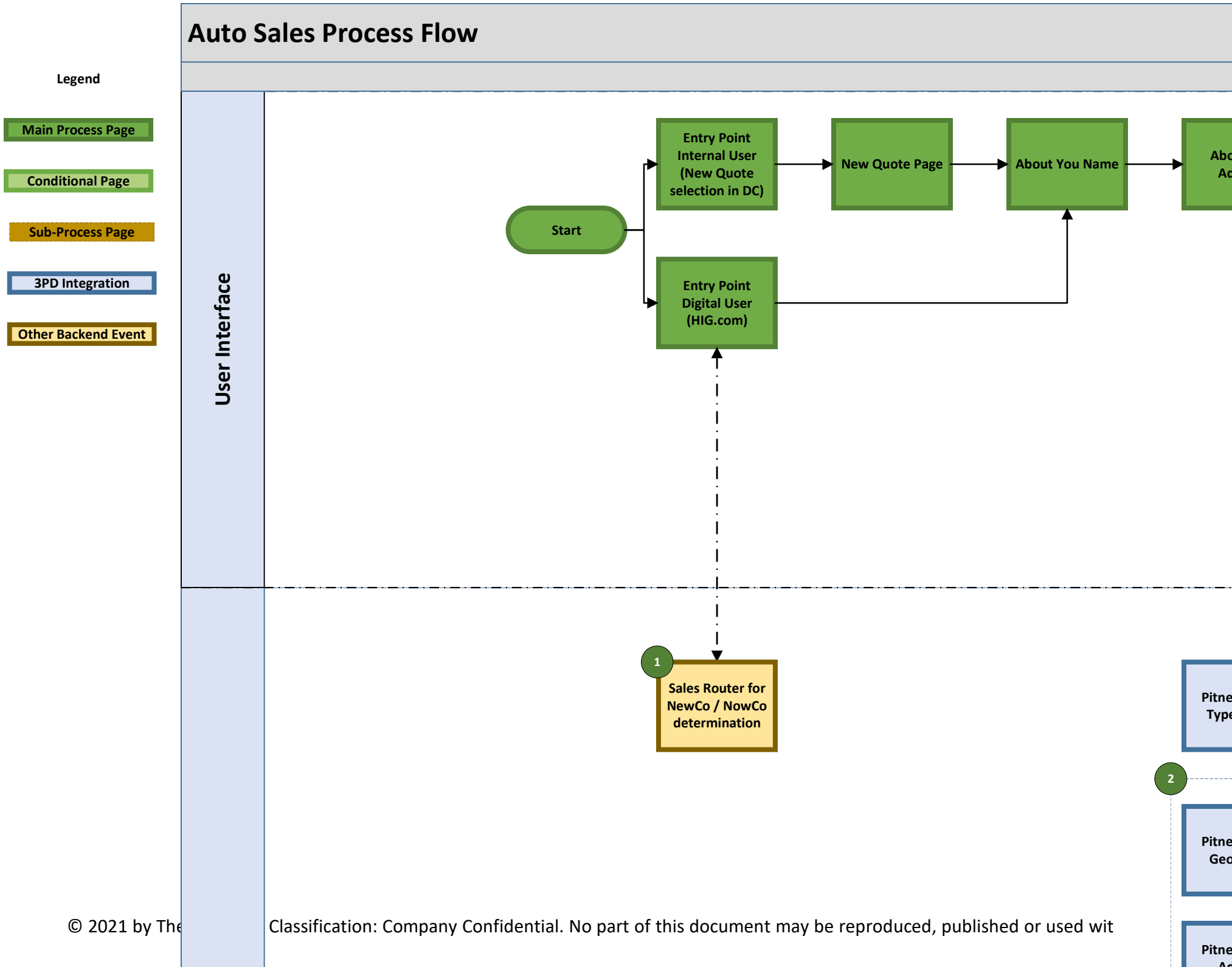
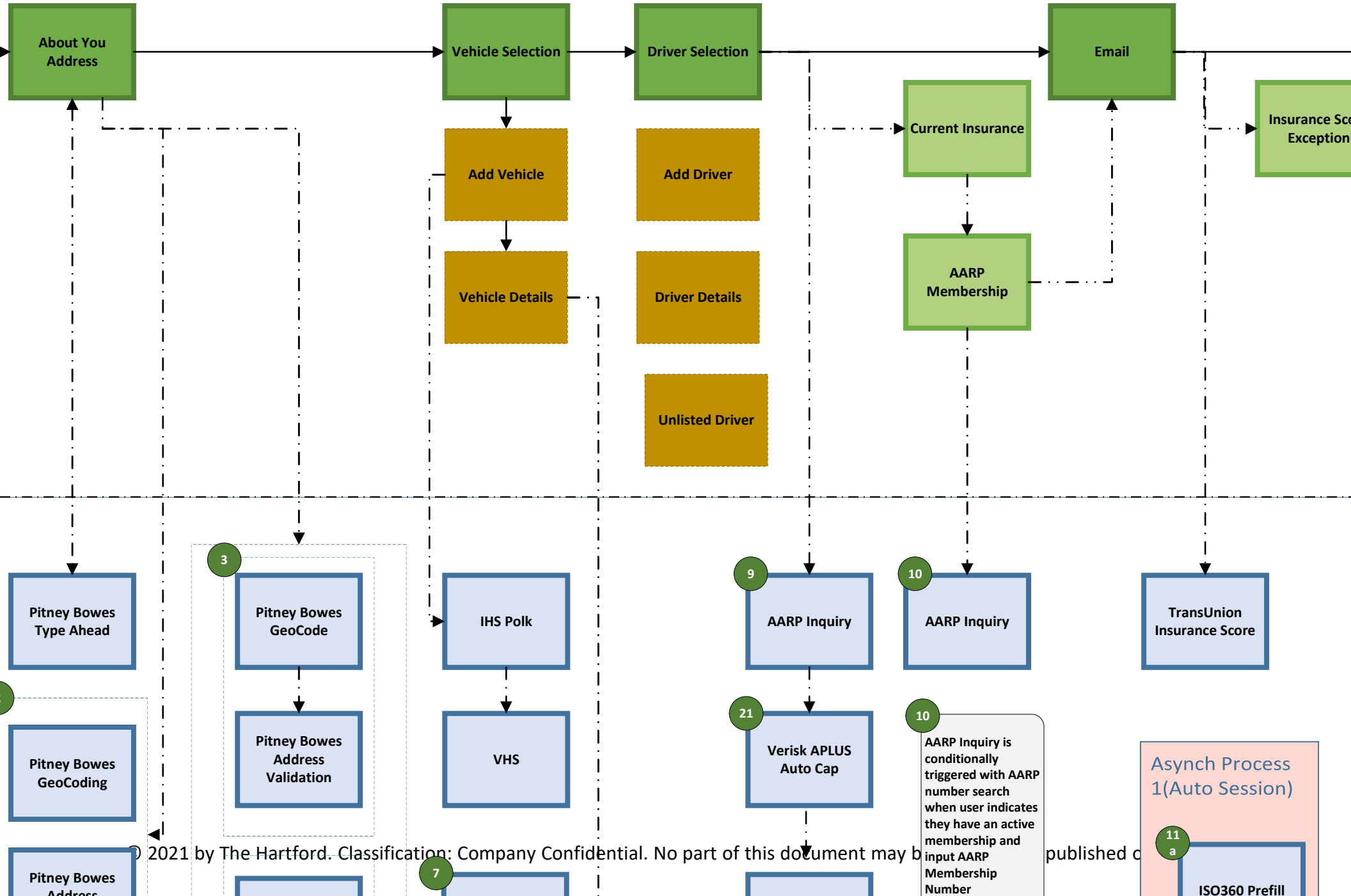
