Travel/Special Event/ Lien Search

Posting Travel Policies:

Below are the insurance companies we use for Travel policies, along with the agency commission %age

Whosoever bind the travel policies, should email below details to mailbox.

Name of the Client

Address

Email

Phone Number

Premium Amount

Insurance company name

Producer name

Add Receipt

Attach policy

Save a copy of policy in "Travel Policies" folder on ICBC (Y:) drive

Below is the template for the details required by Posting team to post Travel Policies

Based on above information, processing team will create the new account in EPIC, if there is any existing account then use that client account for posting. Attach Receipt and policy document in the account. Create the policy shell. Add producer name, select correct billing type (Agency or Direct), Agency commission and producer commission and issue the policy.

Go to Transaction tab and add transaction by clicking on + (plus button). Once the transaction is complete, go back to the policy shell. Delete the Annualized premium Amount from Premium and Commission Section and update the Billed amount in Annualized field of Premium section and save.

As the travel policy is for short term (1, 2 or 3 months), Posting team will run the expiry report for travel policies every month and will send the expiring policies list to user

Surjit Gill. He will confirm if the policy needs to be lapsed or renewed. If the policy is to be lapsed, go to policy shell. Double click the policy. Go to line tab and from the dropdown list, select the status "Lapse"

Note : As the travel policies are for short term, system automatically changes the annualized premium in Policy shell, after the transaction is created. After posting the transaction, posting team will go to the policy shell and check the Annualize premium and correct as per the premium on policy document.

SPECIAL EVENT

Special Events policies are policies specified for single or few days events. We bind generally PAL Insurance & Premier Marine.

CSR will bind the policy and collect the payment at the same time. They will send email to the posting team with the policy document, copy of payment receipt and below information.

*Lookup code : if the insured is an existing client then provide lookup code of existing client, for new client, special event policy will be posted under lookup code SPECEVE-05, Special Events Surrey 2021 & 2022.

Posting policy & transaction by Posting Team

Locate the client in EPIC. Go to policy shell and create the policy (see Manual Billing Instructions for steps). Make sure the agency commission %age is zero

Go to transaction.

Click on Add button

Select the policy from the drop down list

Code : NEWB

Description : Policy # - Name of insured

Amount : Premium Amount

Click on continue

Click on add button (+). From the drop down list of Code, select BFEE, key in broker

fees amount in Amount field. Click on finish button.

We give 50% of broker fees as commission to producer. To add producer commission, go to Commission tab. Click on add button (+), Add producer code. Select "$" from the Type drop down list and in amount fill 50% of the broker fees. In the above example, broker fees is $30. So the commission provided to producer is $15

Click on Finish. And then finish the transaction. Posting team to notify the CSR that the transaction is posted. After posting the transaction, posting team will lapse the policy, effective expiry date. They will also check if the annualize premium is correct on the policy shell.

Lien Search/ Accident Search

Sometimes, we receive request from client to check Lien/Loan on new purchase of vehicle. To check the same, CSR will call Canada Search agency at Phone: 604 607 3654

Provide Vehicle's- Year, Make Model and full VIN #.

The premium for Accident Search: $26 & Lien Search: for BC only $26.25, Canada Wide $48.75

Agency will check and send the policy document to the CSR. CSR will collect the payment from the client either by credit card (Clover machine) cash or cheque. CSR will send the policy document and copy of payment receipt along with the below information to the posting team.

Posting team will post the policy and transaction (Refer Manual Billing instructions for posting steps). The description for the policy will be last 5 digits of VIN# After posting the transaction, posting team will lapse the policy, effective expiry date. They will also check if the annualize premium is correct on the policy shell.