all of the accounts that are on the **Watch List**. This can be found under the HFP/Premium folder.

How do I know if an Account is on the **Watch List**?
There are Indicators through out VISion that will give you the indication that the account is on the **Watch** List. Look in the Notes section to find out the details of why the account has been added or removed. For all Watch List accounts will have **Watch List** notes located in the Notes

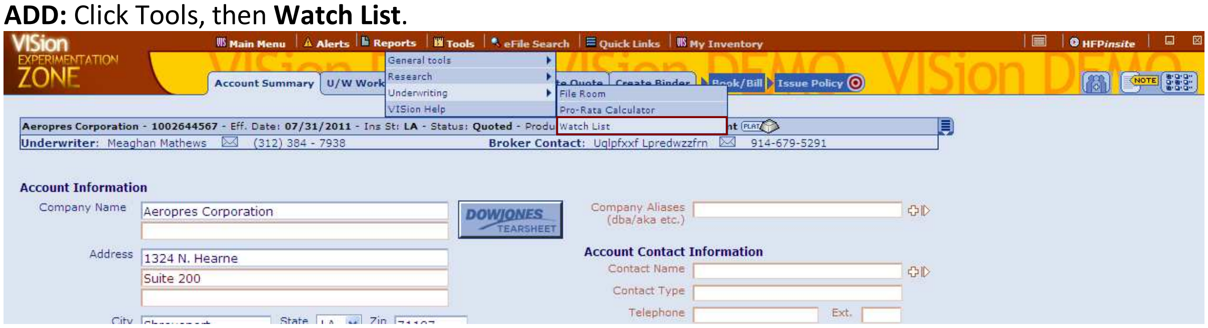
Why do we want to put accounts on the **Watch List**?
Account on the Watch List requires some form of underwriting review.
Examples:

Reasons	**Action**
Change of Rate (Increase)	What has changed that the Increase is needed?
Reduction of Coverage or Limits	Why is the Insured changing the Coverage or Limits?
Increate of Retention	
Collecting Underwriter Information	Incensed conference call with CFO
Non-Renewal	

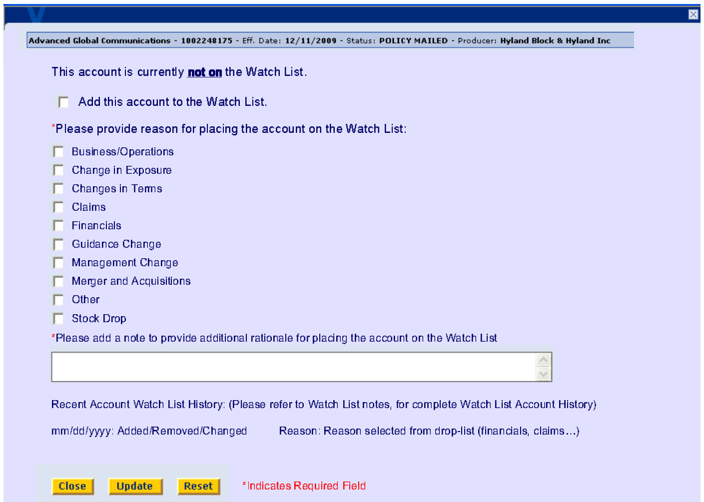
How to add and remove an account to the **Watch List**?
You can add or remove an account from the Watch List from the following Screens:
- Account Summary
- Booked Accounts

** Rules will be set by each Department. Contact your Manager with questions and guidelines

ADD: Click Tools, then **Watch List**.



The below screen will now appear.



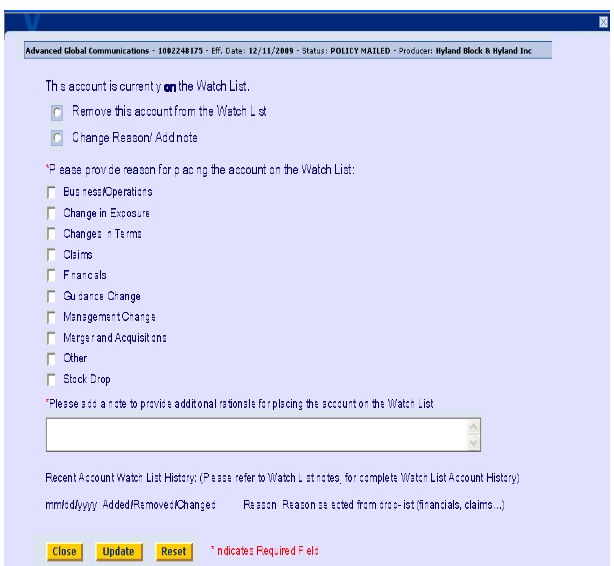
Select **Add** this account to the Watch List.

Provide the reason for placing the account on the **Watch List**. Select all that apply.

Add a note to provide additional rationale for placing the account on the **Watch List**.

* This must be the details on why you are adding the account to the **Watch List**.
Click Update.

NOTE:
You will be able to view more details and the complete history of the item on the Watch List in the Notes. The Recent Account Watch List History only displays the last Watch List action taken.
REMOVE/UPDATE:



In order to remove the account from the **Watch List**: Click Tools and select the **Watch List**.

Select the Remove this account from the **Watch List**.

Enter the note of why you are removing the account from the Watch List.

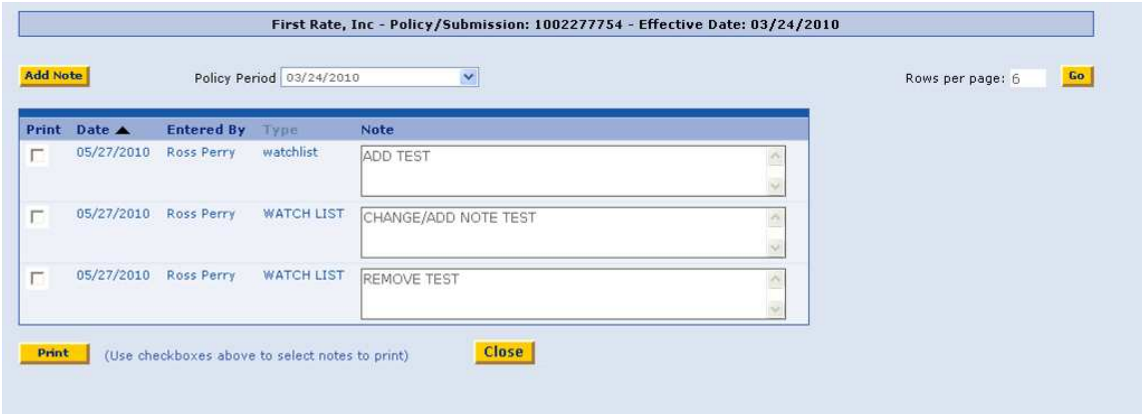
To update an account on the **Watch List**: select Change Reason/Add Note.

Select or remove reasons for placing the account on the **Watch List.** If removing the account select the last reason given in Recent Account Watch List History.

Enter the note of why you are updating or removing the account on **Watch List**

NOTE:
The note on why the account was updated or removed will be entered as a Watch List note which will be shown under the Recent Account Watch List History and appear above previous notes in the notes section.

When the account has been placed on the **Watch List** the Notes are saved in the **Note** section of the account. One will now be able to sort by Type of **Watch List** to see the complete history of who added, removed, or updated the account on the Watch List.



Location of Indicators that an account is on the **Watch List**.

= Account is on Watch List
= Account was on the Watch List and has been removed
Blank = Account not on Watch List

Account Summary Screen:

On your Active Inventory:

The Watch List is required column on your active inventory screen and must be on your "My Columns".

Booked Account Search Engine:

ACCOUNT INFORMATION

Company Name **First Rate, Inc**
Address **1903 Ascension Blvd**
City **Arlington** State **TX** Zip **76005** Country **USA**
Effective Date **12/31/2039** Expiration Date
Retro Date
Policy Type **New Business** Layer **Primary**
Paper **Twin City Fire Insurance Co. - Admitted**
Policy **KB 0256273**
Company Type **Privately Held** Ticker

Company Aliases (dba/aka etc.)

ACCOUNT CONTACT INFORMATION

Contact Name
Contact Type
Telephone Ext
Fax
Email

PRODUCER INFORMATION

Producer **John Powter Insurance Agcy Inc**
Address **1650 W Virginia, Suite 200**
City **McKinney** State **TX** Zip **75069**
Bond Agent **46-505385**

PRODUCER CONTACT INFORMATION

Contact Name **Scswl Raah**
Telephone **288-319-2541** Ext
Fax
Email **sraah@davpjnilscnwlrj.rao**

ADDITIONAL INFORMATION

Department **Emerging Markets** WINS Product **Errors and Omissions**
Underwriter **Wes Benefield** Coverage(s) **EPL, KNR, TER**
Lead From
Processed in **WINS** Booked **3/24/2009** by **Karen Duncan**

VENTILATED INFORMATION

Ventilated Flag N

KEY ACCOUNT INFORMATION

Orig. Policy Year **2009**

WATCH LIST INFORMATION

WatchList **Y**
Reason(s) **Other**

Premium Information: Policy Totals

Effective Date	Average % Commission	Gross Written Premium	Treaty Written Premium	Facultative Written Premium	Net Written Premium	Outstanding Receivables	Watch List
03/24/2009	15.00%	7,079.00	4,362.47	0.00	2,716.53	0.00	
Inception to Date Totals:		7,079.00	4,362.47	0.00	2,716.53	0.00	

Claims Information: Policy Totals

Effective Date	Loss Ratio %	# of Claims	Total Incurred	Outstanding Loss Reserves	Paid Losses	Outstanding Expense Reserves	Paid Expenses
03/24/2009	0.00%	0	0.00	0.00	0.00	0.00	0.00
Inception to Date Totals:	0.00%	0	0.00	0.00	0.00	0.00	0.00

Your Book of Business:

My Book of Business

Insured Name	Policy	Layer	Effective Date	Agent	Agent Name	Last Endorsement	Status	Watch List
Edwards Geren Limited	KB 0228912	Primary	01/20/2009	80367	McQueary Henry Bowles Troy	01/20/2009	Renewal	
Electro-Tech Industries, Inc	KB 0256223	Primary	03/18/2009	91661	Hotchkiss Insurance Agency Inc	03/18/2009	New Business	
Electronic Transaction	KB 0250549	Primary	05/17/2009	86370	Bell Insurance Group	05/17/2009	Renewal	
	TP 0261436	Primary	01/21/2010	86370	Bell Insurance Group	01/21/2010	New Business	
Eminence Consulting Inc.	TP 0260062	Primary	10/28/2009	86343	Frampton Insurance Agency LP	10/28/2009	New Business	
EN-Fab, Inc.	KB 0228929	Primary	12/23/2009	80796	John L Wortham & Son LP	12/23/2009	Renewal	
Encore Health Resources LLC	KB 0258428	Primary	07/15/2009	86787	Tricoast Insurance Svcs Inc	07/15/2009	New Business	
Energy Education, Inc	KB 0255914	Primary	03/01/2010	80367	McQueary Henry Bowles Troy	03/01/2010	Renewal	
		Primary	03/01/2009	80367	McQueary Henry Bowles Troy	06/26/2009	Broker Changed	
Enerven Compression, LLC	KB 0250646	Primary	04/30/2010	86360	Texas Aga Inc	04/30/2010	Renewal	
English Color & Supply Inc.	KB 0259995	Primary	09/30/2009	86330	Swingle, Collins & Associates	09/30/2009	New Business	
English Family, L.P.	KB 0226218	Primary	09/30/2009	86330	Swingle, Collins & Associates	09/30/2009	Endorsement	
Entys, Inc	TP 0237146	Primary	10/06/2008	84039	Insurance One Agency LC	10/06/2008	Cancelled	
Evelyn's Professional	TP 0263028	Primary	03/26/2010	88736	Scarbrough Medlin & Assoc Inc	03/26/2010	New Business	
Everge Group of Texas, Ltd.	TP 0231682	Primary	03/18/2010	84182	Willis of Texas Inc	03/18/2010	Renewal	
		Primary	03/18/2009	84182	Willis of Texas Inc	03/18/2009	Renewal	
EZO Industries Corp.	KB 0262291	Primary	03/01/2010	91674	Compass Ins Agency Inc/Maxson	03/01/2010	Endorsement	
Facilities Connection, Inc.	KB 0261452	Primary	01/23/2010	86860	John D Williams Company	01/23/2010	New Business	
Facilities Consulting Group,	TP 0261779	Primary	02/08/2010	86391	Heartland Marketing Group	02/08/2010	New Business	
Ferdinando Perez	TP 0257702	Primary	06/05/2010	86418	Gordon Lund Ins Agency Inc	06/05/2010	Renewal	
Ferroxcube USA, Inc.	KB 0263509	Primary	05/05/2010	86355	Wells Fargo Ins Svcs USA Inc	05/05/2010	New Business	
First Rate, Inc	KB 0256273	Primary	03/24/2009	91678	John Powter Insurance Agcy Inc	03/24/2009	Endorsement	

Search Engines:

Insured Name: Ansa Assuncao LLP

		Insured Name	Coverage(s)	Effective Date	Layer Type	Status	Dept	Underwriter	Agent	New/ Renew	State	Zip	Score
		Ansa Assuncao LLP	LAW	06/01/2010	Primary	BOOKD	E32	Timothy Marlin	84256	R	PA	19103	100%
		Ansa Assuncao LLP	LAW	06/01/2009	Primary	BOOKD	E32	Timothy Marlin	84256	N	PA	19103	100%
		AM Holding LP	ERO	03/20/2007	Primary	DEXPO	D98	0060	82285	N	QC	44489	90%
		A & M Partners, LLC	ERO	03/01/2009	Primary	QCLNT	AC2	Kimberly Deroehn	88570	N	MO	63127	88%
		A & M Partners, LLC	ERO	03/01/2008	Primary	QRATE	AC2	Kimberly Deroehn	88838	N	MO	63127	88%
		AEN, LP	EPL	10/09/2009	Primary	DEXPO	H53	0802	86945	N	CA	92067	80%

For Underwriters and/or Coordinators

Submission Clearance is a search engine that Underwriters and/or Coordinators are to use to clear new accounts. This is to make sure that no other HFP department is already working on the account. An underwriter and/or coordinator will input a business name and then click on go. Submission clearance will then query all entries in the database.

Enter in the name of the Insured in the Submission Clearance Search Bar.

SUBMISSION CLEARANCE

Insured Name | Submission Clearance | GO

A list of potential matches will appear.

Insured Name: Testing 6 18 10 a

Insured Name	Coverage(s)	Eff. Date	Layer	Status	Dept	Underwriter	Agent	N/R	St.	Zip	Score
Jennifier's Testing 6 14 10 A	ERO	06/14/2010	Primary	DEXPO	S07	David Selembo	90206	N	NJ	07071	82%
Internet Testing Systems	CRI DNO EPL FID	08/05/2009	Primary	QCLNT	E30	Douglas Schulkin	85497	N	MD	21211	66%
Sterling Testing Systems, Inc.	ERO	08/12/2008	Primary	DEXPO	D98	2015	84139	N	NY	10011	64%
Shirley Environmental Testing,	CRI DNO EPL FID	01/10/2008	Primary	MAILD	H53	0860	93439	N	WI	53022	60%

Page 1 of 1

Create New Submission

By hovering over or clicking the skittle. This will bring up the More Information Screen that has the Insured's name, address, Policy Information, and Producer Information.

Hover over the Name of the Insured will give you the current Reference submission number.

You can click on the Underwriter's name an email will be created.

If you clicked on the skittle. Then you will need to click on the ☒ that is located at the top Right hand corner of the screen or on the Skittle again to close this Information box.

You can copy and paste this information to an email or another document if needed.

More Info

Insured:
Time Warner Inc.
ONE TIME WARNER CENTER
15TH FLOOR
NEW YORK, NY 10019

Policy:
DA 0227687 (1002283997)
1/11/2010 - 1/11/2011
uw: Sonya Pal

Producer:
Tdqkp Vpsqqi
AON Risk Services Inc of NY
New York, NY
tel: 282-338-8005
fax: (137) 594-2045

Action History

When you click the the action history will appear.

Action History

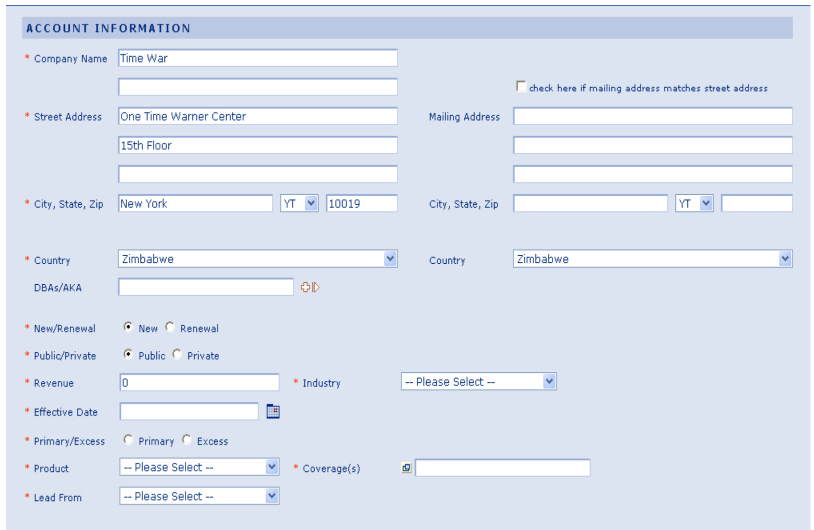
Date	Event	Entered By	Underwriter	Department
01/08/2008	ESUBM	JT45609	JACLYN STOLZE	H53
01/08/2008	RATED	JT45609	JACLYN STOLZE	H53
01/08/2008	QUOTE	JT45609	JACLYN STOLZE	H53
01/11/2008	BOUND	JT45609	JACLYN STOLZE	H53
01/15/2008	BOOKD	JT45609	JACLYN STOLZE	H53
02/04/2008	EMAIL	JT45609	JACLYN STOLZE	H53
02/04/2008	MAILD	JT45609	JACLYN STOLZE	H53

Click ☒ to close.

Once it is verified that there are no matches, **click *Create New Submission.*** If you want to copy the prior year's submission to this year, then click on the name of the Insured and the Submission Summary screen will show up.

To create a new submission, first fill out the Submission Clearance screen.

Account Information



- **Company Name:** The *Company Name* will pre-fill from the information entered in the Submission Clearance search engine on the main menu. If the company name is edited on this screen, VISion will automatically re-clear based upon the new name.
- **Address:** Enter the insured address. If you are unsure of the zip code, it can be entered on the *Account Summary* Screen.
- **Country:**
- **DBAs/AKA:** If applicable, up to 10 company aliases may be entered. Use the ✚ button to add each alias and ◀ **or** ▶ arrow to view them one by one. A submission may be searched for by any one of these names.
- **Mailing Address:** if the information is the same as the street address click "Check here if mailing address matches street address. If it doesn't then fill in the Mailing address, City, State and Zip.
- **New/Renewal:** The New/Renewal radio button default to 'New', but may be changed if necessary.
- **Public/Private:** Select the appropriate radio button indictating if the company is publicly or privately held. If Public is selected, a ticker symbol will be required.
- **Ticker Symbol:** If Public is selected, the ticker symbol field will appear and is required to move forward.
- **Revenue:** enter in the revenue that is found on the Application
- **Industry**:

  The following combinations will get submissions to the departments listed.