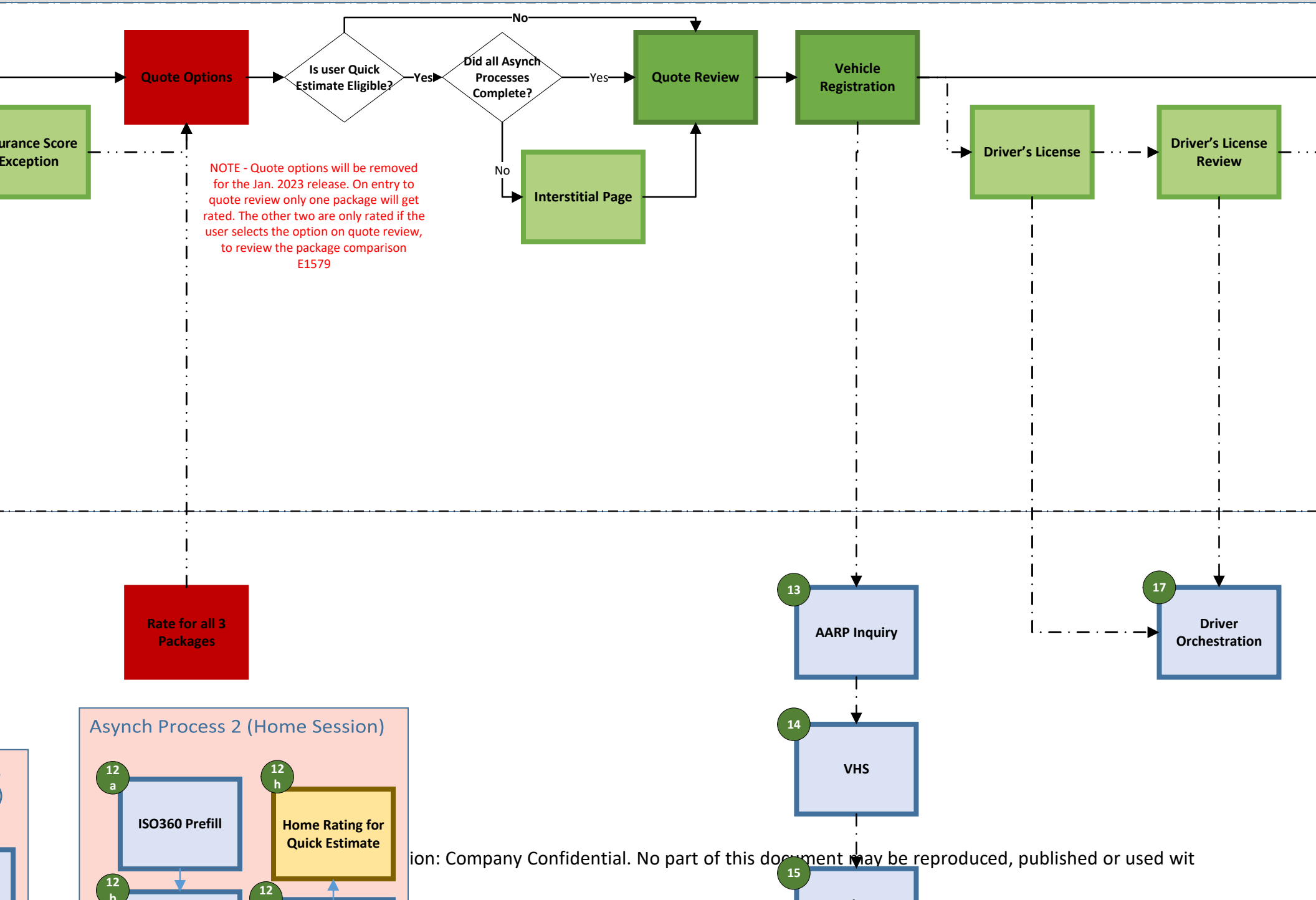
Auto Sales Process Flow