	Commercial D84	Cyber U54	Cyber - Emerging U55
Industry	Commercial	Cyber	Cyber
Private/Public	Public	-----	-----
Revenue	> 500M or = 500M	>50M or = 50M	<50M
Coverage(s)	DNO EPL FID MEF SDA	DNL ERO ICL	DNL ERO ICL
US/International	US	US	US
Agency Type/Code	Retail	-----	-----

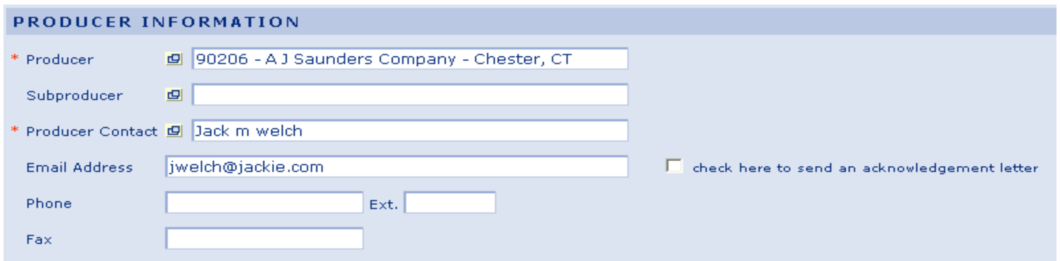
VISion Submission Clearance

	Diversified E27	EM – Private EM2	EM - Public EM1
Industry	GPL or Private Equity	Technology & Life Sciences	IPO's/VC backed/PE backed
Private/Public	-----	Private	Public
Revenue	-----	< 500M	> 500M or = 500M
Coverage(s)	DNO EPL FID SDA	CRI DNO EPL ERO FID KNR	DNO EPL FID SDA
US/International	US	US	US
Agency Type/Code	-----	Retail	Retail
	Fidelity - FI AA9	**Fidelity - Large W62**	**Financial Services E28**
Industry	Financial Institution	Commercial	Financial Institution
Private/Public	-----	Public	-----
Revenue	-----	> 500M or = 500M	-----
Coverage(s)	CCR CFI CRI EFB	CCR CRI EFB	DNO EPL ERO FID LIA SIA
US/International	US	US	US
Agency Type/Code	Retail	Retail	Retail
	International	Large Private Company (LPC)	Lawyers (LPL)
	N38	E34	E32
Industry	International	Commercial or Healthcare Organization	Law Firms
Private/Public	-----	Private	-----
Revenue	-----	> 500M or = 500M	-----
Coverage(s)	DNO EPL FID MEF SDA	CRI DNO EPL FID KNR	LAW
US/International	International	US	US
Agency Type/Code	-----	Retail	-----

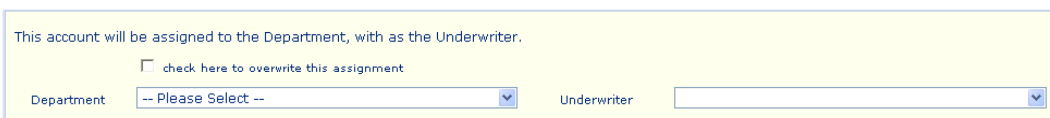
	MM – Core	MM – Field Fidelity	MM – Non-profit
	H53	020	AC3
Industry	Commercial or Healthcare Organization	Commercial Crime	Non-profit
Private/Public	Private	Private	Private
Revenue	< 500M	< 500M	< 500M
Coverage(s)	CRI DNO EMP(Commercial Only) EPL ERO(Commercial Only) FID KNR	CCR CFI CRI	CRI DNO EMP EPL ERO FID KNR
US/International	US	US	US
Agency Type/Code	Retail, Non-Marsh Safe	Retail	-----
	MM – Marsh Safe	MM - Wholesale	Professional Liability
	AC1	AC4	AC2
Industry	Commercial or Healthcare Organization	Commercial or Healthcare Organization	Real Estate
Private/Public	Private	Private	-----
Revenue	< 500M	< 500M	-----
Coverage(s)	CRI DNO EMP(Commercial Only) EPL ERO(Commercial Only) FID KNR	CRI DNO EMP(Commercial Only) EPL ERO(Commercial Only) FID KNR	ERO
US/International	US	US	US
Agency Type/Code	Retail, Non-Marsh Safe	Wholesale	-----
	REOC	Tech E&O	Transactional Risk
	H90	S07	E29
Industry	Reits/Reoc	Tech Companies	Trans Risk
Private/Public	-----	-----	-----
Revenue	-----	-----	-----
Coverage(s)	CRI DNO EPL FID SDA	ERO	REP TAX
US/International	US	US	-----
Agency Type/Code	-----	-----	-----

- **Effective Date:** A mandatory field, the *Proposed Effective Date* must be entered before submitting, but may be edited within the *Account Summary* screen.
- **Primary/Excess:** Choose whether the policy is primary or excess.
- **Product:** Click on the drop down arrow to select a product.
- **Coverage(s):** Click the to select the *Coverage(s)* that apply to the policy.
- **Lead From:** Mandatory for new business only, click on the drop-down arrow and select the appropriate lead.

Producer Information



- **Producer**: Click on the *Producer* link to select the appropriate producer on the account.
- **Sub Producer**: Click on the *Sub-Producer* link to select the appropriate producer on the account.
- **Producer Contact: Click the** to look up the Agent name and Contact information.
- **Producer Acknowledgement Letter:** When the producer e-mail address is entered at the time of clearance, **VISion** will send the submission acknowledgement to the specified producer based upon the e-mail address entered. If you don't want a acknowledgment letter send then Click the box to not have the letter sent. This acknowledgement will automatically be eFiled once it is sent or you can unselect to have the acknowledgement letter sent.

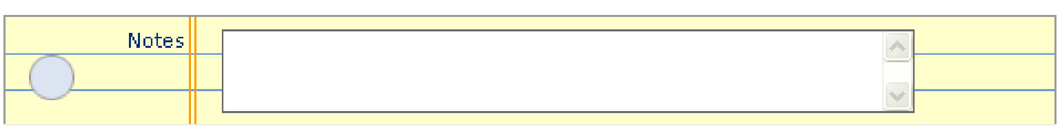


This account will be assigned to the specified department and underwriter. If this Information is incorrect or if you are in the Tech Practice Group check.

- **Check here to overwrite this assignment:** Once you have check here then select the appropriate Department and the Underwriter for the Dropdown boxes.

When the account is to be Decline at the submission level, do the following.

- **Check here to decline this account**
- **Reason for declination:** Select the correct reason by the dropdown box.



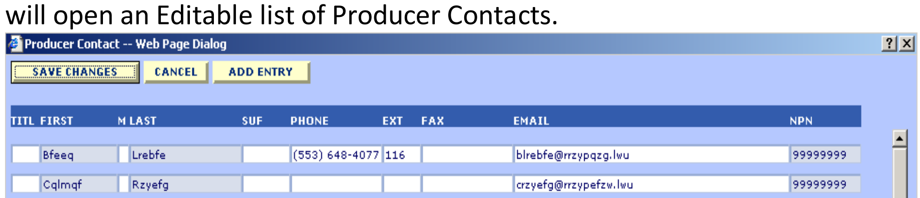
Using Producer Contacts

Entering, Changing or Clearing Producer Contact Information

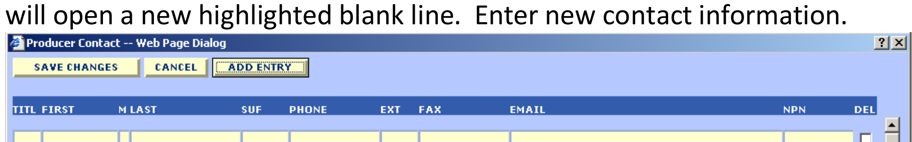
- Click on the Double Boxes to activate Producer Contact Information on the Clearance Screen in VISion.
- Select contact associated with an agency. This will populate the Producer Contact Information section.

NAME	PHONE	EXT	FAX	EMAIL	NPN
Bfeeq Lrebfe	(553) 648-4077	116		blrebfe@rrzypqzg.lwu	99999999
Cqlmqf Rzyefg				crzyefg@rrzypefzw.lwu	99999999
Defbb Mrzofbk	(574) 593-1899		(574) 580-1928	dmrzofbk@rrzypxc.lwu	99999999
Derzyj Brfxwne	(553) 462-5633		(553) 648-0038	dbrfxwne@rrzypqzg.lwu	99999999
Eqlprey Xfnbprngfe				eyx@zcqzg.lwu	99999999

- **Clear a Contact**
  - Click on the double boxes to active producer Contact Information.
  - Select CLEAR CONTACT on the upper left hand side of the entry screen. This will close the dialog box and clear the previous entry.
- **Changing a Contact**
  - Click on the double boxes to active producer Contact Information
  - Select a new contact from a dialog box. This will close the dialog box and change the previous entry.
- **Editing a Producer Contact**
  - Click on the double boxes to active producer Contact Information
  - Select EDIT MODE in the upper left hand side of the entry screen. This will open an Editable list of Producer Contacts.



  - Edit information as needed. Items that have been edited will automatically highlight as you input or change data.
  - Click SAVE CHANGES on the upper left hand side of the entry screen. This will save the information you have edited.
- **Adding a Producer Contact**
  - Select ADD ENTRY in the upper left hand side of the entry screen. This will open a new highlighted blank line. Enter new contact information.



  - Click SAVE CHANGES to save and close the dialog box.

- **Are other lines written by an HIG unit?** Please select **Yes** or **No**.
  This question refers to whether or not other areas of the Hartford are on this account.

The Ventilated Account question is either asked on the Clearance screen, Account Summary or Book/Bill Tabs.

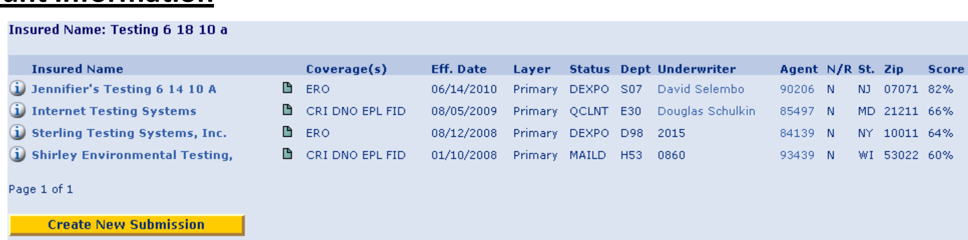
For HFPExpress

Submission Clearance is a search engine that HFPExpress uses to clear new accounts. This is to make sure that no other HFP department is already working on the account. Enter the name of the Insured and State which the Insured is located. This will query all matches. If you don't have the states then query just the Insured's Name.

- **Display Menu:** Select Operations Menu
- **View Inventory:** Select the Underwriters Name and select if you want to see their active Inventories or if you want to review their Dead accounts select **Inactive.**
- **Submission/Clearance:** Enter in the Name of the Insured and the State of which the Insured is located.
    - **New or Renewal:** If the submission is for New Business select the New Button. If it is for a renewal of which the PSUBM was not created then select Renewal.
- **Policy Information:**
  A list of potential matches will appear. You may look at a potential match by clicking in the insured name of the account. If the information contained in that account is close to the account you need to clear, you can click the copy as new button which will pre-populate standard information. Once it is verified that there are no matches, **click *Create New Submission.***

To create a new submission, first fill out the Submission Clearance screen. All Blue Boxes are Mandatory to be completed.

Account Information



Insured Name: Testing 6 18 10 a

Insured Name	Coverage(s)	Eff. Date	Layer	Status	Dept	Underwriter	Agent	N/R	St.	Zip	Score
Jennifier's Testing 6 14 10 A	ERO	06/14/2010	Primary	DEXPO	S07	David Selembo	90206	N	NJ	07071	82%
Internet Testing Systems	CRI DNO EPL FID	08/05/2009	Primary	QCLNT	E30	Douglas Schulkin	85497	N	MD	21211	66%
Sterling Testing Systems, Inc.	ERO	08/12/2008	Primary	DEXPO	D98	2015	84139	N	NY	10011	64%
Shirley Environmental Testing,	CRI DNO EPL FID	01/10/2008	Primary	MAILD	H53	0860	93439	N	WI	53022	60%

Page 1 of 1

Create New Submission

The list of

potential matches will appear.

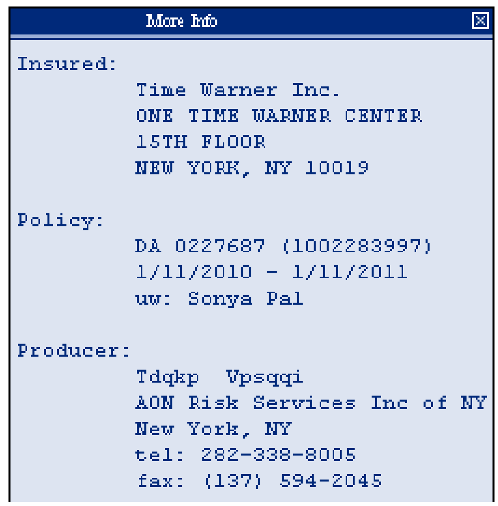
You may look at a potential match by hovering over or clicking the skittle . This will bring up the More Information Screen that has the Insured's name, address, Policy Information, and Producer Information.

Hover over the Name of the Insured will give you the current submission number.

You can click on the Underwriter's name or the Agent number and an email will be created.

If you clicked on the skittle . Then you will need to click on the ⊠ that is located at the top Right hand corner of the screen or on the Skittle again to close this Information box.

You can copy and paste this information to an email or another document if needed.



Action History

When you click the the action history will appear.

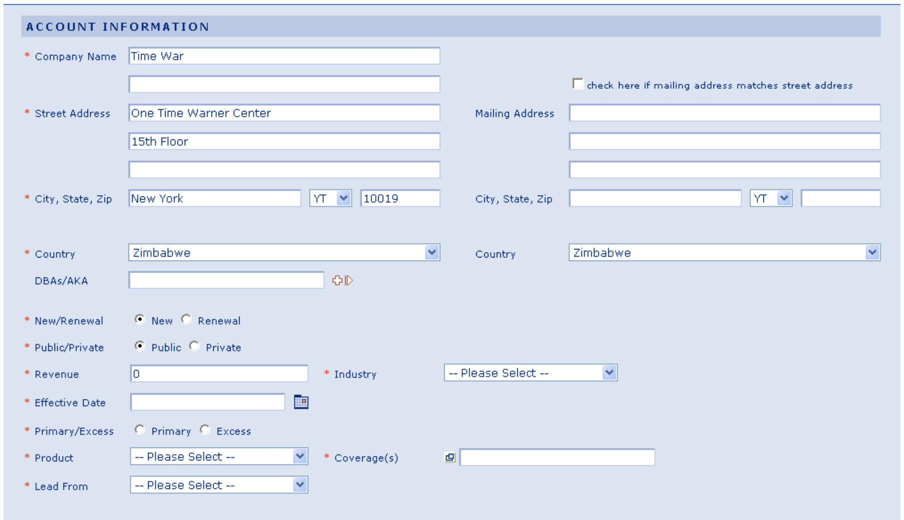
Action History

Date	Event	Entered By	Underwriter	Department
01/08/2008	ESUBM	JT45609	JACLYN STOLZE	H53
01/08/2008	RATED	JT45609	JACLYN STOLZE	H53
01/08/2008	QUOTE	JT45609	JACLYN STOLZE	H53
01/11/2008	BOUND	JT45609	JACLYN STOLZE	H53
01/15/2008	BOOKD	JT45609	JACLYN STOLZE	H53
02/04/2008	EMAIL	JT45609	JACLYN STOLZE	H53
02/04/2008	MAILD	JT45609	JACLYN STOLZE	H53

Click the ⊠ to close.

Once it is verified that there are no matches, **click *Create New Submission.*** If you want to copy the prior year's submission to this year, then click on the name of the Insured and the Submission Summary screen will show up.

To create a new submission, first fill out the Submission Clearance screen.



- **Company Name:** The *Company Name* will pre-fill from the information entered in the Submission Clearance search engine on the main menu. If the company name is edited on this screen, VISion will automatically re-clear based upon the new name.
- **Address:** Enter the insured address. If you are unsure of the zip code, it can be entered on the *Account Summary* Screen.
- **Country:**
- **DBAs/AKA:** If applicable, up to 10 company aliases may be entered. Use the ✚ button to add each alias and ◀ **or** ▶ arrow to view them one by one. A submission may be searched for by any one of these names.
- **Mailing Address:** if the information is the same as the street address click "Check here if mailing address matches street address. If it doesn't then fill in the Mailing address, City, State and Zip.
- **New/Renewal:** The New/Renewal radio button default to 'New', but may be changed if necessary.
- **Public/Private:** Select the appropriate radio button dictating if the company is publicly or privately held. If Public is selected, a ticker symbol will be required.
- **Ticker Symbol:** If Public is selected, the ticker symbol field will appear and is required to move forward.
- **Revenue:** enter in the revenue that is found on the Application
- **Industry**:

	Commercial D84	Cyber U54	Cyber - Emerging U55
Industry	Commercial	Cyber	Cyber
Private/Public	Public	-----	-----
Revenue	> 500M or = 500M	>50M or = 50M	<50M
Coverage(s)	DNO EPL FID MEF SDA	DNL ERO ICL	DNL ERO ICL
US/International	US	US	US

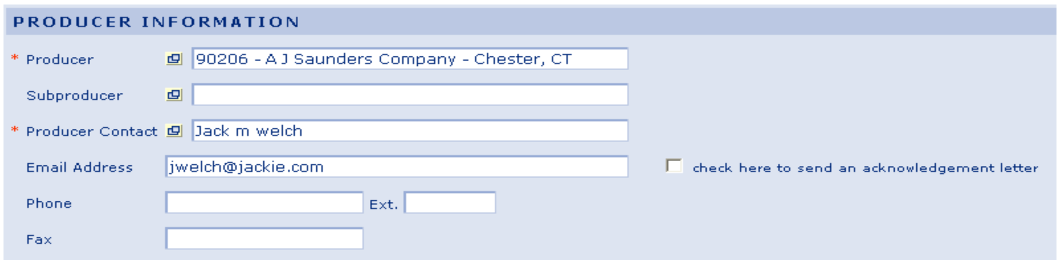
Agency Type/Code	Retail	-----	-----
	Diversified E27	EM – Private EM2	EM - Public EM1
Industry	GPL or Private Equity	Technology & Life Sciences	IPO's/VC backed/PE backed
Private/Public	-----	Private	Public
Revenue	-----	< 500M	> 500M or = 500M
Coverage(s)	DNO EPL FID SDA	CRI DNO EPL ERO FID KNR	DNO EPL FID SDA
US/International	US	US	US
Agency Type/Code	-----	Retail	Retail
	Fidelity - FI AA9	Fidelity - Large W62	Financial Services E28
Industry	Financial Institution	Commercial	Financial Institution
Private/Public	-----	Public	-----
Revenue	-----	> 500M or = 500M	-----
Coverage(s)	CCR CFI CRI EFB	CCR CRI EFB	DNO EPL ERO FID LIA SIA
US/International	US	US	US
Agency Type/Code	Retail	Retail	Retail
	International N38	Large Private Company (LPC) E34	Lawyers (LPL) E32
Industry	International	Commercial or Healthcare Organization	Law Firms
Private/Public	-----	Private	-----
Revenue	-----	> 500M or = 500M	-----
Coverage(s)	DNO EPL FID MEF SDA	CRI DNO EPL FID KNR	LAW
US/International	International	US	US
Agency Type/Code	-----	Retail	-----

VISion Submission Clearance

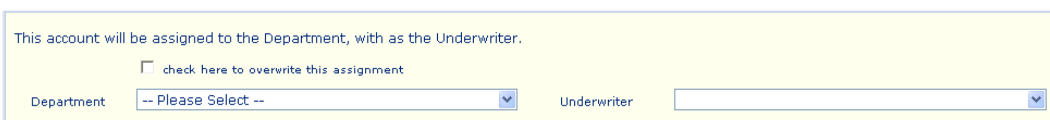
	MM – Core H53	MM – Field Fidelity 020	MM – Non-profit AC3
Industry	Commercial or Healthcare Organization	Commercial Crime	Non-profit
Private/Public	Private	Private	Private
Revenue	< 500M	< 500M	< 500M
Coverage(s)	CRI DNO EMP(Commercial Only) EPL ERO(Commercial Only) FID KNR	CCR CFI CRI	CRI DNO EMP EPL ERO FID KNR
US/International	US	US	US
Agency Type/Code	Retail, Non-Marsh Safe	Retail	-----
	MM – Marsh Safe AC1	**MM - Wholesale AC4**	**Professional Liability AC2**
Industry	Commercial or Healthcare Organization	Commercial or Healthcare Organization	Real Estate
Private/Public	Private	Private	-----
Revenue	< 500M	< 500M	-----
Coverage(s)	CRI DNO EMP (Commercial Only) EPL ERO(Commercial Only) FID KNR	CRI DNO EMP(Commercial Only) EPL ERO(Commercial Only) FID KNR	ERO
US/International	US	US	US
Agency Type/Code	Retail, Non-Marsh Safe	Wholesale	-----
	REOC H90	**Tech E&O S07**	**Transactional Risk E29**
Industry	Reits/Reoc	Tech Companies	Trans Risk
Private/Public	-----	-----	-----
Revenue	-----	-----	-----
Coverage(s)	CRI DNO EPL FID SDA	ERO	REP TAX
US/International	US	US	-----
Agency Type/Code	-----	-----	-----

- **Effective Date:** A mandatory field, the *Proposed Effective Date* must be entered before submitting, but may be edited within the *Account Summary* screen.
- **Primary/Excess:** Choose whether the policy is primary or excess.
- **Product:** Click on the drop down arrow to select a WINS product.
- **Coverage(s):** Click the to select the *Coverage(s)* that apply to the policy.
- **Lead From:** Mandatory for new business only, click on the drop-down arrow and select the appropriate lead.

Producer Information



- **Producer**: Click on the *Producer* link to select the appropriate producer on the account.
- **Sub Producer**: Click on the *Sub-Producer* link to select the appropriate producer on the account.
- **Producer Contact: Click the** to look up the Agent name and Contact information.
- **Producer Acknowledgement Letter:** When the producer e-mail address is entered at the time of clearance, **VISion** will send the submission acknowledgement to the specified producer based upon the e-mail address entered. If you don't want a acknowledgment letter send then Click the box to not have the letter sent. This acknowledgement will automatically be eFiled once it is sent or you can unselect to have the acknowledgement letter sent.

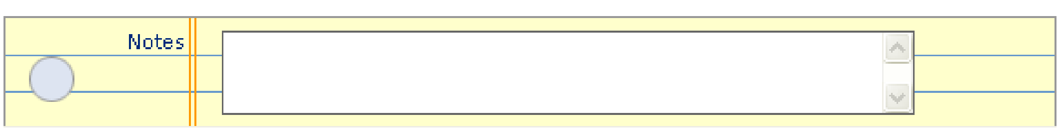


This account will be assigned to the specified department and underwriter. If this Information is incorrect or if you are in the Tech Practice Group check.

- **Check here to overwrite this assignment:** Once you have check here then select the appropriate Department and the Underwriter for the Dropdown boxes.

When the account is to be Decline at the submission level, do the following.

- **Check here to decline this account**
- **Reason for declination:** Select the correct reason by the dropdown box.

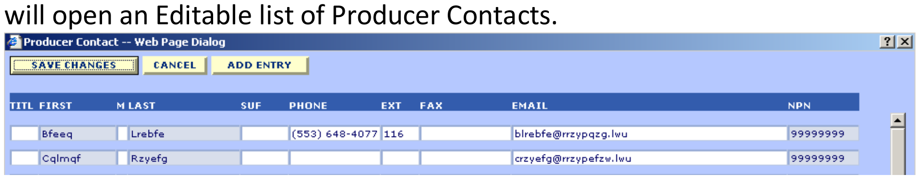


Using Producer Contacts

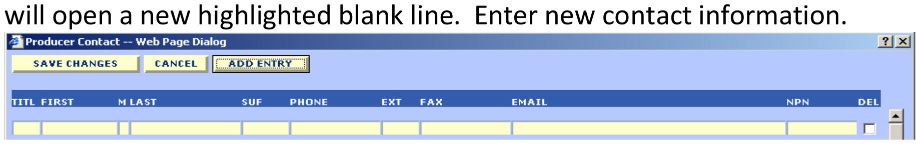
Entering, Changing or Clearing Producer Contact Information

- Click on the Double Boxes to activate Producer Contact Information on the Clearance Screen in VISion.
- Select contact associated with an agency. This will populate the Producer Contact Information section.

- **Clear a Contact**
  - Click on the double boxes to active producer Contact Information.
  - Select CLEAR CONTACT on the upper left hand side of the entry screen. This will close the dialog box and clear the previous entry.
- **Changing a Contact**
  - Click on the double boxes to active producer Contact Information
  - Select a new contact from a dialog box. This will close the dialog box and change the previous entry.
- **Editing a Producer Contact**
  - Click on the double boxes to active producer Contact Information
  - Select EDIT MODE in the upper left hand side of the entry screen. This will open an Editable list of Producer Contacts.



  - Edit information as needed. Items that have been edited will automatically highlight as you input or change data.
  - Click SAVE CHANGES on the upper left hand side of the entry screen. This will save the information you have edited.
- **Adding a Producer Contact**
  - Select ADD ENTRY in the upper left hand side of the entry screen. This will open a new highlighted blank line. Enter new contact information.



  - Click SAVE CHANGES to save and close the dialog box.

- **Are other lines written by an HIG unit?** Please select **Yes** or **No**.
  This question refers to whether or not other areas of the Hartford are on this account.

The Ventilated Account question is either asked on the Clearance screen, Account Summary or Book/Bill Tabs.

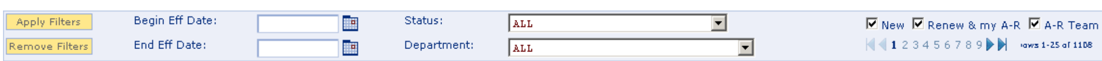
Active Inventory Tool Bar for the Account Summary:

The additional tool bar that is found in *My Active Inventory & My Recent Dead Files* has a set of buttons that will perform the same tasks, as what is in the Floating Tool Bar. This was done to increase performance and to enable you to move from page to page when you have an inventory that exceeds 1000 accounts.

These button set is located in the upper right hand corner. In order to Decline accounts, Transfer accounts, and Print Screen. Click in the white box that is located at the left of the account. Then click on which transaction that you are want to do.

If you have multiple pages you can click on the number bar below to change from screen to screen.

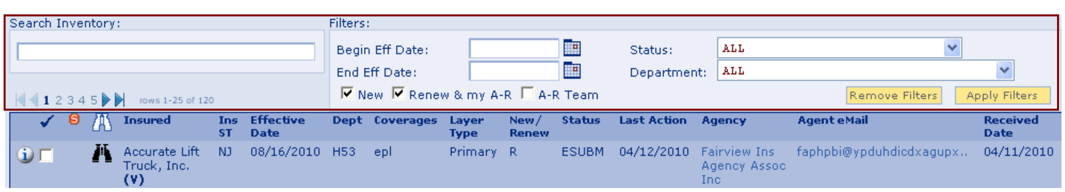
The *Active Inventory* is an interactive view within VISion where all new and renewal policies can be viewed and processed. The *Active Inventory* has filtering capabilities that can quickly narrow down the number of accounts being viewed, it can be customized to suite the individual's preferences and it has indicators which will display date reminders and general information



Using Filters

Filters are available at the top of the page to help you search for a smaller group of items. For example, if you only wish to view Quoted submission you can use the filters to accomplish this. Filters that can be applied are; Beginning Effective Date, Ending Effective Date, Status, Department and Account Type (New, Renewal or Auto-Renewal).

Step 1: Use the Status and/or Department dropdowns to select viewing preferences. If left blank, all policies and submissions will be displayed.
Step2: Select the *Apply Filters* button run the search



<u>Beginning Effective Date</u>

This filter allows you to search by policy's *Effective Date*. You can enter the date in mm/dd/yyyy format (ex: 01/26/2009) or use the calendar icon to select a date.

Enter Date

Calendar to select date

Ending Effective Date

This filter allows you to search by the policy's *End Date*. You can enter the date in mm/dd/yyyy format (ex:01/26/2010) or use the calendar icon to select a date.

Enter Date

End Eff Date: **Calendar to select date**

The search can be further refined by searching by status and/or department. The default sort is ascending alphabetically based on your sorting criteria.

Status

The *Status* filter allows you to search by *Status*. You can only search on one status at a time. The Available filters ar

Status:

- ALL
- PSUBM - POTENTIAL SUBMISSION
- ESUBM - SUBMISSION RECEIVED
- INFO - WAITING FOR ADDL INFO
- RATED - RATED
- QUOTE - QUOTED
- BOUND - BOUND
- BOOKD - BOOKED IN WINS
- MAILD - MAILED
- EMAIL - POLICY E-MAILED
- INDIC - INDICATION

Department:

The *Department* filter allows you to search by *Status*. You can search by a specific Department at a time. The Available filters are:

Department: ALL

- ALL
- D84 - Commercial D&O
- U54 - Cyber Choice
- E27 - Diversified
- E30 - Emerging Markets
- 020 - Field Fidelity
- AA9 - Financial Institution Fidelity
- E28 - Financial Services
- N38 - International
- W62 - Large Accounts Fidelity
- E34 - Large Private Companies
- E32 - Lawyers
- H53 - Middle Market Core Business
- AC1 - Middle Market Marsh/Safe
- AC3 - Middle Market Non Profit
- AC4 - Middle Market Wholesale
- EM2 - Private Emerging Markets
- AC2 - Professional Liability
- EM1 - Public Emerging Markets
- H90 - Real Estate Operating Comp.
- S07 - Technology Insurance Unit

New, Renewal, and Auto-Renewal Accounts

These checkboxes give you the option to view new accounts, renewals and auto-renewals, or auto-renewals with the auto-renewal team in Operations. You can also select more than one checkbox to get the combination of the options. By selecting all three, you will view all of your accounts.

☑ New ☑ Renew & my A-R ☑ A-R Team

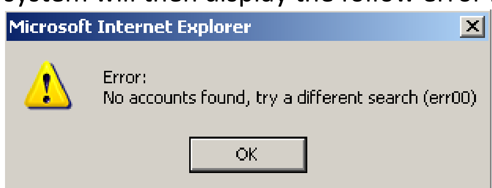
Search Inventory

Enter the Name of the Insured or even down to one word that maybe contained in the Name of the Insure. This will do a search of your inventory for that name.

Select the name of the Insured that you are looking for. Once you have selected the name the system will take you the account summary screen for that account.

Reach Produced No Results

If the filter you used to search with is too specific, you may not receive any results. The system will then display the follow error message:



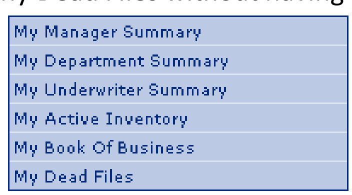
To start your search over, select *Remove Filters* and you will now be able to reapply the filters you wish to use.

New Tool Bars

Main Tool Bar

Once in the Account Summary Tab there will be additional buttons on the main tool bar.

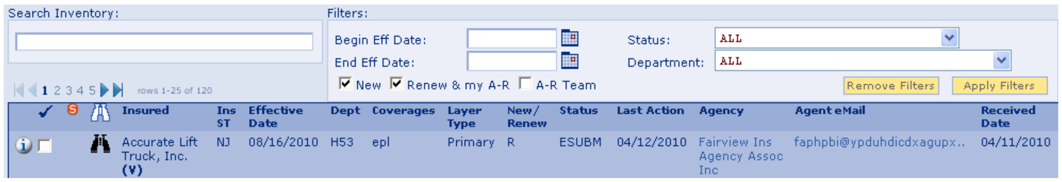
The Quick Links button will link you back to My Manager Summary, My Department Summary, My Underwriter Summary, My Active Inventory, My Book of Business and My Dead Files without having to go to the main menu.

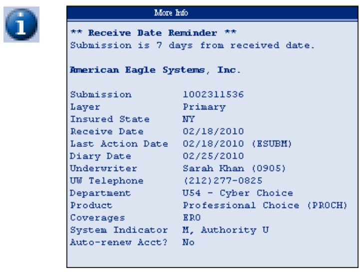


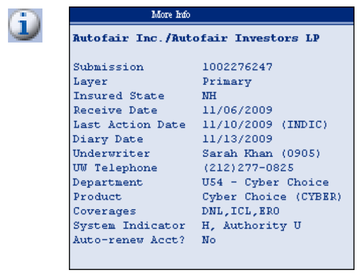
The My Inventory button will take you directly to your Inventory with out having to go to the main menu.

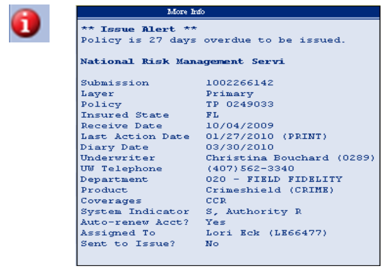
Hide/display the **Action Box**.

To the left of your results, there will be one of the information buttons (skittles) if you hover over the skittle a pop-up window will provide you with a brief description of the account.

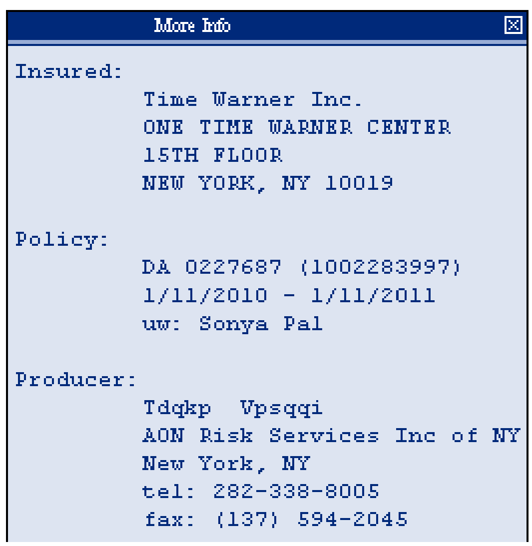








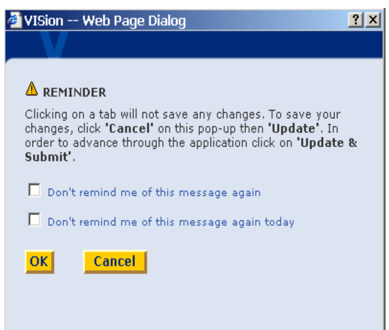
When one hovers over or clicking the skittle . This will bring up the More Information Screen that will have the Insured's name, address, Policy Information, and Producer Information. If you clicked on the skittle . Then you will need to click on the ☒ that is located at the top Right hand corner of the screen or on the Skittle again to close this Information box.



Account Summary Tabs

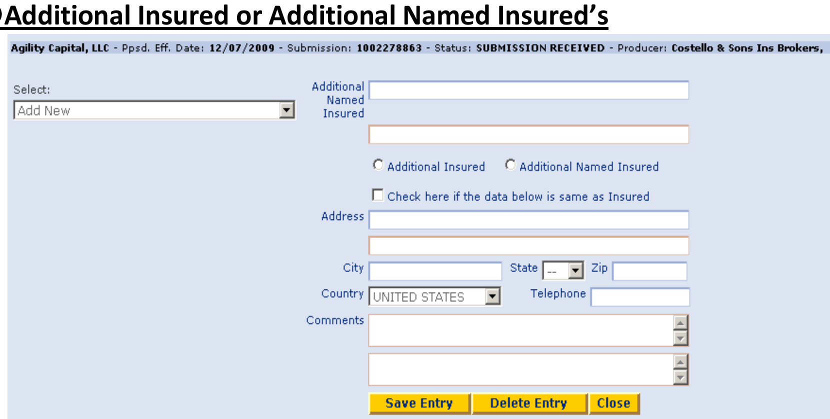
Once you click the Name of the Insured from your Active inventory you will see the Account Summary Tab and they are one set of navigational tools that appear on the top of each screen of full VISion workflow. Once an account is selected via your *Active Inventory or* added via Submission, you will be directed to the *Account Summary* screen. This is the first screen of the “full-workflow” process. The tabs allow you to navigate from screen to screen. Each tab will be available to modify up until the Book/Bill tab has been completed. Once a policy has been booked, the workflow locks. You will no longer be able to modify previous tabs in VISion. All maintenance (changes/endorsements) will be performed in WINS.

If information on a previously completed screen is edited, the Tabs going forward will become unavailable. This feature prevents important information that has been changed that could affect rate to be taken into consideration. In this case, the Update & Submit button would be used to move from screen to screen.



This pop-up will remind you of important information regarding Tab navigation. **TABS are for NAVIGATION ONLY. You must use the Update or Update and Submit button to save.** By checking the top check box this message will never appear again. By checking the bottom check box you will not see this dialog box for 24 hours. Whether or not you choose to never see this message again, if you make changes on a tab and do not hit either the Update or Update & Submit buttons **you will lose ALL of your changes.**

❶Additional Insured or Additional Named Insured’s



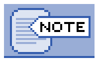
Enter in the Additional named insured, then select Additional Insured or Additional Named Insured. Click if the address is the same of the Insured.

Once you have completed click **Save Entry**.