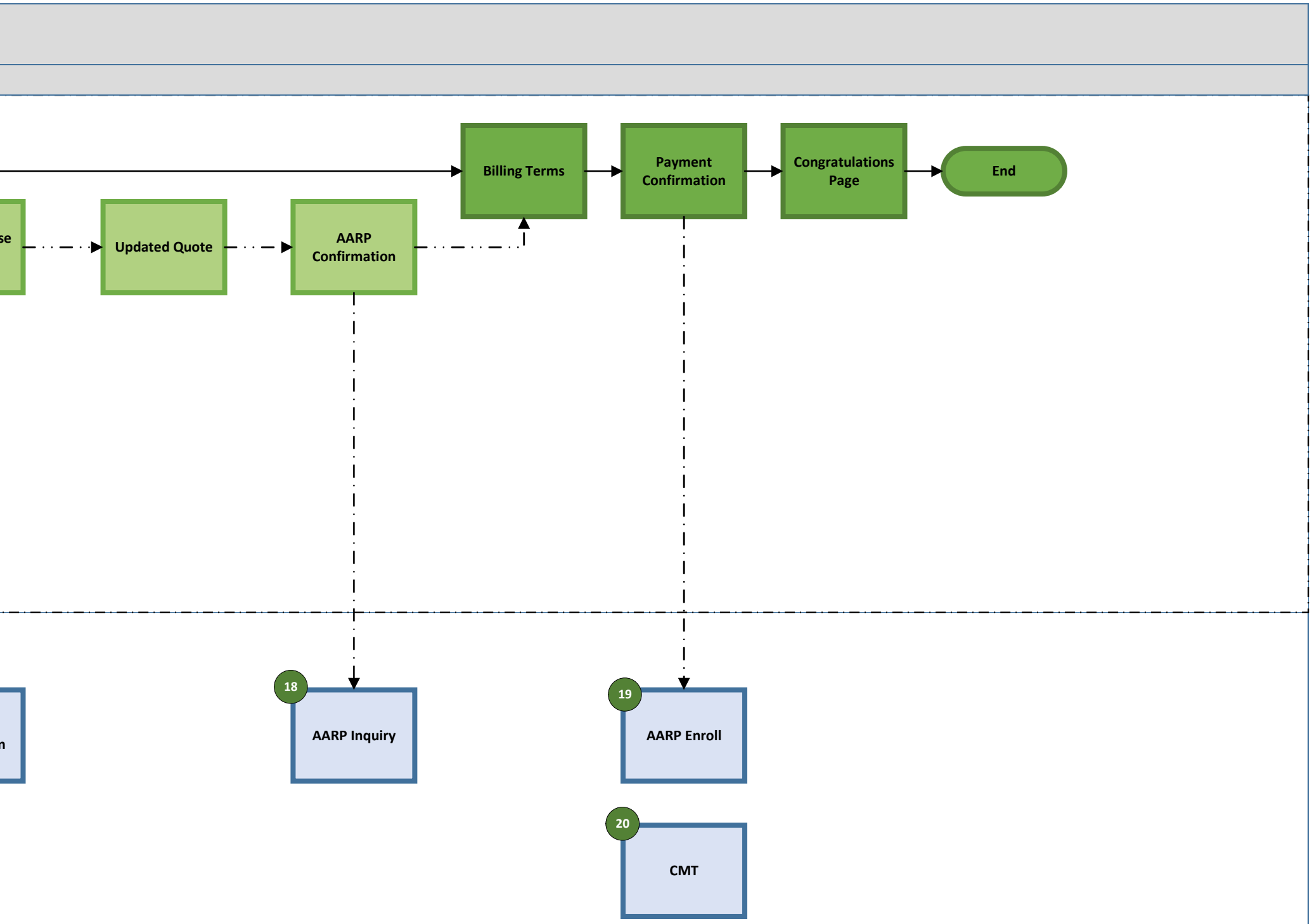
© 2021 by The Classification: Company Confidential. No part of this document may be reproduced, published or used wit