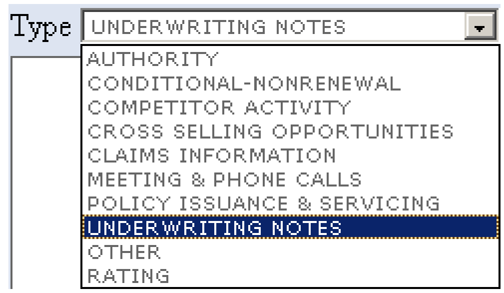
❷Notes

The Notes log is a centralized location where Underwriters and supporting staff can document, store and share important events in the underwriting process. This serves two purposes. The first purpose is to create a note. The second purpose is to view all notes that have been created.

To create or view a *Note* you must be working on a submission, viewing a policy or processing an endorsement. Notes can also be entered from the policy inquiry view.

1. Click on 

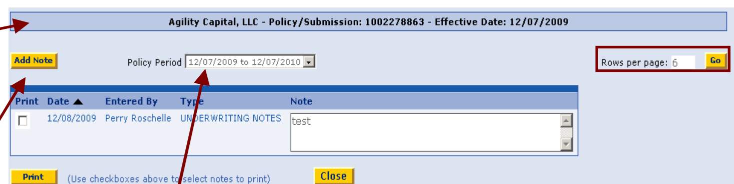
to access notes or to create a new note.
2. Enter a description in the description field. Click the Spell Check button to check spelling.
3. Choose a *Notes Type* from the dropdown.



4. Click the *Add Note* button 

Viewing the Notes Log

Once a note has been added you can view the Notes Log by clicking on the Notes icon.



- On the top of the Notes Tab is a summary of the Policy Information.
- You can add a note by clicking the *Add note* button.
- The Policy period dropdown is to view the notes log from all available policy periods.
- **Rows per page:** Select how many notes items you would like to see displayed. Click the GO button. This will restack the *Notes* log.
- When viewing a Notes Log that has multiple notes posted, you can easily sort by clicking on the column headers.

Printing Notes

Notes can be printed individually or you can select a group of *Notes* to be printed. Put a check mark next to the note that should be printed and click on the 

button.

Note Type Descriptions

- **Authority:** manager sign-off for quote letter, binder letter, limits approval, risk type approvals, endorsement form approval and coverage approval.
- **Conditional Non-Renewal:** Enter competitor activities, excluding proprietary information
- **Cross Selling Opportunity:** Sharing information when another department is issuing a quote.
- **Claims Information:** Enter Information gathered from meetings with claims examiners.

- **Meetings and Phone Calls:** Enter notes related to any meetings or telephone calls on this policy.
- **Policy Issuance & Service:** Requests which are processed to another department for issuance or service, for example: Endorsements.
- **Underwriting Notes:** Enter underwriting Assessment of the risk
- **Other:** Enter all other miscellaneous notes.
- **Close:** select Close to exit without saving.

The system will default to *Underwriting Notes* and will automatically be saved as an *Underwriting Note* if preferences are not changed before exiting.

❸Subjectivities

This subjectivities button is located on the upper right hand corner of VISion. You will first see the button on the account summary screen and it will move from screen to screen as you progress through an account. The Subjectivities button will be used to manage subjectivities. Click on the button and it will show a list of subjectivities. Subjectivities that have not been received will appear on quote and binder letters. You can also update Subjectivities clicking on the in your Active Inventory. The Subjectivities letters will be sent every 30 days until the subjectivities have been received in VISion.

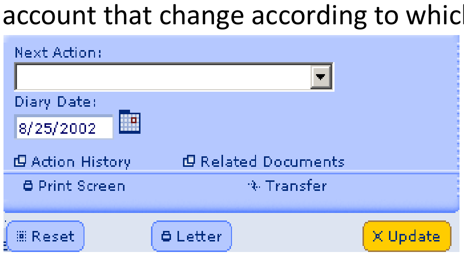
An Automated *Subjectivity Letter* will be generated every 30days from the time of *book/bill.* This letter will be sent to the producer until you have received the subjectivity in VISion. They will also be eFiled by VISion. These days are based on calendar days NOT business days. So if you do receive a subjectivity, you mush receive it in VISion.

RECEIVE IT IN.

****** Subjectivities for each department will very******

Action Box

The *Action Box* is a floating tool box that allows you to perform a variety of actions on the account that change according to which screen you are on.



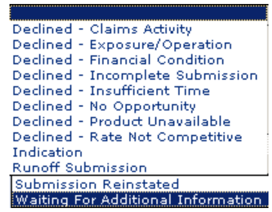
You can hide the Action box for the current screen you are on by clicking on the icon located in upper right hand side of your screen

Next Action: Allows the status of the account to be updated. The options available are indicated by the current account status. This is commonly used to decline or re-instate accounts.

When an account is declined the letter is automatically generated in VISion once a reason for the declination is chosen from the pull down menu. These letters must be eFiled into the Correspondence folder of the primary submission in eFile

Current Account Status:

- **ESUBM:** Diary date is generated 14 days prior to policy the effective date.



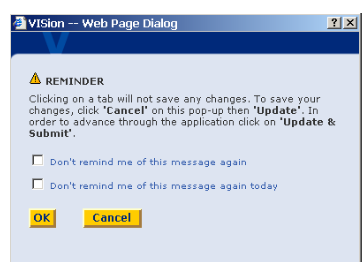
- **PSUBM:** Diary date is generated 120 days prior to policy the effective date.

- **TRANS:** Diary date is generated on the date of transfer.
- **DECL:** Diary date is generated 30 days after the decline.
- **REJ:** Diary date is generated 30 days after the rejection.

- **Diary Date:** The *Diary Date* is automatically generated in VISion. The window of time between the diary date and the effective date of the policy is dependent on the status of the account:
- **Action History:** Displays all events processed in VISion for the account including the date, underwriter, and process and department code.
- **Related Documents:** Links to all eFiled documents relating to the current selected account.
- **Letters:** You can choose from a list of letters developed for your department and use VISion to generate them. Quote and Binder letters cannot be found here.
- **Print Screen:** Formats and prints the current screen.
- **Transfer:** Allows an account transfer from one Underwriter/Department to another.
- **Reset:** Choose this option carefully. This button resets the current screen to its original state prior to the last update. You will lose ALL new data.
- **Update:** Saves changes on the current screen without moving ahead to the next screen. The *Update* button will flash after 15 minutes have lapsed, reminding you to save your changes.
- **Update & Submit:** Saves changes on the current screen and advances to the next screen/tab.

Moving from Tab to Tab:

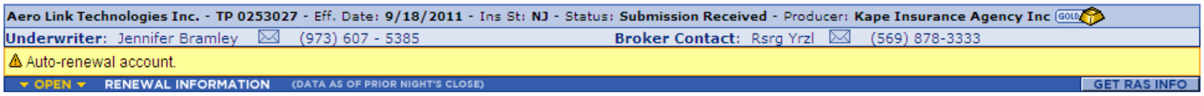
This pop-up will remind you of important information regarding tab navigation. **TABS are for NAVIGATION ONLY. You must use the Update or Update and Submit button to save.** By checking the top check box this message will never appear again. By checking the bottom check box you will not see this dialog box for 24 hours.



Whether or not you choose to never see this message again, if you make changes on a tab and instead of hitting either the Update or Update & Submit buttons **you will lose all of your changes.**

Account Summary

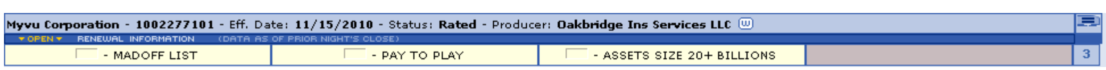
Since the *Account Summary* screen mirrors the Submission Clearance screen, all data entered at Submission Clearance will automatically carry to Account Summary. There are some fields on this screen that can be modified and some that cannot.



- The first Information Bar will give you the following information
  - Insured Name,
  - Submission number or Policy Number
  - Effective Date
  - Insured Sate
  - Status of the Submission
  - Producer name and if they are a Platinum, Gold or VIP Agent level.
  - AccounTag click 

Select the items that the account should be tagged. Click.

If the AccounTag that you need is not on the list, contact IT; we will need to know what category that you want added to the list. The list can be updated with in 24 hours.



On the Tool bar you will now see the **AccounTags** that have been added to the account. You will also be able to see how many **AccounTags** have been added.

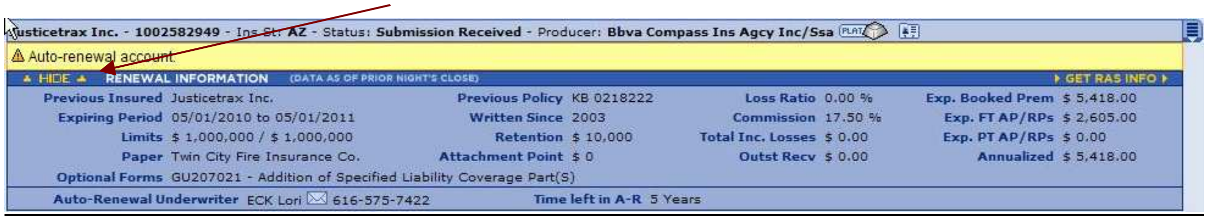
If there are more than 4 the  will allow you to scroll over to see the other **AccounTags**.

- The Second Information bar gives you:
  - Underwriter name
  - Ability to email by clicking the envelope
  - Underwriters Phone Number
  - Broker Contact
  - Ability to email the Broker from VISion
  - Broker Phone number

- The Third Information bar gives you:
  - If the Account is Auto-Renewal account
  - If the Account is a State Specific

Renewal Information

**The Renewal Information section appears for *Renewal Business* only. The data that is shown here is of the prior night's close. This can be expanded for a detailed view or collapsed to conserve space. Click on OPEN/Hide to expand or collapse.



- **Previous Insured**: Name of the Insured as it was on last years policy
- **Expiring Period:** Term of the prior year policy
- **Limits:** Limits of the policy
- **Paper:** Writing Company
- **Watch List:** If an account has been or is on the Watch List the reason will be listed here.
- **Optional Forms:** List all of the optional forms that was placed on last years policy
- **Previous Policy:** Previous years policy number
- **Written Since:** How many years have we been on the account
- **Retention:** The retention on last years policy
- **Attachment Point:** If this is an excess account where our policy attached
- **Loss Ratio:** Calculation of the losses that we have had on the account
- **Commission:** What the commission that was paid to the agent last year
- **Total Inc. Losses:** Total amount of losses
- **Outst Rec:** Outstanding Receivables
- **Exp Booked Prem:** Shows the premium that was booked last year.
- **Exp FT AP/RPs:** Shows premium for any and all full term endorsements
- **Exp PT AP/RPs:** Shows premium for any and all mid term endorsements
- **Annualized:** Shows the total of the Expiring Premium plus any additional full term and mid term endorsements.

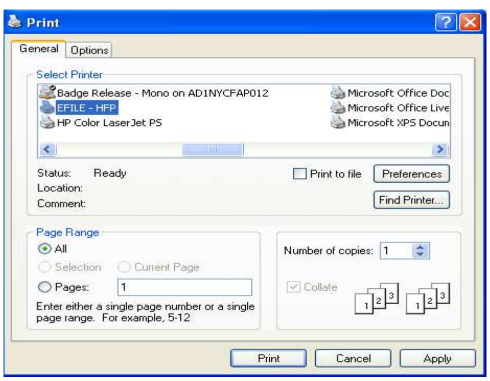
Get RAS Information: The RAS (Renewal Analysis Screen) Information compares prior year data while the account is open in VISion. This screen will give you the

- **Initial Booking** – Display coverage details when the account was originally booked
- **Subsequent Transactions** – Display coverage details of any midterm endorsements that added coverage or premium.
- **Current View** – Display coverage details of how the account is currently being underwritten.

Waggoner Construction, Inc. KB 0251700 - Effective: 06/30/2011 print screen

	Initial Booking	Subsequent Transactions	Current View
ACCOUNT INFORMATION			
Producer Info	Agent #: 80588 Contact #: 00001	Agent #: 80588 Contact #: 00001	Agent #: 80588 Contact #: 00001
	Idfbkdx Ekgmooaffy	Idfbkdx Ekgmooaffy	Idfbkdx Ekgmooaffy
	Mfkgmooaffy@gcydfxva-Evkqu.Ckg	Mfkgmooaffy@gcydfxva-Evkqu.Ckg	Mfkgmooaffy@gcydfxva-Evkqu.Ckg
	Tel. (843) 082-7888 Ext.	Tel. (843) 082-7888 Ext.	Tel. (843) 082-7888 Ext.
Address 1	135 Bentz Mill Road	135 Bentz Mill Road	135 Bentz Mill Road
Address 2			
City, State, Zip	East Berlin,PA,17316	East Berlin,PA,17316	East Berlin,PA,17316
Commission %	17.50%	17.50%	17.50%
Billing Method	Broker	Broker	
Rate Version/Subversion	ENC200900/00	ENC200900/00	ENC200900/01
Total Revenues (In Thousands)	$45,446	$45,446	$45,446
Assets (In Thousands)	$20,758	$20,758	$20,758
SIC	1629	1629	1629
GENERAL INFORMATION			
NAIC	238900	238900	238900
Combined Aggregate Limit	$1,000,000	$1,000,000	$1,000,000
IRPM			
Financial Condition			
Quality of Management/Principals	-2.12	-2.12	-2.12
Merger/Acquisition			
Other			
DIRECTORS & OFFICERS			

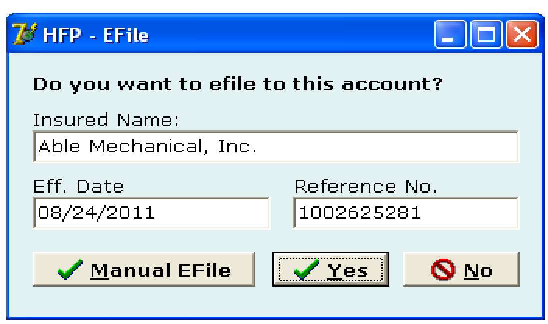
If there are no changes from the Initial Booking through today then every column will be the same. If there were changes mid-term then you will see that the Subsequent Transaction will indicate these changes.



Once you have viewed the RAS screen, if you want to eFile it, you will have to eFile it. Click Print Screen and select EFILE-HFP.

Select: EFILE – HFP
Click Print

Click Yes to eFile.



If the account is eligible for Auto-renewal then you will see the below tool bar.

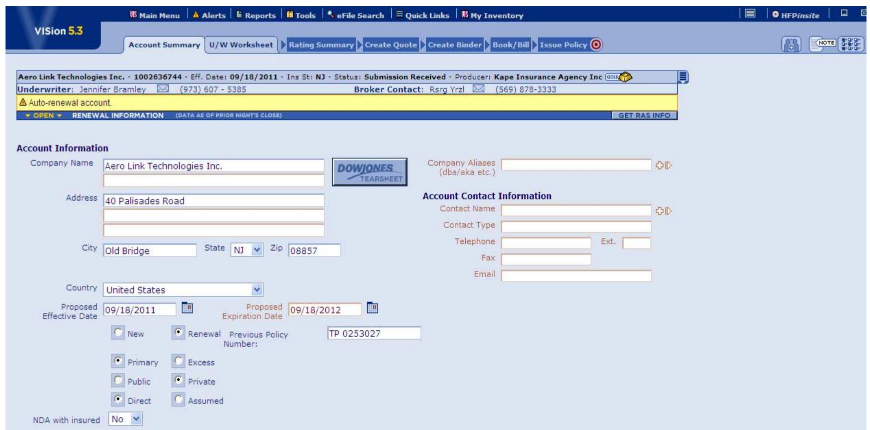
- **Auto-renewal Underwriters** will tell you who is the renewal underwriter, their phone number and by clicking on the envelope you will be able to send an email from this screen.
- **Time left in A-R** tells you how much longer the account can remain as an Auto renew Account. This will show years and if it is less than 1 year display months.

Rounding rules:

a. If greater than or equal to .5 round up
   i. Example: 1 year 5 months will display " Time left in A-R 2 years"
   ii. Example: 1 year 11 months will display " Time left in A-R 2 years"

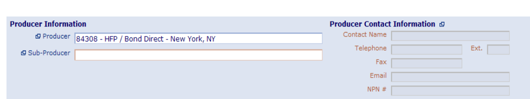
b. If less than .5 round down
   i. Example: 1 year 3 months will display " Time left in A-R 1 year"
   Months left in A-R: Show months-" Time left in A-R 3 months"
   ii. **Example:** 4 months will display " Time left in A-R 3 month"
   iii. **Example:** 6 months will display " Time left in A-R 6 months"

Account Information



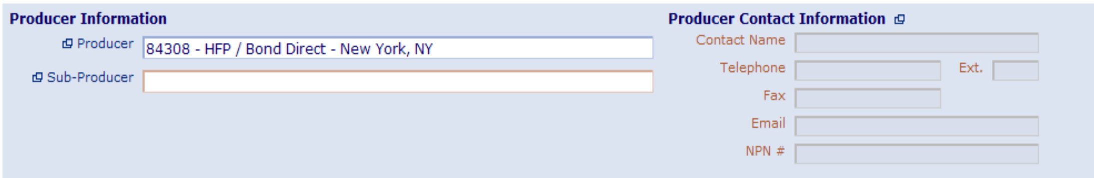
- **Company Name:** The *Company Name* can be edited. If you change the company name it will go back through Submission Clearance.
- **Address:** The Street *Address* can be updated, but if the city, state and zip are updated then a re-clearance would need to take place.
- **Dow Jones Tear Sheet:** Within the Middle Market you can now get information on Insured's by a click of a button. What type of information you will be able to get is News content, financial information even on some private companies, Years of Incorporated, History of the company, web site # of bankruptcies, EEOC or state/local employment claims filed where content is related to, etc. This information is pulled from about 200 different sources from New York Times all the way down to small journals and is placed into one document. This can be done for Private companies as well as Public companies
- **Proposed Effective Date:** This field can be edited.
- **Proposed Expiration Date:** This field can be edited.
- **New/Renewal:** This field can be edited. If *Renewal* has been selected, the prior year's policy will automatically be carried over from WINS.
- **Primary/Excess:** This field can be edited.
- **Public/Private:** This field can be edited.
- **Ticker Symbol:** This field can be edited. This is required for publicly traded companies only.
- **Direct/Assumed:** This field can be edited. If Assumed is selected the product will not be full VISion.
- **NDA with insured:** Select **Yes** if you have an NDA on this account; then select if it is a **Standard** or **Non-Standard**.

Producer Information



- **Producer:** This field can be edited.
- **Sub-Producer:** This field can be edited.

Additional Information



- **Department:** This field cannot be edited.
- **VISion Product:** The *WINS Product* will carry over from the entry made on the *Submission Clearance* screen, but may be edited from *Account Summary* by clicking on the *WINS Product* drop-down list.
- **Coverage:** This field can be edited.
- **Underwriter:** This field cannot be edited.
- **Lead From:** This field can be edited.
- **Industry Class:** The *Industry Class* will default to the appropriate selection based upon the department previously selected. This field can be modified from the *Book/Bill* tab.
- **Industry Subclass**: Choose the applicable *Industry Subclass* from the drop-down list. This field can be modified from the *Book/Bill* tab.

Company Alias

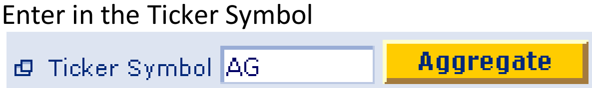
- **Company Alias(s):** This field can be edited. Enter in the company name(s) that need to be added then click on to add. The allow you to view each name that you have added.

Account Contact Information

- **Contact Name:** This field can be edited.
- **Contact Type:** This field can be edited.
- **Telephone/FAX/Extension:** This field can be edited.
- **Email:** This field can be edited.

Company Reference

- Enter in the Ticker Symbol



Producer Contact Information

- **Contact Name:** This field can be edited.
- **Telephone/ FAX/Extension:** This field can be edited.
- **Email:** This field can be edited.

Are other lines written by an HIG unit? *Please select **Yes** or **No**.*

This question refers to whether or not other areas of the Hartford are on this account.

The Ventilated Account question is either asked on the Account Summary or Book/Bill Tabs.

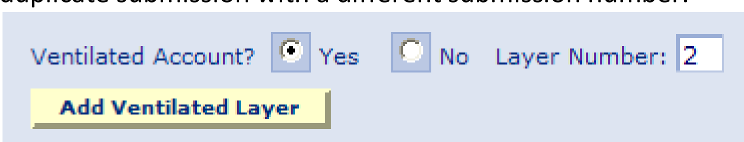
<u>Ventilated Account?</u> Answer Yes or No. If your answer is Yes enter in the Layer

A streamlined process has been put into place for processing Ventilated polices. This new process was designed to provide better insight into individual layers and related policies and to cut down on the time spent creating duplicate submissions. Ventilated polices will now be more easily tracked and identifiable.

A new required field for Ventilated Policies has been added on the Account Summary and Book/Bill Tabs. The default value for the ventilated is question is No. By simply clicking Yes, the system will guide you through process. Listed below is a set of instructions outlining how to use the Ventilated Account feature.

When clearing a Submission, if the policy is a Ventilated policy select, “yes”. Selecting yes will open an additional field. Enter which layer to attach the policy.

Click on  button. This will automatically create and clear a new duplicate submission with a different submission number.

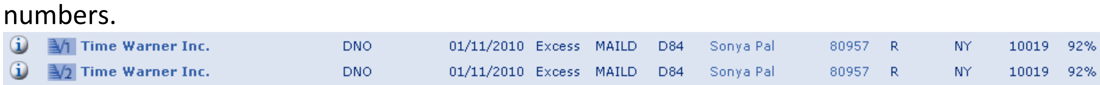


DO NOT CREATE A SEPARATE SUBMISSION to represent the next layer on a ventilated policy. Using this new method the system will create all layers and clear the submission without having to re-key all submission clearance information. It will also override clearance controls that block duplicates.

The Successful Submission confirmation page will then open. Click on Continue to Account Summary to begin processing the account.

Active Inventory

A second submission will appear in the underwriters Active Inventory with separate submission numbers.



 Indicates Ventilated 1.

 Indicates Ventilated 2

**** Note the icon to the left of the Insured name. This icon identifies that a policy is ventilated and indicated the layer.****

The Successful Submission confirmation page will then open. Click on *Continue to Account Summary* to begin processing the account.

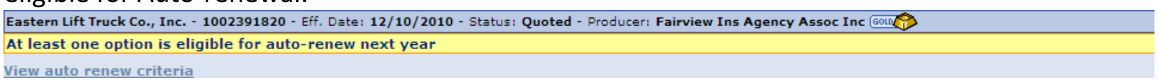
Remember to click Update & Submit to save your changes and move to the *Underwriter Worksheet* Tab. Clicking on Update will update the current tab, but will not allow you to move forward.

Underwriting Worksheets by Program:

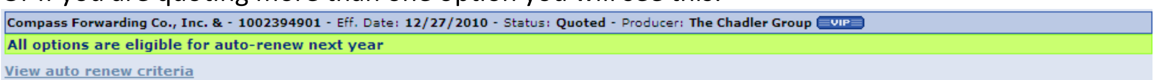
What is a Quote?

A Quote is an offer of insurance coverage for a premium. Once an accounted is rate, VISion will generate a quote letter for you. The quote letter will include the rating terms, the subjectivities and endorsements that are being added to the policy. On the Quote tab you will be asked the following questions:

For the Middle Market Departments you will see the following if one or more of the quotes are eligible for Auto-renewal.



Or If you are quoting more than one option you will see this:



Click on the View auto-renewal criteria you will be prompt to open the below Microsoft Word document.

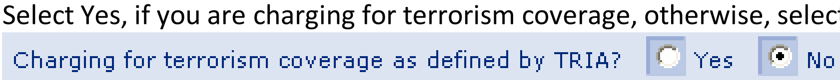
Auto Renew Criteria

#	TYPE	CRITERIA	Origin
1	ALL	Primary accounts only	Business
2	ALL	Limits less than or equal to $3,000,000	Business
3	ALL	Employee count less than or equal to 200 for all classes	Business
4	DNO	“Percentage Excludable” cannot be less than 75% OR one of the following must be checked YES: • Family Exclusion • Percent of Shareholder Exclusion • Full Securities Exclusion	Business
5	EPL	Layoffs Current Year / Total Employees must be < 20%	Business
6	FID	“Defined Benefit Plans” cannot be YES	Business
7	FID	“ESOP” cannot be YES	Business
8	FID	Employer Securities must equal NO	Business
9	FID	High Risk Investments must equal NO	Business
10	FID	Investments in private equity hedge funds cannot be YES	Business
11	KNR	Amend Extortion Threat endorsement must be YES if “Are any operations to be insured involved in the production of food beverages, pharmaceuticals, oil, gas, or in the mining business (including toothpaste, mouthwash, etc)” is YES	Business
12	KNR	“Details of Foreign Travel” cannot be A	Business
13	KNR	“Details of Foreign Locations” cannot be A	Business
14	CRI	Foreign Exposure cannot be SIGNIFICANT if revenue <20mm	Business
15	CRI	Unusual Location Characteristics cannot be SIGNIFICANT	Business
16	ERO	NO ERO Coverage	Criteria Program

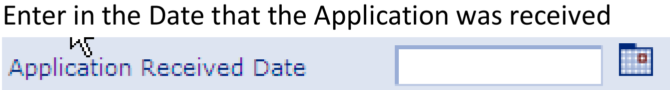
17	DNO	Revenue cannot be > $50,000,000, and financial subjectivity can't be NO	Criteria Program
18	ALL	NAIC code cannot be YES for any of the following: • 2331 – Land Subdivision and Land Development • 2332 – Residential Building Construction • 2333 – Nonresidential Building Construction • 2349 – Other Heavy Construction • 2361 – Residential Building Construction • 2362 – Nonresidential Building Construction • 2381 – Foundation, Structure, and Building Exterior Construction • 3361 – Motor Vehicle Manufacturing • 3362 – Motor Vehicle Body and Trailer Manufacturing • 3363 – Motor Vehicle Parts Manufacturing • 4411 – Automobile Dealers • 4412 – Other Motor Vehicle Dealers • 4413 – Automotive Parts, Accessories, and Tire Store • 4211 – Motor Vehicle & Motor Vehicle Parts & Supplies Wholesalers • 4911 – Postal Services • 7131 – Amusement Parks and Arcades • 7132 – Gambling Industries • 7139 – Other Amusement and Recreation Industries	Criteria Program
19	ALL	No multi-year policies	Business

If you have an account that is auto-renewal eligible, but you don't want it to auto-renew then you will need to place the account on the Watch List.

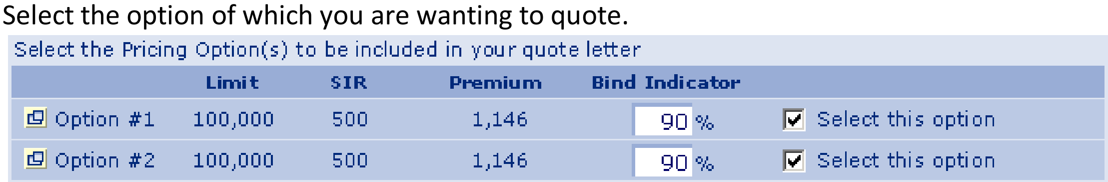
Select Yes, if you are charging for terrorism coverage, otherwise, select No.



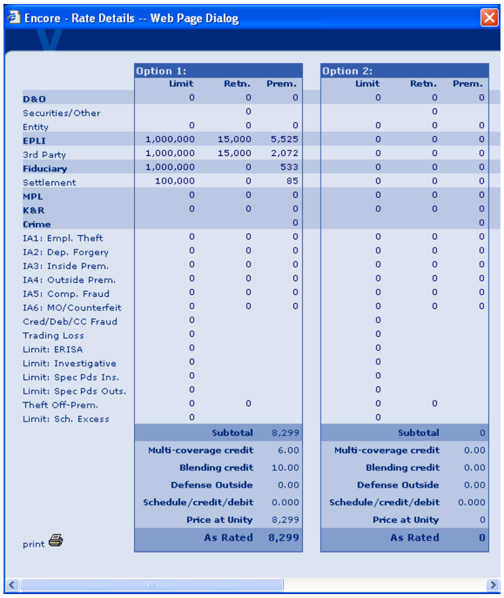
Enter in the Date that the Application was received



Select the option of which you are wanting to quote.



- You can view all of the quote options by clicking on the


Encore - Rate Details -- Web Page Dialog

	Option 1: Limit	Option 1: Retn.	Option 1: Prem.	Option 2: Limit	Option 2: Retn.	Option 2: Prem.
D&O	0	0	0	0	0	0
Securities/Other		0			0	
Entity	0	0	0	0	0	0
EPLI	1,000,000	15,000	5,525	0	0	0
3rd Party	1,000,000	15,000	2,072	0	0	0
Fiduciary	1,000,000	0	533	0	0	0
Settlement	100,000	0	85	0	0	0
MPL	0	0	0	0	0	0
K&R	0	0	0	0	0	0
Crime			0			0
IA1: Empl. Theft	0	0	0	0	0	0
IA2: Dep. Forgery	0	0	0	0	0	0
IA3: Inside Prem.	0	0	0	0	0	0
IA4: Outside Prem.	0	0	0	0	0	0
IA5: Comp. Fraud	0	0	0	0	0	0
IA6: MO/Counterfeit	0	0	0	0	0	0
Cred/Deb/CC Fraud	0			0		
Trading Loss	0			0		
Limit: ERISA	0			0		
Limit: Investigative	0			0		
Limit: Spec Pds Ins.	0			0		
Limit: Spec Pds Outs.	0			0		
Theft Off-Prem.	0	0		0	0	
Limit: Sch. Excess	0			0		
		Subtotal	8,299		Subtotal	0
		Multi-coverage credit	6.00		Multi-coverage credit	0.00
		Blending credit	10.00		Blending credit	0.00
		Defense Outside	0.00		Defense Outside	0.00
		Schedule/credit/debit	0.000		Schedule/credit/debit	0.000
		Price at Unity	8,299		Price at Unity	0
print		As Rated	8,299		As Rated	0

- **Quote Options:** You must put a check mark next to all the quote options you want to appear on the quote letter.
- **Bind Indicator**: This field is intended to capture how likely an underwriter is to bind a particular account. You must first select the quote option that is most likely to bind and then the percentage with which it is likely to bind. Your choices are 25%, 50%, 75% and 90% likely. This information will be used to create pipeline reports. This is a required field for some departments.

Endorsements/Forms:

All optional endorsements/forms on renewal accounts will carry over from last years account. In the Optional Form box you will also be able to sort the forms based on any of the column headers.

Additionally, you will be able to see, on the same screen; if there have been any changes to filed forms since the policy was issued. For example, if a new edition of a form has been released for use by Compliance, you will see the old and new form number directly on the screen.

Renewal Information Box:

On most screens within VISion for renewal accounts, there is a renewal information box that will show you a variety of data points on the renewal account. You can see last year's premium for the account, its terms and what optional forms were on the policy.

To view the Renewal Information Box,, click on **Open**

This will show you the history on the account and the optional forms that were on last year's policy.

Times Up, Inc. - **KB 0227413** - Eff. Date: **12/29/2010** - Status: **Rated** - Producer: **Dixie Leavitt Ins Agency**

HIDE RENEWAL INFORMATION (DATA AS OF PRIOR NIGHT'S CLOSE)

Previous Insured	Times Up, Inc.	**Previous Policy**	KB 0227413	**Premium**	$ 8,028.00	**Loss Ratio**	0.00 %
Expiring Period	12/29/2009 to 12/29/2010	**Written Since**	2005	**Outst Recv**	$ 1,324.62	**Total Inc. Losses**	$ 0.00
Limits	$ 1,000,000 / $ 1,000,000	**Retention**	$ 25,000	**Commission**	17.50 %		
Paper	Twin City Fire Insurance Co.	**Attachment Point**	$ 0	**Watch List**	No		
Optional Forms	HG00H00800 - Policy Change Endorsement PE00H07402 - ADD Subsidiary Endorsement						

* Policy change endorsements will not carry over from last year in the current year's optional forms box.

Optional Forms – The optional forms selected will attach to the policy and will be included on your **Quote** and **Binder** letter. To view a form that is on the list you can either click on the Name of the Form or the Form number. This will open up an Adobe (pdf.) copy of the endorsement, if the form is grayed out and italicized the form will not display. In the tool bar you will see:

OPTIONAL FORMS — ADD OPTIONAL FORMS

Title	Current	Previous	Change				
Additional Named Insured Endorsement	PE00H11201	PE00H11201	No change			AUTH	
Amend Defense and Settlement - No Defense Outside The Limits	PE00H27801	PE00H27801	No change				
Differences In Condition(S) Endorsement	PE00H19301		Added			AUTH	

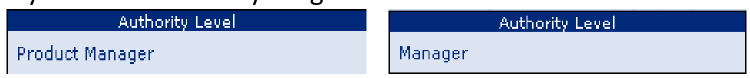
- **Title:** will display the title of the endorsement.
- **Current:** indicates the form number of the optional forms that are currently attached to the account.
- P**revious:** indicates the form number of the endorsement as it appeared on last years policy. Hovering over the form number the system will show you the name of last year's form.
- **Change:** indicates the type of change that has been made to the individual endorsement from last year's policy.
  - **Added** – will display if this is a new form that was added by the system based on a system rule. The previous year will be blank.
  - **Added on Update** – will display if you add a form on this screen. You must click the update button on your screen to add the endorsement to the policy and the quote letter. Alternatively, when you click on **Create Quote Letter** the system will automatically update for you.
  - **Deleted** – will display if the form was on the account last year. Current column will be blank, and the title of the form will be **grayed** out and italicized.
  - **Delete upon Update** –will display when you delete a form on this screen by clicking the to the far right hand side, if you remove a form you will need to click the update button for the form to be removed.
  - **Expired** – will display if the form was on the account last year and it has expired and there is no replacement. Current form number column will be blank, and the title of the form will be **grayed** out and italicized.
  - **No Change** - will display when there has been no change to the form.
  - **Not Applicable** – will display if a coverage has been removed upon renewal and the endorsement that was on last year's policy is no longer applicable to this year's account.
  - **Replaced** – will display when a form has been replaced with a new edition of a form.
  - **Untitled Columns:** If there is an indicator in a column, you will be able to hover over them and they will give you additional information as stated below.
  - **1st Column** is for skittles. When you hover over the skittle you will receive the "Extended Form Description". This will provide you with additional information about the form.

Extended Form Description

used to add additional entities, but the endorsement of choice is H074 - replacement for H112

- **2nd Column** is that indicates that this is a "**Rate Bearing Endorsement**". In-order to remove a rate bearing endorsement you will have to go back to the Underwriter Worksheet and change the answer to a rate-bearing question or make a change on the Rating Summary screen.

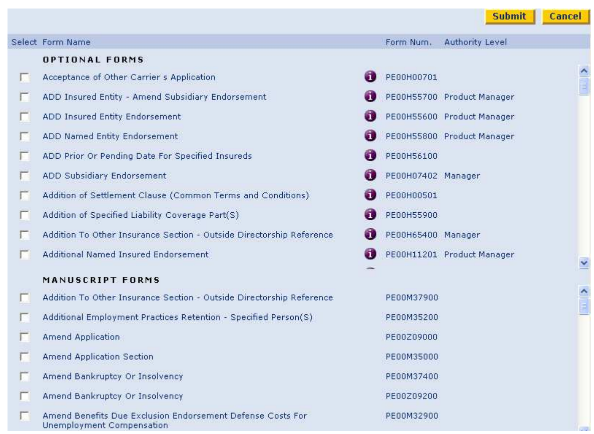
- **3rd Column** is AUTH The "Authority" column will indicate the level of authority needed to use a particular department and is set on a department by department basis. Currently, only the Middle Market department has forms that require authority levels, so for most departments you will not see anything in this column.



- **4th Column** is Delete selected form: To delete an optional form that has been selected, click on that is located on the far right hand side of Optional Forms section. You can only remove non-rate bearing optional forms.

Add Optional Forms:

Click ADD OPTIONAL FORMS. The *Optional* Forms selection window on the Create Quote and Create Binder tabs displays the filed endorsements separately from the Manuscript Endorsements. Click on the *Add Optional forms* link to display a list of optional forms that may be attached policy. Use the check boxes to select all forms you wish to attach. All optional forms selected will be listed within the *Endorsements, Exclusions and Limitations* section of the letter.



Once you have selected the forms that you want, click the Submit button. You will then have to click the Update button to attach the endorsements to the policy.

When you are quoting multiple options all endorsements will attach to the quote letter.

Mandatory Forms:

Click on ⊞ to review *MANDATORY FORMS* link to display a list of all mandatory forms that automatically attach to the policy. These forms cannot be deleted from the list or from the policy.

By clicking ☑ Select all , you will be adding the endorsements to the written quote letter. Any unchecked endorsement will not print on the Quote letter, but will still attach to the policy.

MANDATORY FORMS

☑ Select all — Selected Mandatory forms will attach to your quote and binder letters.

✓ Title	Current	Previous	Change
☑ Crime Coverage Part	PE00H11802		Added
☑ Directors, Officers and Entity Liability Coverage Part	PE00H01302		Added
☑ Employment Practices Liability Coverage Part	PE00H01401		Added
☑ Fiduciary Liability Coverage Part	PE00H01503		Added
☑ Important Notice (Privately Held)	HR00H09400		Added
☑ New Jersey Cancellation and Nonrenewal Endorsement	HR29H00300		Added
☑ Nuclear Liability Exclusion	PE00H08801		Added
☑ Private Choice Encore!! Declarations	PE00H00203		Added
☑ Private Choice Encore!! Policy	PE00H55500		Added
☑ Private Choice Encore!! Policy Crime Coverage Part Declarations	PE00H11702		Added
☑ Producer Compensation Notice	HR00H09300		Added

- **Title:** will display the title of the endorsement.
- **Current:** indicates the form number of the optional forms that are currently attached to the account.
- P**revious:** indicates the form number of the endorsement as it appeared on last years policy. Hovering over the form number the system will show you the name of last year's form.
- **Change:** indicates the type of change that has been made to the individual endorsement from last year's policy.