© 2021 by The Hartford. Classification: Company Confidential. No part of this document may b published c



ion: Company Confidential. No part of this document may be reproduced, published or used wit



© 2021 by The Hartford. Classification: Company Confidential. No part of this document may be reproduced, published or used wit

System (Backend, 3PD)

Pitne
Ac
Vali

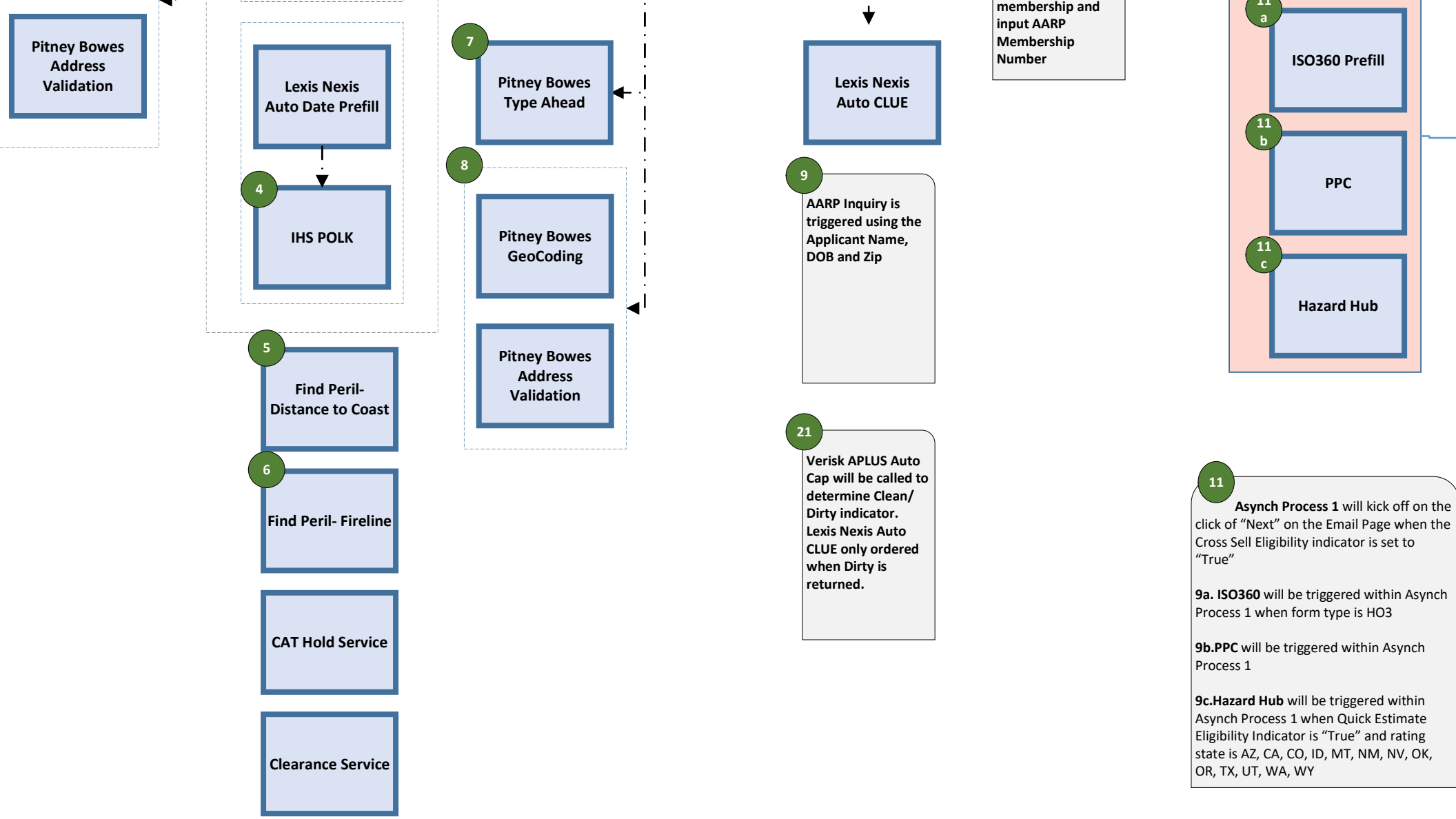
1

Sales Router will send the user to either PL (DSA) or NewCo based on the Zip Code entered on HIG.Com or Marketing Pages

2

PB Add
Validat
GeoCo
conditi
trigger
Accoun
the sel
for "Is t
mailing

© 2021 by The Classification: Company Confidential. No part of this document may be reproduced, published or used wit



11 **Asynch Process 1** will kick off on the click of "Next" on the Email Page when the Cross Sell Eligibility indicator is set to "True"