The Producer Contact Information is carried over from the Account Summary screen. If this information needs to be edited you may do so by clicking on .

Producer Contact Information

Contact Name: Kclj Xcqia
Telephone: 687-161-8818 Ext.:
Fax: 687-161-8828
Email: kxcqia@srinarramnacd.rao
NPN #: 99999999

- Enter the broker commission percentage.
- The carrier defaults based upon previous selections and can not be changed here.
- Enter the *Discovery Premium* percentage and the term of the discovery period in months. This field will transfer over to the quote letter, the binder and eventually the policy. Please ensure that is number is correct and if it is incorrect on the letter, please correct it in VISion and re-generate the quote letter.

Broker Commission: 10.00 %

You are writing on **Twin City Fire Insurance Co.** - This is an admitted carrier in Michigan.

Discovery Premium: 10 % of Annual Premium 12 Months (term).

Click the ***Create Quote Letter*** button to generate a quote letter. **Create Quote Letter**

This will open a standardized quote letter in Microsoft Word. Once in Word you can make any applicable changes, but do not change the premium or any terms without going back into VISion and making the changes. It is imperative that all material changes to the quoted terms (i.e. premium, limits, retentions/SIRs, endorsements, discovery period or premium) be added in VISion. Only information in VISion will be booked.

> Information that you change in the Word quote document **DOES NOT** automatically update in VISion.

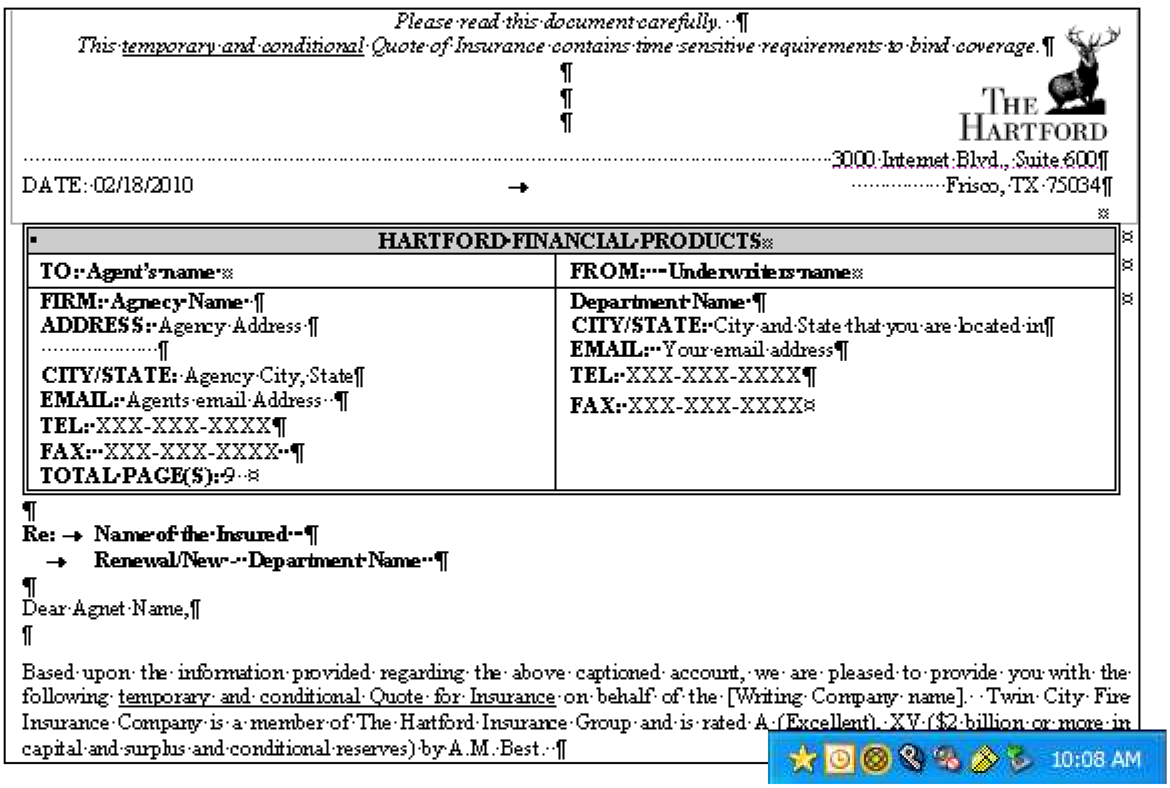
> If you need to change coverage's, go to the Underwriter worksheet. When you update and submit the system will refresh the forms that apply to the updated request.

If you are with the Technology Practice:

- Click the *eFile* button after the letter is complete to *e*File the document. You may then save the letter as desired.

All other Departments:

Once you have completed the **Quote Letter**. The process to attach PDF versions of the endorsements that appear on the quote and binder letters has been changed and enhanced. When creating quote or binder letters, a new star will appear in the lower right hand corner of your screen.



Please read this document carefully.

This temporary and conditional Quote of Insurance contains time sensitive requirements to bind coverage.

THE HARTFORD

3000 Internet Blvd., Suite 600
Frisco, TX 75034

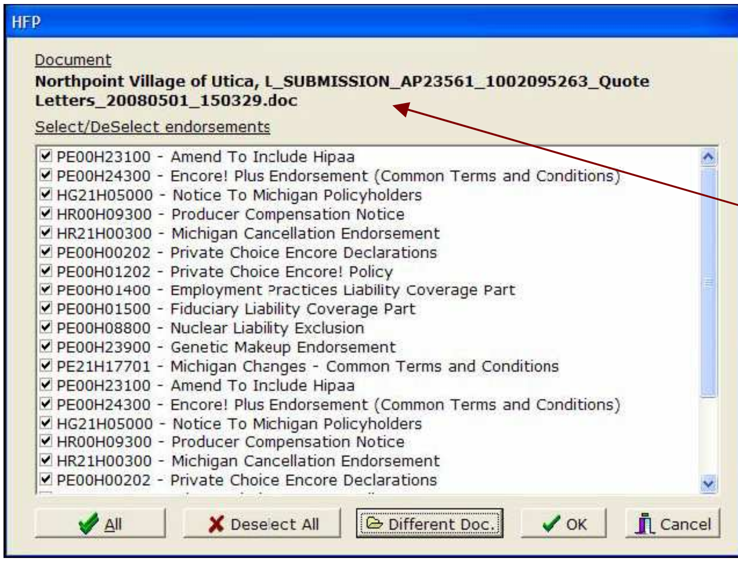
DATE: 02/18/2010

HARTFORD FINANCIAL PRODUCTS	
TO: Agent's name	**FROM: Underwriters name**
FIRM: Agnecy Name **ADDRESS:** Agency Address **CITY/STATE:** Agency City, State **EMAIL:** Agents email Address **TEL:** XXX-XXX-XXXX **FAX:** XXX-XXX-XXXX **TOTAL PAGE(S):** 9	**Department Name** **CITY/STATE:** City and State that you are located in **EMAIL:** Your email address **TEL:** XXX-XXX-XXXX **FAX:** XXX-XXX-XXXX

Re: Name of the Insured
Renewal/New – Department Name

Dear Agnet Name,

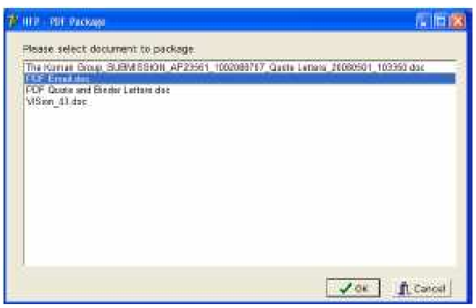
Based upon the information provided regarding the above captioned account, we are pleased to provide you with the following temporary and conditional Quote for Insurance on behalf of the [Writing Company name]. Twin City Fire Insurance Company is a member of The Hartford Insurance Group and is rated A (Excellent), XV ($2 billion or more in capital and surplus and conditional reserves) by A.M. Best.



Double click on the star and a list of endorsements will display. These are the endorsement forms that were selected previously in VISion.

If multiple Microsoft Word documents are opened, ensure that the document listed is the document that you intend to PDF by looking at the document name.

Choose the forms that you would like to be attached to either the quote or binder letters and click OK. Or select Different Doc. to switch to a different document.



Select the new document that you would like to PDF and email the click OK.

A pop-up box will appear with the producer contact name and e-mail address pre-populated and the ability to cc: this e-mail to another recipient. If desired, these letter/forms can be e-filed and/or saved to your H:\Drive by checking the appropriate check box on the left hand side of the pop-up box.

Once the .PDF has been created the Microsoft Outlook client will open and automatically attach a copy of the .PDF. A standard letter is also created; this text can be modified if desired.

The Underwriter's name and phone number will appear on the bottom of the email.

Your current status is **Rated.** To change this account to **Quoted**, please click the **Update & Submit** button.

After the Quote Letter has been eFiled and emailed it to the agent. Go back into VISion and Click *Update & Submit* to save the information on the *Create Quote* screen and advance to the *Create Binder* Screen. This will also change your account status from Rated to Quoted.

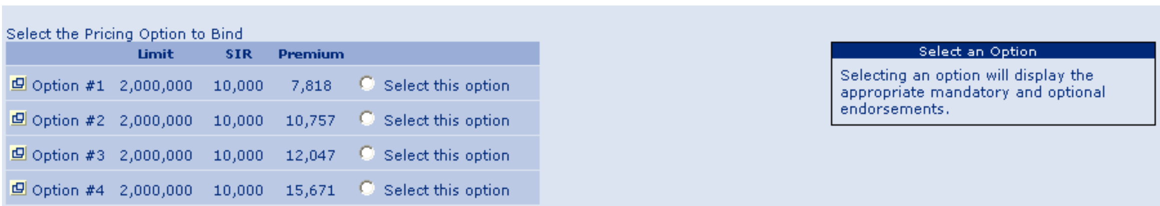
What is a Binder?

A binder is a temporary legal agreement between the insurer and the insured that serves to effect insurance coverage for a specified period of time until the actual insurance policy can be issued. The binder must provide the following information:

- Name of insured
- Type of insurance coverage
- Limits of insurance
- Name of insurance company

VISion will automatically at the push of a button; create binder letters with all pertinent data from VISion. Binder letters have been standardized for all full workflow VISion accounts. On the Binder tab you will be asked the following questions:

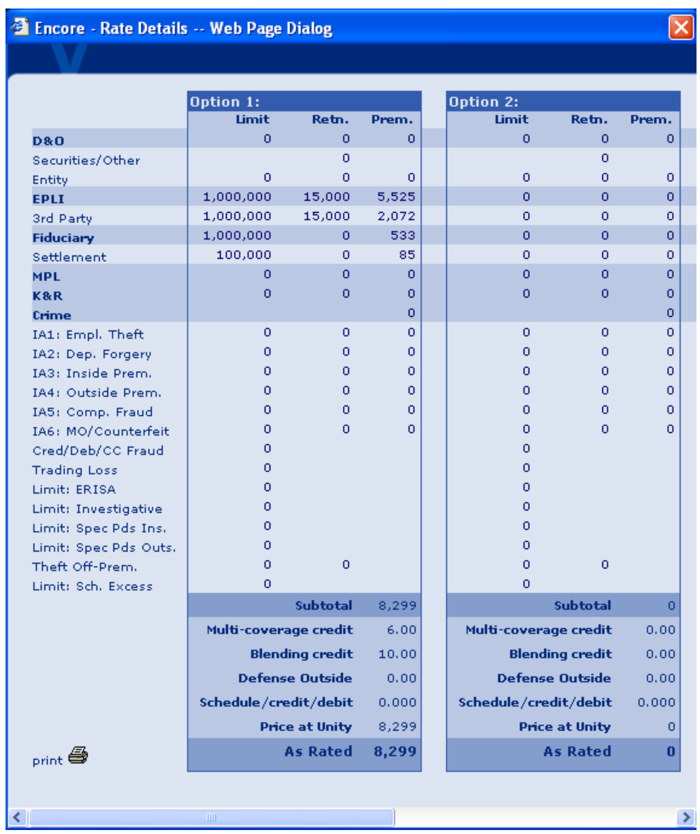
Select Option to Bind



Select the Pricing Option to Bind

	Limit	SIR	Premium	
Option #1	2,000,000	10,000	7,818	Select this option
Option #2	2,000,000	10,000	10,757	Select this option
Option #3	2,000,000	10,000	12,047	Select this option
Option #4	2,000,000	10,000	15,671	Select this option

All options that were quoted will appear on the *Create Binder* Screen. Select the option you want to bind. When quoting multiple coverage options you will see the **Select an Option Message** at the right side of the options that was quoted. You can view all of the options that were quoted by clicking on the to the left of you **Option** This will show you the details on all options that were quoted.



Encore - Rate Details -- Web Page Dialog

	Option 1: Limit	Option 1: Retn.	Option 1: Prem.	Option 2: Limit	Option 2: Retn.	Option 2: Prem.
D&O	0	0	0	0	0	0
Securities/Other		0			0	
Entity	0	0	0	0	0	0
EPLI	1,000,000	15,000	5,525	0	0	0
3rd Party	1,000,000	15,000	2,072	0	0	0
Fiduciary	1,000,000	0	533	0	0	0
Settlement	100,000	0	85	0	0	0
MPL	0	0	0	0	0	0
K&R	0	0	0	0	0	0
Crime			0			0
IA1: Empl. Theft	0	0	0	0	0	0
IA2: Dep. Forgery	0	0	0	0	0	0
IA3: Inside Prem.	0	0	0	0	0	0
IA4: Outside Prem.	0	0	0	0	0	0
IA5: Comp. Fraud	0	0	0	0	0	0
IA6: MO/Counterfeit	0	0	0	0	0	0
Cred/Deb/CC Fraud	0			0		
Trading Loss	0			0		
Limit: ERISA	0			0		
Limit: Investigative	0			0		
Limit: Spec Pds Ins.	0			0		
Limit: Spec Pds Outs.	0			0		
Theft Off-Prem.	0	0		0	0	
Limit: Sch. Excess	0			0		
		Subtotal	8,299		**Subtotal**	0
		Multi-coverage credit	6.00		**Multi-coverage credit**	0.00
		Blending credit	10.00		**Blending credit**	0.00
		Defense Outside	0.00		**Defense Outside**	0.00
		Schedule/credit/debit	0.000		**Schedule/credit/debit**	0.000
		Price at Unity	8,299		**Price at Unity**	0
print		**As Rated**	**8,299**		**As Rated**	**0**

Select Optional Forms

All Forms on previous policy will carry over. So now you can see not only what forms were on last year's policy, but you will also be able to add or remove forms. If you want to sort the columns you can do that by clicking on the Title of the column. If an endorsement has changed after the last year policy was issued. You will notice that the previous endorsement will indicate the endorsement that was there, the Change column will indicate the change.

Optional Forms – The optional forms that you selected on the **Create Quote** tab will carry forward to your **Create Binder** tab. To view a form that is on the list you can either click on the Name of the Form or the Form number. This will open up an Adobe (pdf.) copy of the endorsement. In the tool bar you will see:

OPTIONAL FORMS — ADD OPTIONAL FORMS

Title	Current	Previous	Change
Additional Named Insured Endorsement	PE00H11201	PE00H11201	No change
Amend Defense and Settlement - No Defense Outside The Limits	PE00H27801	PE00H27801	No change
Differences In Condition(S) Endorsement	PE00H19301		Added

- **Title:** will display the title of the endorsement.
- **Current:** indicates all of the optional forms that are currently attached to the quote.
- **Previous:** are the forms that were on the policy last year. Hover over the form number the system will show you the name of last year's form.
- **Change:** endorsements that have changed since last years policy was issued.
  - **Added** – will display if this is a new form that was added by the system based on a system rule. The previous year will be blank.
  - **Added on Update** – will display if you add a form on this screen. You must click the update button on your screen to add the endorsement to the policy and the quote letter. Alternatively, when you click on **Create Quote Letter** the system will automatically update for you.
  - **Deleted** – will display if the form was on the account last year. Current column will be blank, and the title of the form will be **grayed** out and italicized.
  - **Delete upon Update** –will display when you delete a form on this screen by clicking the to the far right hand side, if you remove a form you will need to click the update button for the form to be removed.
  - **Expired** – will display if the form was on the account last year and it has expired and there is no replacement. Current form number column will be blank, and the title of the form will be **grayed** out and italicized.
  - **No Change** - will display when there has been no change to the form.
  - **Not Applicable** – will display if a coverage has been removed upon renewal and the endorsement that was on last year's policy is no longer applicable to this year's account.
  - **Replaced** – will display when a form has been replaced with a new edition of a form.
- **Untitled Columns:** Hover over them and they will give you additional information as stated below.

- **1st Column** is for skittles. When you hover over the skittle you will receive the “Extended Form Description”. This will provide you with additional information about the form.

Extended Form Description
used to add additional entities, but the endorsement of choice is H074 - replacement for H112

- **2nd Column** is that indicates that this is a “**Rate Bearing Endorsement**”. In-order to remove a rate bearing endorsement you will have to go back to the Underwriter Worksheet to remove the form or on the Rating Summary screen.
- **3rd Column** is AUTH The “Authority” column will indicate who needs to sign off on the use of the endorsement. The authority levels are intended to guide the UW on who needs to authorize use of specific endorsements. Currently, only the Middle Market department has forms that require authority levels, so far most departments you will not see anything in this column.

Authority Level
Product Manager

Authority Level
Manager

- 4th Column is Delete selected form: To delete an optional form that has been selected, click on the that is located on the far right hand side of Optional Forms section. You can only remove Optional forms.

Add Optional Forms: Click ADD OPTIONAL FORMS. The *Optional* Forms Browser on the Create Quote and Create Binder tabs displays the filed endorsements separately from the Manuscript Endorsements. Click on the *Add Optional forms* link to display a list of optional forms that may be attached to your quote letter and policy. Use the check boxes to select any and all forms you wish to attach. All optional forms selected will be listed within the *Endorsements to be Added to the Basic Policy* section of the letter.

Once you have selected the forms that you want and click the Submit button. You will have to click the Update button to attach the endorsements to the policy.

Mandatory Forms: Click on the to Review Mandatory forms link to display a list of all mandatory forms that will automatically attach to the policy. These forms cannot be deleted from the list or from the policy.

By clicking ☑ Select all will select all of the endorsements to be added to your binder letter. Any unchecked endorsement will not print on the Binder letter.

MANDATORY FORMS

☑ Select all — Selected Mandatory forms will attach to your quote and binder letters.