9a. ISO360 will be triggered within Asynch Process 1 when form type is HO3

9b.PPC will be triggered within Asynch Process 1

9c.Hazard Hub will be triggered within Asynch Process 1 when Quick Estimate Eligibility Indicator is "True" and rating state is AZ, CA, CO, ID, MT, NM, NV, OK, OR, TX, UT, WA, WY

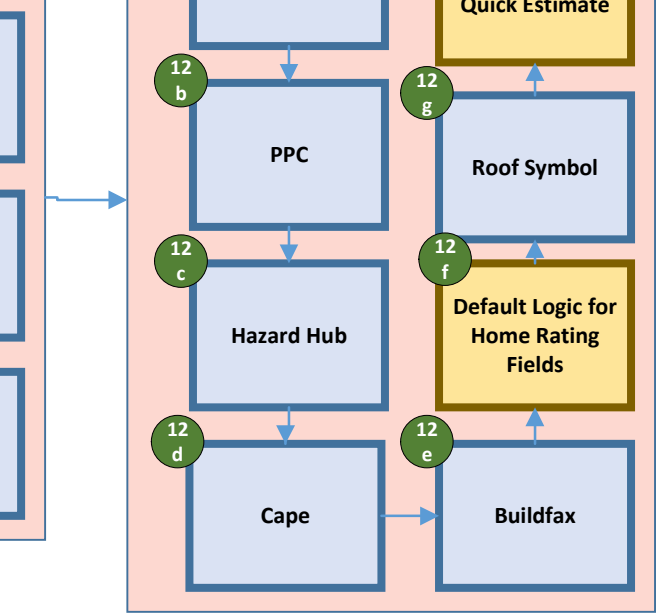
2 PB Address Validation and GeoCode is conditionally triggered for the Account Address on the select of "No" for "Is this also your mailing address?"

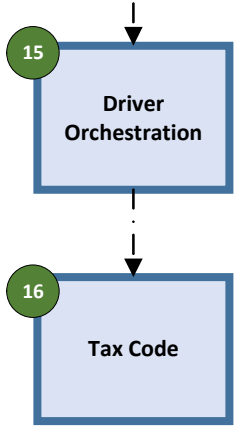
3 PB is conditionally triggered for the Account Address when the user indicates it is the same as the Mailing Address, else triggered for the Mailing Address input by the user

7 PB Type Ahead is used for any new garaging address input

8 PB Geo and Address Validation is called for any new garaging address

© 2021 by The Hartford. Classification: C dential. No part of this document may be reproduced, published or used wit





off on the
when the
et to

in Asynch
3

Asynch

within
timate
rating
NV, OK,

12

Asynch Process 2 will kick off when Asynch Process 1 completes and Quick Estimate Eligibility remains as "True"

10a. System will call cached data for **ISO360** within Asynch Process 2 when form type is HO3

10b. System will call cached data for **PPC** within Asynch Process 2

10c. System will call cached data for **Hazard Hub within Asynch Process 2** when rating state is AZ, CA, CO, ID, MT, NM, N, OK, OR, TX, UT, WA or WY

10d. System will call **Cape** within Asynch Process 2 when form type is HO3 and state is eligible* for Cape call

10e. System will call **Buildfax** within Asynch Process 2 when form type is HO3 and state is eligible* for Buildfax call

10f. System will apply **Home Rating Default Logic** to unknown required Home Rating fields within Asynch Process 2 when Cape & Buildfax responses are received (if applicable). If Cape or Buildfax are not called, default logic will run after ISO360, PPC & Hazard Hub cached calls are complete.

10g. System will call **Roof Symbol** within Asynch Process 2 when form type is HO3 after Home Rating Default Logic completes

13

AARP Inquiry is conditionally triggered using the Applicant's Name, DOB and Zip when the stored AARP Status is anything other than Active

14

VHS is conditionally

17

Driver Orchestration is conditionally triggered from the Drivers License page based on the input of any missing DL info, and conditionally triggered from the Driver's License Review page based on the user

© 2021 : Company Confidential. No part of this docum may be reproduced, published or used v

18

AARP Inquiry is conditionally triggered with AARP number search when user indicates they have an active membership and input AARP Membership Number

19

AARP Enroll is conditionally triggered when Membership signup or Renewal is required

© 2021 by The Hartford : Company Confidential. No part of this document may be reproduced, published or used wit

20

© 2021 by The Hartford. Classification: Company Confidential. No part of this document may be reproduced, published or used wit

input by the user

4

Polk is conditionally triggered based on the presence of vehicles returned from LN Auto Data Prefill

5

Find Peril- Distance to Coast call was added to Auto Flow for the bundle capability and will trigger on the click of “Next” on About You Address page when the state is GA, AL, CT, FL, DE, DC, MS, LA, ME, MD, MA, NH, RI, NJ, SC, TX, NY, VA, NC

6

Find Peril- Fireline call was added to Auto Flow for the bundle capability and will trigger on the click of “Next” on About You Address page when the state is AZ, CA, CO, ID, MT, NM, NV, OK, OR, TX, IY, WA, WY

Validation is called for any new garaging address input by the user

© 2021 by The Hartford. Classification: Company Confidential. No part of this document may be reproduced, published or used wit