✓	Title	Current	Previous	Change				
☑	Crime Coverage Part	PE00H11802		Added				
☑	Directors, Officers and Entity Liability Coverage Part	PE00H01302		Added				
☑	Employment Practices Liability Coverage Part	PE00H01401		Added				
☑	Fiduciary Liability Coverage Part	PE00H01503		Added				
☑	Important Notice (Privately Held)	HR00H09400		Added				
☑	New Jersey Cancellation and Nonrenewal Endorsement	HR29H00300		Added				
☑	Nuclear Liability Exclusion	PE00H08801		Added	ℹ			
☑	Private Choice Encore!! Declarations	PE00H00203		Added				
☑	Private Choice Encore!! Policy	PE00H55500		Added				
☑	Private Choice Encore!! Policy Crime Coverage Part Declarations	PE00H11702		Added				
☑	Producer Compensation Notice	HR00H09300		Added				

- **Title:** will display the title of the endorsement.
- **Current:** indicates all of the optional forms that are currently attached to the quote.
- **Previous:** are the forms that were on the policy last year. Hover over the form number the system will show you the name of last year's form.
- **Change:** endorsements that have changed since last years policy was issued.
- **Untitled Columns:** Hover over them and they will give you additional information as stated below.
  - **1st Column** is for skittles. When you hover over the skittle you will receive the "Extended Form Description". This will provide you with additional information about the form.

    Extended Form Description

    used to add additional entities, but the endorsement of choice is H074 - replacement for H112

  - **2nd Column** is that indicates that this is a "**Rate Bearing Endorsement**". In-order to remove a rate bearing endorsement you will have to go back to the Underwriter Worksheet to remove the form or on the Rating Summary screen.
  - **3rd Column** is AUTH The "Authority" column will indicate who needs to sign off on the use of the endorsement.

Authority Level
Product Manager

Authority Level
Manager

The authority levels are intended to guide the UW on who needs to authorize use of specific endorsements. Currently, only the Middle Market department has forms that require authority levels, so far most departments you will not see anything in this column.

Click the radio button to answer the questions and to assign the account a new policy number. If the account is a renewal, a field will appear requiring entry of the prior year's policy number, if not previously processed in WINS. The Policy *Suffix* will default to the last 2 digits of the policy effective year.

Is there an Absolute Tie-in?	○ Yes	◉ No
Is there a Common Claim Tie-in?	○ Yes	◉ No
Select Policy Number		
Previous Policy Number:	KB 0225485	
Use previous: ◉	KB 0225485 10	
Use new: ○	GET NEW NUMBER	

- **Billing Method*:***

  Is Broker or Tabs Billing.

  - *Broker Billing* is scheduled in WINS to print a bill. The evening that the account was booked. Bill will be mailed and HFP will be responsible for collection.
  - *Tabs Billing* goes through Hartford's main office. This is used when a policy holder has multiple policies with Hartford. Hartford's home office will send one bill instead of multiple bills for various policies.

  Billing Method: Broker Tabs

Create Binder Letter

Click the *Create Binder Letter* button to generate a standardized binder letter. Fill in any fields that need attention.

If you are with the Technology Practice:

- Click the *eFile* button after the letter is complete to *e*File the document. You may then save the letter as desired.

All other Departments:

The process to attach PDF versions of the endorsements that appear on the quote and binder letters has been changed and enhanced. When creating quote or binder letters, a new star will appear in the lower right hand corner of your screen.

Please read this document carefully.
This temporary and conditional Quote of Insurance contains time sensitive requirements to bind coverage.

THE HARTFORD
3000 Internet Blvd., Suite 600
Frisco, TX 75034

DATE: 02/18/2010

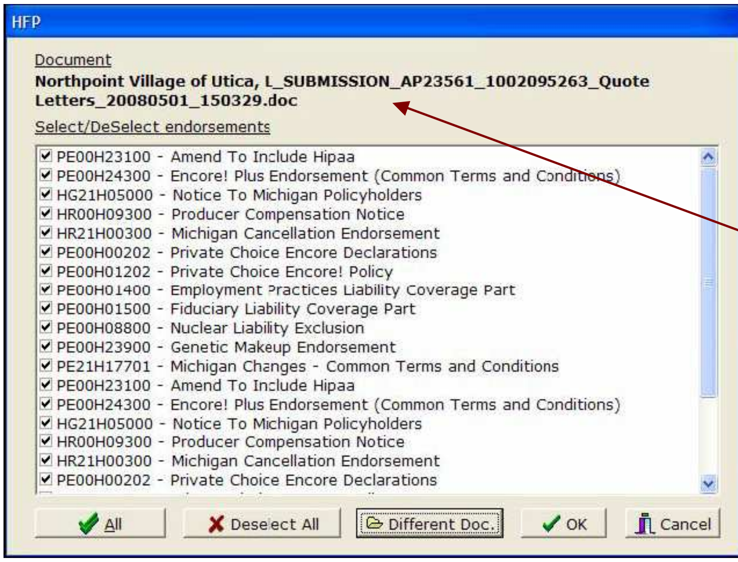
HARTFORD FINANCIAL PRODUCTS	
TO: Agent's name	**FROM: Underwriters name**
FIRM: Agency Name **ADDRESS:** Agency Address **CITY/STATE:** Agency City, State **EMAIL:** Agents email Address **TEL:** XXX-XXX-XXXX **FAX:** XXX-XXX-XXXX **TOTAL PAGE(S):** 9	**Department Name** **CITY/STATE:** City and State that you are located in **EMAIL:** Your email address **TEL:** XXX-XXX-XXXX **FAX:** XXX-XXX-XXXX

Re: Name of the Insured
Renewal/New – Department Name

Dear Agnet Name,

Based upon the information provided regarding the above captioned account, we are pleased to provide you with the following temporary and conditional Quote for Insurance on behalf of the [Writing Company name]. Twin City Fire Insurance Company is a member of The Hartford Insurance Group and is rated A (Excellent), XV ($2 billion or more in capital and surplus and conditional reserves) by A.M. Best.

10:08 AM

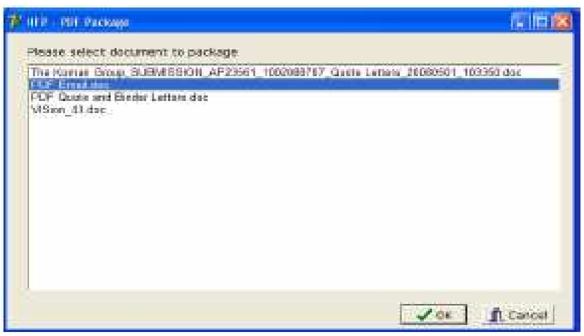


Double click on the star and a list of endorsements will display. These are the endorsement forms that were selected previously in VISion.

If multiple Microsoft Word documents are opened, ensure that the document listed is the document that you intend to PDF by looking at the document name.

Choose the forms that you would like to be attached to either the quote or binder letters and click OK. Or select Different Doc. to switch to a different document.

Select the new document that you would like to PDF and email the click OK.



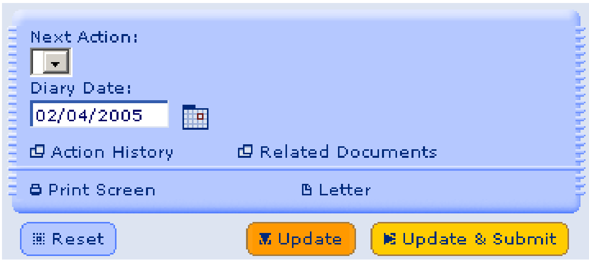
A pop-up box will appear with the producer contact name and e-mail address pre-populated and the ability to cc: this e-mail to another recipient. If desired, these letter/forms can be e-filed and/or saved to your H:\Drive by checking the appropriate check box on the left hand side of the pop-up box. When eFiling you are required to enter in the eFile description.

Once the .PDF has been created the Microsoft Outlook client will open and automatically attach a copy of the .PDF. A standard letter is also created; this text can be modified if desired.

The Underwriter's name and phone number will appear on the bottom of the email.

Your current status is Bound. To change this account to Booked, please click the Update & Submit Button

After the Binder Letter has been eFiled and emailed it to the agent. Go back into VISion and Click *Update & Submit* to save the information on the *Create Binder* screen and advance to the *Book/Billing* Screen. This will also change your account status from Bound to Booked.



Remember to click **Update & Submit** to save your changes and move to the *Book/Bill* Tab.

What is Booking?

Booking is creating a corporate policy record in the WINS system.

Summary of Key Data

Please review the following information prior to completing the booking of this account.

PREMIUM AMOUNTS	
Gross Written Premium	$ 24,577
Treaty Reins Written Prem	$ 6,144
Fac Reins Written Prem	$ 0
Net Written Prem	**$ 18,433**
COMMISSION AMTS	
Gross Commission Pd (Producer)	$ 3,687
Treaty Reins Commission Rcvd (HFP)	$ 1,659
Fac Reins Commission Rcvd (HFP)	$ 0
Net Commissions	**$ 2,028-**
Net/Net Dollars to HFP	**$ 16,405**
Surcharge	**$ 221**

Insured Name GRAYHAIR SOFTWARE, INC.
Name displays as GRAYHAIR SOFTWARE, INC.
Address C/O COM-PAK SERVICES 365 NEW ALBANY RD
MOORESTOWN NJ 08057
Policy TE 0262033 **Policy Type** New **Previous Policy #** N/A
Ticker N/A **Billing Method** Broker **Layer Type** Primary
Paper Hartford Fire Insurance Co. **Company Type** Private Company
Producer Johnson Kendall & Johnson Inc
Address 109 Pheasant Run, Newtown PA 18940
UPDATE INSURED INFORMATION

- The Summary of Key Data is a summary of the account's direct and ceded premium, commission amounts, a total of both, the net premium to HFP and surcharges. If any changes needs to be made prior to booking, navigate from screen to screen via the *tabs* using the *Update & Submit* button.
- Review the Insured's name as this is what will be printed on the Declaration Page of the Policy. If there are any changes that need to be made. Make them at this time.

> If $0 appears in the Treaty Reinsurance column, this will happen if the treaty negotiation is not yet complete as of the effective date of the policy. The policy cannot be booked.

Booking Instructions

Booking Instructions
Please complete the following in order to generate a bill and complete booking of this account:
Insured Type: Corporation
Industry Class: Emerging Markets
Industry Subclass: Services - Misc
ISO Class Code: 073117 - Brokers
Territory Code: 0070240 - Syosset, Nassau
Tax Territory Code: New York City
Billing Method: Broker Tabs
Select Payment Plan: Prepaid

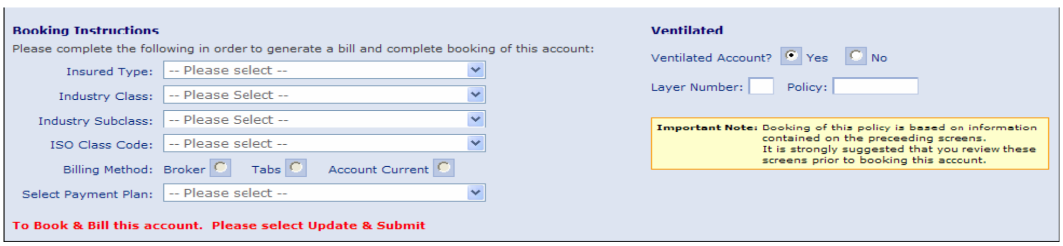
- **Insured Type:** Choose the applicable *Insured Type* from the drop-down list.
- **Industry Class:** The *Industry Class* will default to the appropriate selection based upon the department previously selected.
- **Industry Subclass:** Choose the applicable *Industry Subclass* from the drop-down list.
- **ISO Class Code:** Choose the applicable *ISO Class Code* from the drop-down list. The *ISO Class Code* describes the nature of the insured's business.
- **Territory Code:** The *Territory Code* field appears and is required based on the *ISO Class Code.*
- **Tax Territory Code:** The *Tax Territory Code* field appears for states that require a surcharge.
- **Billing Method:** Select if the account is *Broker* billed or *TABS* billed. If *TABS* is selected, an *HIG TABS Number* is required. The Billing Method is selected on the Binder screen.
- **Select Payment Plan:** Choose the appropriate *Payment Plan* from the drop-down list.

Ventilated Account? Answer Yes or No. If your answer is Yes enter in the Layer

A streamlined process has been put into place for processing Ventilated polices. This new process was designed to provide better insight into individual layers and related policies and to cut down on the time spent creating duplicate submissions. Ventilated polices will now be more easily tracked and identifiable.

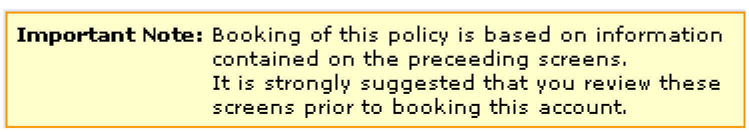
A new required field for Ventilated Policies has been added on the Account Summary and Book/Bill Tabs. The default value for the ventilated is question is No. By simply clicking Yes, the system will guide you through process. Listed below is a set of instructions outlining how to use the Ventilated Account feature.

On the Book/Bill Tab if Ventilated "Yes" is selected a related policy number will need to be entered. This will be populated if you use the "Add ventilated Layer" button on the Account Summary screen. If you did not, then you need to manually update this field. If the policy layer is 1, the policy number will be the same and will not be required in the Ventilated section by VISion. If the layer is 2 or greater VISion requires that a policy number to be added in the Ventilated section.



***Note the icon to the left of the insured name. This icon identifies that a policy is ventilated and indicated the layer.

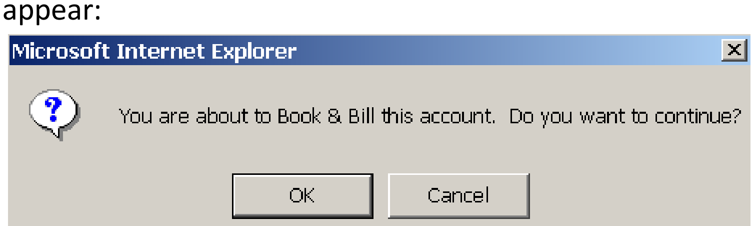
Important Note



It is important that all information is verified before you *Update & Submit* to book an account. Once *Update & Submit* is selected, all tabs except for *Issue Policy* will be locked.

If you prefer to *only* save the data entered on the *Book/Bill* screen without booking the policy or advancing to the *Issue Policy* screen select Update.

After clicking *Update & Submit* from the *Book/Bill* screen, the following message will appear:



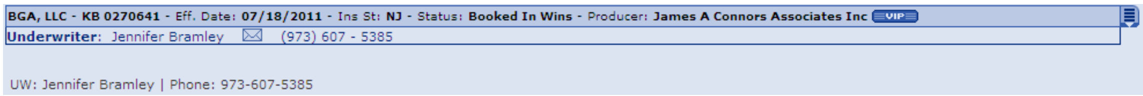
This is your last chance to make any changes before the information is booked in WINS.

Once *OK* is selected, all tabs will be locked except for the *Issue Policy* screen. Selecting *Cancel* will allow you to go back to any screen and edit information.

What is Issue Policy?

Policy issuance is the drafting, reviewing, printing and mailing or emailing of the actual insurance contract.

The Underwriter's name and phone number will be under the Insured banner.



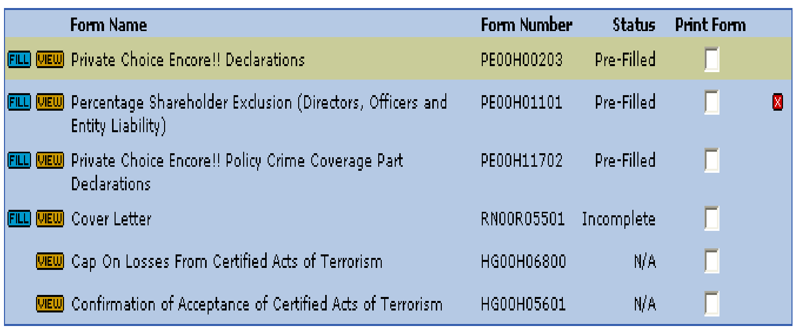
Send To HFPExpress

If your department is supported by HFPExpress, you will see the "Send to HFPExpress" button. Click the HFPExpress button and this will automatically forward to issuance task to the HFPExpress work queue. You will then be returned to VISion's main menu. If the policy is a rush policy, you must click the Set High Priority checkbox. This will send it to the queue and will mark it as a priority.

Completing the Issuance Tasks Yourself

Step 1:

Policy Form Review and Fill-in



	Form Name	Form Number	Status	Print Form
FILL VIEW	Private Choice Encore!! Declarations	PE00H00203	Pre-Filled	
FILL VIEW	Percentage Shareholder Exclusion (Directors, Officers and Entity Liability)	PE00H01101	Pre-Filled	
FILL VIEW	Private Choice Encore!! Policy Crime Coverage Part Declarations	PE00H11702	Pre-Filled	
FILL VIEW	Cover Letter	RN00R05501	Incomplete	
VIEW	Cap On Losses From Certified Acts of Terrorism	HG00H06800	N/A	
VIEW	Confirmation of Acceptance of Certified Acts of Terrorism	HG00H05601	N/A	

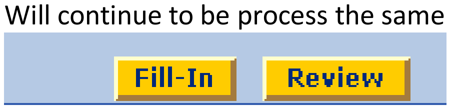
This screen will be available to both Underwriters that are completing the issuance tasks themselves as well as UAs who have had the issuance tasks forwarded to them.

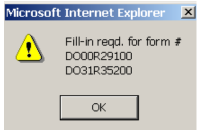
- **Policy Forms:** All optional forms that are to be attached to the policy will be listed in the forms box. When you see the FILL button this is a indicator that the endorsements needs information to be entered. Click *FILL* button to complete the endorsement. Click *VIEW* to view a form. If in the Status Field *Pre-Filled* appears to the right of a form, click *FILL* to review the fill-in information that was on last years policy. If the endorsement doesn't need to be updated, select complete. All endorsements have to have the completed status in-order for the policy to be emailed to the agent.

For all endorsements that require a fill in: Please either fill the endorsement in or send your email to HFPExpress so that the Coordinator can complete the endorsement for you.

For Thunderhead accounts

Will continue to be process the same way as they have in the past. Click the Fill-In.