10g. System will call **Roof Symbol** within Asynch Process 2 when form type is HO3 after Home Rating Default Logic completes

10h. System will call **Home Rating engine** after Roof Symbol response is received

***State eligibility for Cape & Buildfax calls are TBD as of 10/28 but will be documented as part of F11887 in Rally**

14

VHS is conditionally triggered when a full VIN is entered for a vehicle previously stubbed

15

Driver orchestration is conditionally triggered based on the presence of all DL data needed for all rated drivers. It is state specific
Transunion Driver Risk is triggered first based on state applicability
LN MVR will be ordered conditionally based on state applicability and/or response returned from TransUnion Driver Risk

16

Tax code lookup is conditionally triggered based on state specific applicability

triggered from the Driver's License Review page based on the user updating any existing, mismatched, DL info

© 2021 by The Hartford. Classification: Company Confidential. No part of this document may be reproduced, published or used wit

the
e
based

DL

Number

20

CMT is conditionally triggered upon policy issuance when there is a driver(s) enrolled in Telematics

© 2021 by The Hartford. Classification: Company Confidential. No part of this document may be reproduced, published or used wit

Auto Sales Process Flow

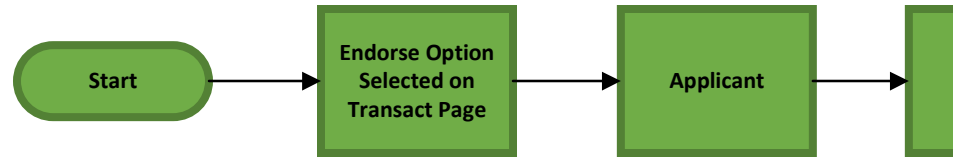
Legend

Main Process Page

Conditional Page

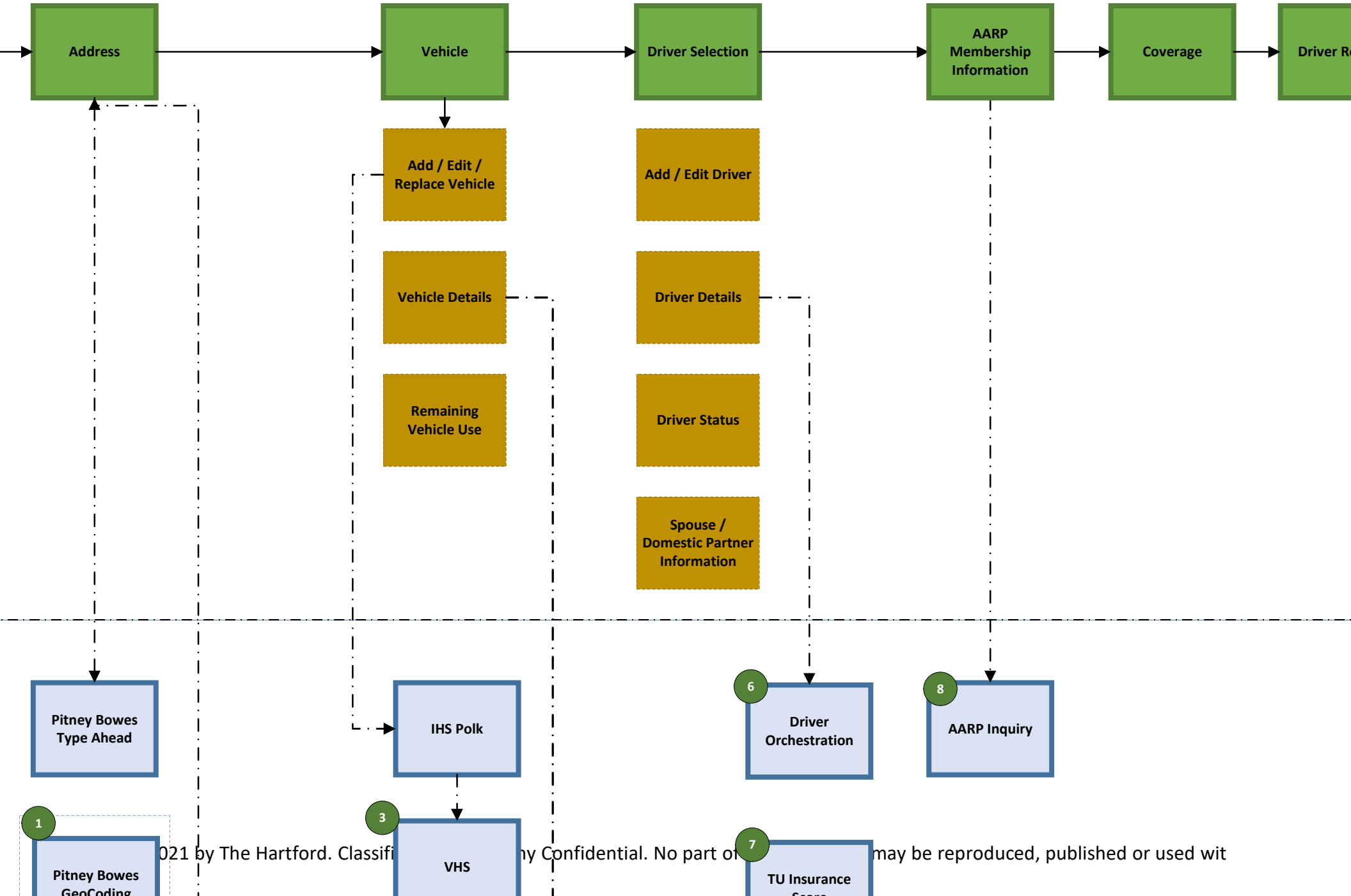
3PD Integration

User Interface

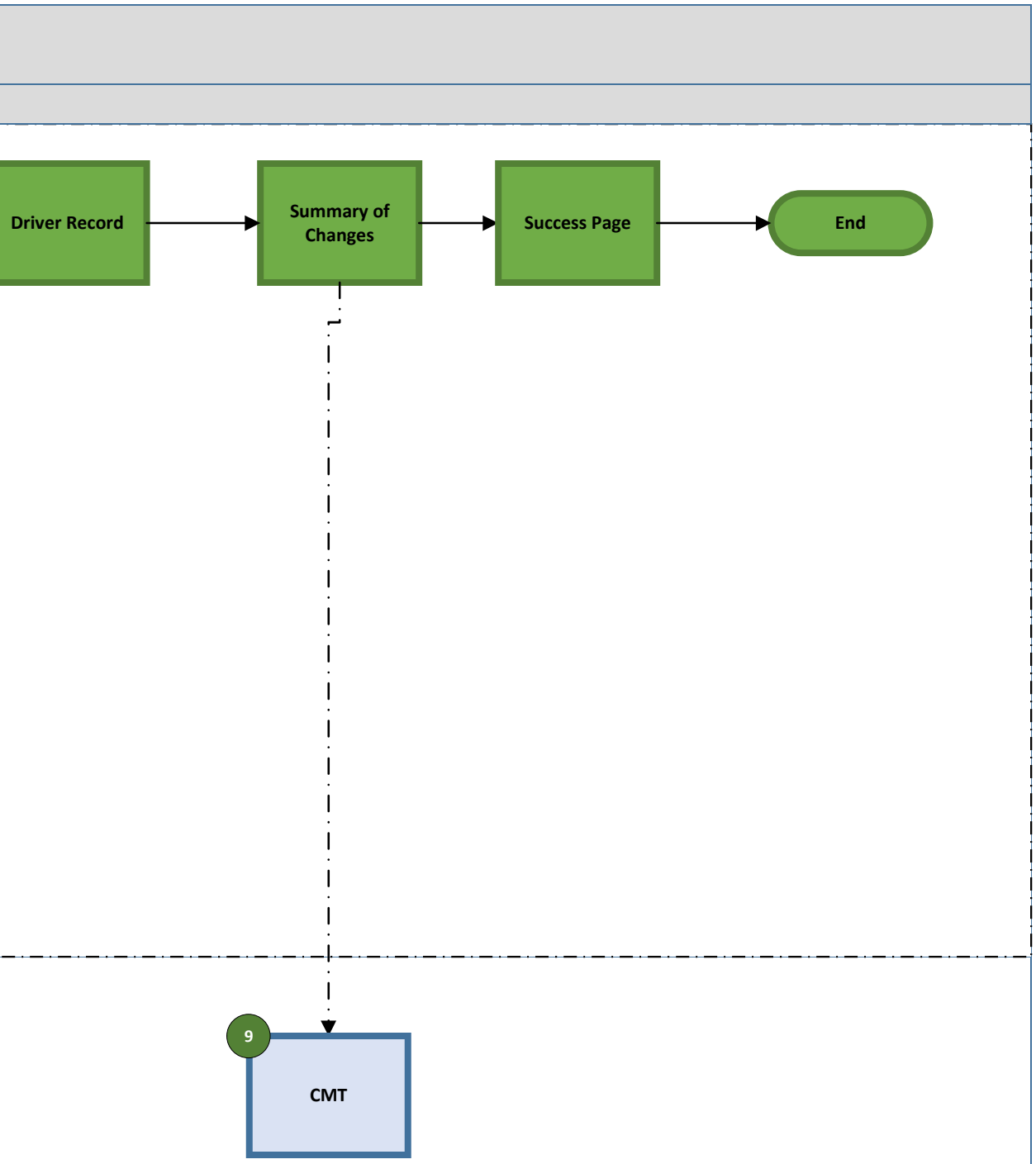


1

© 2021 by The Classification: Company Confidential. No part of this document may be reproduced, published or used wit

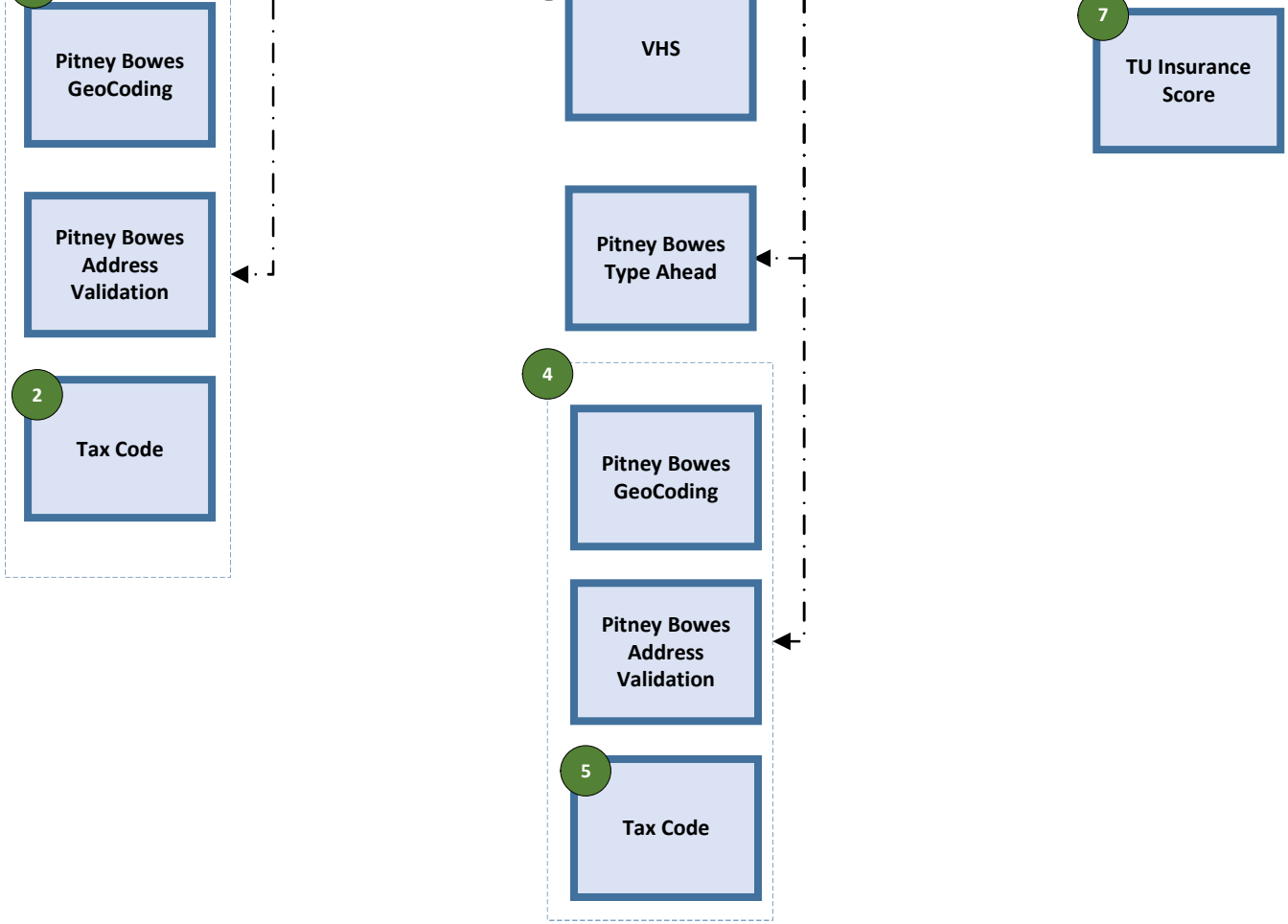


021 by The Hartford. Classifi ny Confidential. No part of may be reproduced, published or used wit



© 2021 by The Hartford. Classification: Company Confidential. No part of this document may be reproduced, published or used wit

© 2021 by The Classification: Company Confidential. No part of this document may be reproduced, published or used wit



1 PB Address Validation and GeoCode is conditionally triggered for any changed or added address

2 Tax Code service is called conditionally based on state applicability

3 VHS is triggered when a vehicle is added, or replaced, and the full VIN is entered (not stubbed)

4 PB Geo and Address Validation & Tax code are called for any garaging address added or edited by the user

6 Driver orchestration is triggered for any newly added driver and is state specific.
Transunion Driver Risk is triggered first based on state applicability
LN MVR will be ordered conditionally based on state applicability and/ or response returned from TransUnion Driver Risk

8 AARP Inquiry is conditionally triggered with AARP number search when the membership number is added or edited

2021 by The Hartford. Classifi ny Confidential. No part of t t may be reproduced, published or used wit

9

CMT is called conditionally on committing the change in the case that we have to enroll a driver, remove a driver, or update a driver's data for Telematics

© 2021 by The Hartford. Classification: Company Confidential. No part of this document may be reproduced, published or used wit

© 2021 by The Hartford. Classification: Company Confidential. No part of this document may be reproduced, published or used wit

address added or edited by the user

5

Tax Code service is called conditionally based on state applicability

or response returned from TransUnion Driver Risk

7

Insurance score is triggered by user selection of the Order Insurance Score button, which only displays for the Applicant and is available based on business rues for user roles

© 2021 by The Hartford. Classification: Company Confidential. No part of this document may be reproduced, published or used wit

© 2021 by The Hartford. Classification: Company Confidential. No part of this document may be reproduced, published or used wit