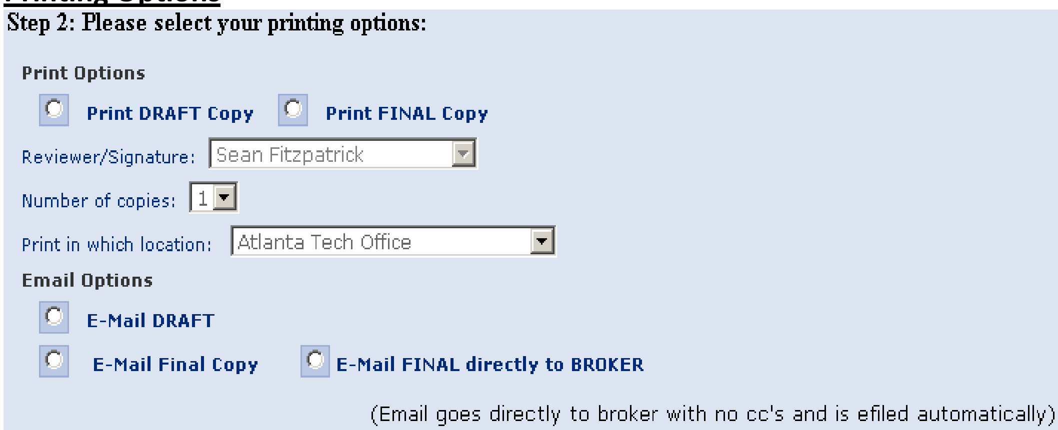


This pop-up will appear if the status of any form is

- **Manuscript Endorsements**: Any and all manuscript endorsements may be selected from the list. In order for a manuscript endorsement to appear on the list, it first must be created in the WINS/WORD program. ***For Thunderhead policies all manuscript endorsements must be automated before they can be added to a policy. You can not use the old GU207 process.***

Step 2:

Printing Options



- Select the type of policy you wish to print; *Draft Copy* or *Final Copy*. The only difference between the two is that a draft copy includes a draft watermark.
- Select the **Review/Signature:**
- Select the number of copies you wish to print by clicking on the drop-down arrow.
- Select the location in which you wish to print the policy. The printer location defaults based upon your department and location.

Email Options

Email Final Policy to Broker

VISion has the ability to allow final policies to be emailed directly to the agent/broker. This email goes directly out and will no longer go to the processor to be forwarded out to the producer.

- The email that goes out gets sent to the broker with no cc to the underwriter,
- A copy of the email that went out along with the attached policy is automatically stored in the Hartford Policy folder of eFile.

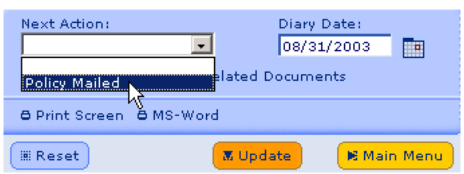
- The cover letter gets removed from this communication with the exception of the Incomplete Underlying Cover letter manually added to Excess policies..
- Additionally, when you email the final copy directly to the broker, you will no longer have to change the status on the account to MAILED. The system will automatically update the mail date and status for you.
- The system will generate a Mailed Date for this account automatically.

****** If the e-mail address is not correct on the account then the Underwriter will receive the notice that the e-mail was not deliverable. They must then obtain the new email address and update the system with it and request a duplicate copy of the policy to be sent to the new contact.******

Click the 

Removing from Active Inventory

Once a policy is physically mailed or emailed, it is very important that the account is closed out in VISion. For accounts that do not utilize the "Email Final Policy to Broker" function, you must go back in the accounts and change the status to *Policy Mailed*. Don't forget to *Update* so the status change will be saved.



Once the status is manually updated to MAILD, three things will happen:

- The account will be removed from your *Active Inventory* and appear in *My Book of Business*.
- The policy will be automatically eFiled into the Hartford Policy folder but without any cover letter that may have gone out if it was manually emailed to the broker. In this case you will need to eFile the entire email that went to the broker separately as proof that the policy went out via email..
- The policy will be sent to *IDARS*. IDARS is the Policy eFile System that some brokers have access to through the EBC (**E**lectronic **B**usiness **C**enter).

Remember, until the status is updated to *Policy Mailed*, none of these events will take place.

Policy Cancelled Flat Before Mailed

If a policy has been booked, and you would like to cancel it *before* it has been mailed, select *Policy Cancelled Flat Before Mailed* from the *Action Box,* then select *Update*. The account will change to CNCFT status and appear in your *My Recent Dead Files*. This does not actually cancel the policy in WINS. You must send a transaction request to the Complex Transaction team to have that processed separately.

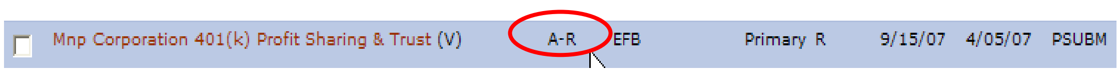
Auto-Renewals

Underwriters and Coordinator can quickly identify renewal submissions and issue quote letters, binder letters and policies utilizing Auto-Renewal in VISion. The Auto-Renewal option is a streamlined process for accounts that fall under the category of "auto-renew" or "A-R" auto-renewals are generally defined as an account that has no changes and does not need to be re-underwritten.

When using auto-renewals, VISion will automatically re-rate the account with the current rate plan. It will also rate coverage(s) that do not appear on the expiring policy on an individual basis, determine if any endorsements on the expiring policy have been replaced by a newer version or are no longer valid and verify that all required information exists.

Active Inventory

120 days prior to the expiration date, a renewal submission (A-R) will be created in the *Active Inventory* as long as there have been no claims made and the renewal meets A-R qualification criteria See *Appendix I.* VISion will pull forward all expiring information. To identify an A-R, an A-R will appear next to the insured name within the Active Inventory view.



Auto-Renewal

To be able to process renewals across the organization (including field Underwriters and auto-renewal Underwriters) more efficiently by reducing touch points and streamlining the workflow for qualifying accounts. Underwriters will be able to focus on Standard renewals and Coverage changes on auto-renewal accounts. The renewal underwriters will be able to focus on: Quoting, Booking & Issuance, referrals to underwriters, researching changes from previous years, changes to rate and forms changes.

This document will outline the changes in two sections one for the Underwriters and the other for the auto-renewal teams. Within both sections you will see that the Account Summary, Quote Tab and Tools have changed.

AUTO RENEWAL:

Any time that you click on the name of the Insured from your Active Inventory, the validation will run. If the Account passes all of the validation for Auto Renewal, you will be taken to the Rating Screen.

This is showing you all of the reasons the account did not pass the system validation for bringing it right to the rate screen. This does not mean it is out of auto-renewal. It merely indicates the fields you must answer to have the system rate the account. Once you have completed the Underwriters worksheet and update and submit to the Rating tab.

Once you click Okay, then you will be on the Underwriter worksheet.

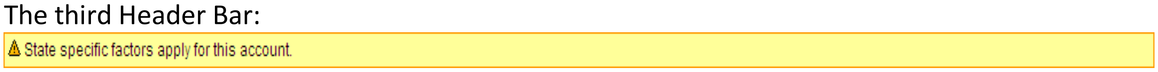
The First Header Bar:

- Insured Name,
- Submission number or Policy Number
- Effective Date
- Insured Sate
- Status of the Submission
- Producer name and if they are a Platinum, Gold or VIP Agent level.
- AccounTag click 

The Second Header Bar:

Current Underwriter, email and phone number; and the current Broker, email and phone number is displayed. By clicking on the envelope you will be able to email either one directly from this screen.

The third Header Bar:



Directly above the renewal Information button you will see a **Yellow Bar** if the account is Auto-Renew or if the Insured is in a State specific state.

Once you have clicked open you will be able to see more information about last year's policy, starting from the Top left hand side working down each column

- **Previous Insured**: Name of the Insured as it was on last years policy
- **Expiring Period:** Term of the prior year policy
- **Limits:** Limits of the previous policy
- **Paper:** Writing Company of the previous policy
- **Watch List:** If an account has been or is on the watch List the reason will be listed here.
- **Optional Forms:** List all of the optional forms that was on last years policy

- **Previous Policy:** Previous policy number
- **Written Since:** the first year we wrote this account
- **Retention:** Last year's retention
- **Attachment Point:** For excess accounts, our attachment point
- **Loss Ratio:** Calculation of the losses that we have had on the account
- **Commission:** Last year's commission
- **Total Inc. Losses:** Total amount of losses
- **Outst Rec:** Outstanding Receivables
- **Exp Booked Prem:** Shows the expiring premium that was booked last year
- **Exp FT AP/RPs:** Shows premium for all full term endorsements
- **Exp PT AP/RPs:** Shows premium for all mid term endorsements
- **Annualized:** Shows the total of the Expiring Premium plus any additional full term and mid term endorsements annualized for 12 months.

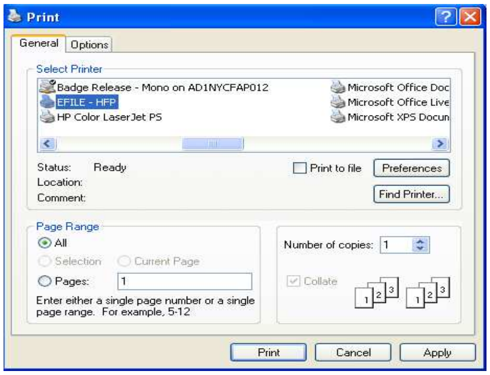
Get RAS Information: The RAS (Renewal Analysis Screen) Information compares prior year data while the account is open in VISion. This screen will give you the

- **Initial Booking** – Display coverage details when the account was originally booked
- **Subsequent Transactions** – Display coverage details of any midterm endorsements that added coverage or premium.
- **Current View** – Display coverage details of how the account is currently being underwritten.

Waggoner Construction, Inc. KB 0251700 - Effective: 06/30/2011 print screen

	Initial Booking	Subsequent Transactions	Current View
ACCOUNT INFORMATION			
Producer Info	Agent #: 80588 Contact #: 00001	Agent #: 80588 Contact #: 00001	Agent #: 80588 Contact #: 00001
	Idfbkdx Ekgmooaffy	Idfbkdx Ekgmooaffy	Idfbkdx Ekgmooaffy
	Mfkgmooaffy@gcydfxva-Evkqu.Ckg	Mfkgmooaffy@gcydfxva-Evkqu.Ckg	Mfkgmooaffy@gcydfxva-Evkqu.Ckg
	Tel. (843) 082-7888 Ext.	Tel. (843) 082-7888 Ext.	Tel. (843) 082-7888 Ext.
Address 1	135 Bentz Mill Road	135 Bentz Mill Road	135 Bentz Mill Road
Address 2			
City, State, Zip	East Berlin,PA,17316	East Berlin,PA,17316	East Berlin,PA,17316
Commission %	17.50%	17.50%	17.50%
Billing Method	Broker	Broker	
Rate Version/Subversion	ENC200900/00	ENC200900/00	ENC200900/01
Total Revenues (In Thousands)	$45,446	$45,446	$45,446
Assets (In Thousands)	$20,758	$20,758	$20,758
SIC	1629	1629	1629
GENERAL INFORMATION			
NAIC	238900	238900	238900
Combined Aggregate Limit	$1,000,000	$1,000,000	$1,000,000
IRPM			
Financial Condition			
Quality of Management/Principals	-2.12	-2.12	-2.12
Merger/Acquisition			
Other			
DIRECTORS & OFFICERS			

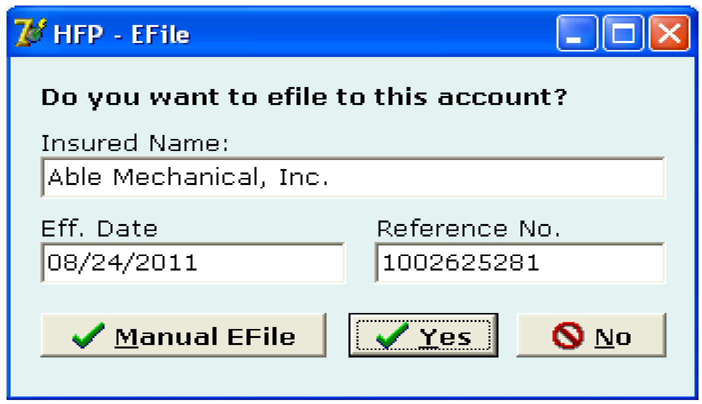
If there are no changes from the Initial Booking through today then every column will be the same. If there were changes mid-term then you will see that the Subsequent Transaction will indicate these changes.



Once you have viewed the RAS screen, if you want to eFile it, you will have to eFile it. Click Print Screen and select EFILE-HFP.

Select: EFILE – HFP
Click Print

Click Yes to eFile.



If the account is eligible for Auto-renewal then you will see the below tool bar.

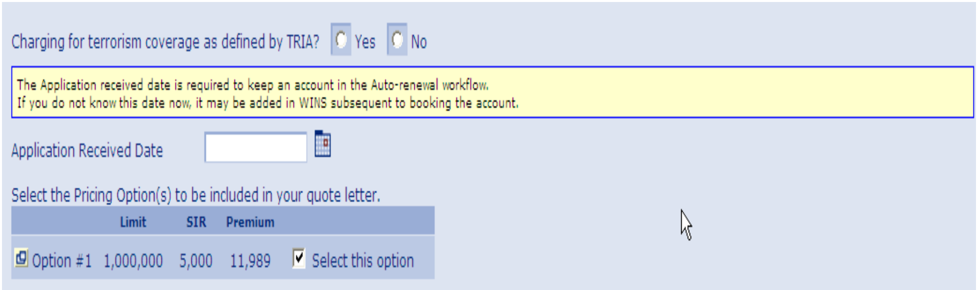
- **Auto-renewal Underwriters** will tell you who is the renewal underwriter, their phone number and by clicking on the envelope you will be able to send an email from this screen.
- **Time left in A-R** tells you how much longer the account can remain as an Auto renew Account. This will show years and if it is less than 1 year display months.

  Rounding rules:

  c. If greater than or equal to .5 round up
     - i. Example: 1 year 5 months will display " Time left in A-R 2 years"
     - ii. Example: 1 year 11 months will display " Time left in A-R 2 years"

  d. If less than .5 round down
     - i. Example: 1 year 3 months will display " Time left in A-R 1 year"
       Months left in A-R: Show months-" Time left in A-R 3 months"
     - ii. **Example:** 4 months will display " Time left in A-R 4 month"
     - iii. **Example:** 6 months will display " Time left in A-R 6 months"

Quote Tab



Charging for terrorism coverage as defined by TRIA? The Answer should be No.

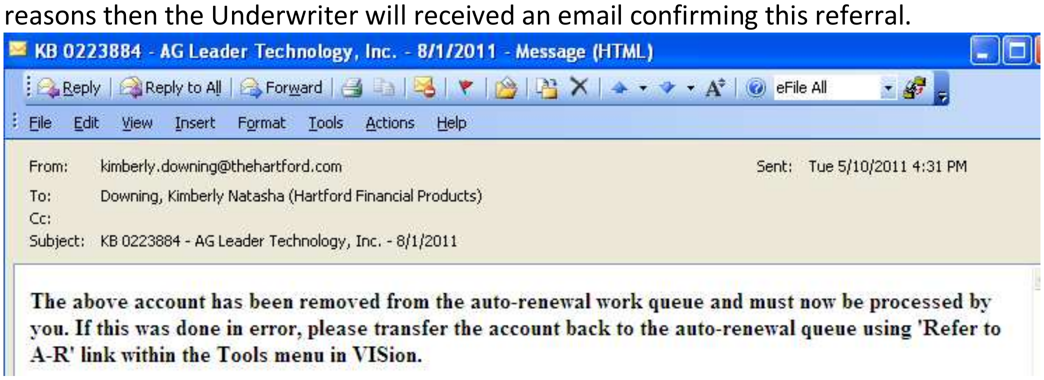
You can either type in the date or click the Calendar to come this task.

The application received date is the date used to determine if an account is in or out of auto-renewal. It is one of the tests the account must pass. Enter in the date that the application was received. The date must be equal to or less than the current date. This will allow the auto-renewal calculation to work for future auto-renewals. If the account is not auto-renewal it is best to enter in the date that the application was received. This is not a mandatory field, but is required in order to be eligible for auto-renewal next year. Per the business rule, a new application is required every 6 years.

Tools

The tools menu will now display in group order the groups are **Auto Renewal, General Tools, Research, Underwriting, and VISion Help**.

- **Auto Renewal:** (Will only show if this account is an Auto Renewal Account)
  - **Refer to UW –** When an account has been referred to the Underwriter for whatever reasons then the Underwriter will received an email confirming this referral.



  - **Refer to A-R** – Account has to be opened in order to **Refer to A-R** from the tools menu.
  - **Remove from A-R** –You will receive a warning message reminding you that you are removing this account from Auto-renewal. Using this option will remove the account from auto-renewal process until next year. You can not undo this once it has been done.
- **General Tools:**

  - **Launch MS-word**
  - **HFP Blank Letter**
  - **Launch manuscript endorsements**
  - **My Inventory Columns**
  - **Spell Check**
- **Research:**
  - **Factiva**
  - **Nexis**
  - **Zacks**
  - **Aggregation monitor**
  - **Company relationships**
  - **SIC Code Lookup**
- **Underwriting:**
  - **File Room**
  - **Prorata Calculator**
  - **Watch List**
- **VISion Help**

Primary accounts only

All Departments

- Limits less than or equal to $3,000,000
- Employee count less than or equal to 500 for target classes
- Employee count less than or equal to 250 for difficult classes
- No hazardous classes
- No claims in the past 2 years with the exception of claims that are closed with no money paid

Directors & Officers (DNO)

"Percentage Excludable" cannot be less than 90% OR one of the following must be checked YES:

- Family Exclusion
- Percent of Shareholder Exclusion
- Full Securities Exclusion
- Financial Condition IRPM Mod cannot be > 1.05

Employment Practices (EPL)

- Harassment Policy AND Discrimination Policy must both be YES
- Class Action Exposure Modifier must be answered NO
- Layoffs Current Year / Total Employees must be < 20%

Fiduciary (FID)

- "Under Funded Defined Benefit Plans" cannot be YES
- "ESOP" cannot be YES
- Plan Assets must be < $50,000,000
- Employer Securities question cannot be YES
- High Risk Investments cannot be YES
- Investments in private equity hedge funds cannot be YES

(KNR)

- "Has there been a kidnapping extortion or detention incident in the last 3 years" cannot be YES
- "Has there been any threat or attempt at a kidnapping extortion or detention in the last 3 years" cannot be YES
- "Are any of the proposed insured likely kidnapping prospects because of business, outside interests or other activities" cannot be yes
- Amend Extortion Threat endorsement must be YES
- if "Are any operations to be insured involved in the production of food beverages, pharmaceuticals, oil, gas or in the mining business (including toothpaste, mouthwash, etc)" is YES
- "Details of Foreign Travel" cannot be A
- "Details of Foreign Locations" cannot be A

Crime

- Foreign Exposure cannot be SIGNIFICANT if revenue is < 20mm
- Foreign Exposure cannot be SIGNIFICANT or MINIMAL if revenue is >= 20mm
- Disbursement & Check Handling Controls cannot be LESS THAN ADEQUATE
- Purchasing Inventory & Vendor Controls cannot be LESS THAN ADEQUATE
- Computer Security/Wire Transfer Controls cannot be LESS THAN ADEQUATE
- Audit Controls cannot be LESS THAN ADEQUATE
- Pre-Employee Screening/Background Checks cannot be LESS THAN ADEQUATE
- High Value Inventory/Processing Materials cannot be SIGNIFICANT
- Unusual Location Characteristics cannot be SIGNIFICANT

Crime*SHIELD*

- Mercantile CrimeShield only
- No third party
- Add schedule Excess Limit of Insurance cannot be YES
- Include Personal Accounts should not be YES hazardous classes