

## Get A Quote FAQ's

**Q What is EACCESS® – Get A Quote?**

- A A fresh look and intuitive Agency experience for processing and getting new business quotes.
- Site has a new modern look and feel with a simplified workflow making it easier to navigate and process business.
  - Streamlined quoting process with fewer clicks and inputs required to get a quote.

**Q Can I get a quote that is effective the date of entry?**

- A Yes, Agents can submit an application effective the date of entry or up to 120 days prior to the policy's desired effective date, with the ability to bind the business immediately.

**Q Will EMPLOYERS be providing Experience Modifications for all states?**

- A Experience Modifications will be pulled in automatically when the Estimated Annual Premium is \$5,000 or greater for all NCCI states\*, plus California and Wisconsin.  
(NCCI States: AK, AL, AR, AZ, CO, CT, DC, FL, GA, IA, ID, IL, KS, KY, LA, MD, ME, MO, MS, MT, NE, NH, NM, NV, OK, OR, RI, SC, SD, TN, TX, UT, VA, and VT)

**Q Will EMPLOYERS provide ACORD binders and application on New Business submissions?**

- A Yes, ACORD binders and applications will be generated automatically based on applicant information entered online.

**Q Will EMPLOYERS continue to request Owner/Officer inclusion and exclusion forms prior to including or excluding coverage?**

- A EMPLOYERS has a new streamlined approach to owner/officer inclusion and exclusion forms! Outside of California, we will no longer require these forms be sent in to EMPLOYERS. Now the insured will complete and submit all state required forms to the agency of record for maintenance in the agency file. It is the responsibility of the agency to maintain all required documentation and make available upon request to EMPLOYERS.

**Q Does the agent have the ability to apply pricing?**

- A No, the agent does not have the ability to apply or modify pricing. EMPLOYERS is currently evaluating the functionality for agents to modify price.

**Q Which fields are customizable by the Agent on the "Finalize my Quote" page?**

- A To finalize your quote, make the desired updates and resubmit for rating:
- Amend the Expiration Date (For Short-Term Policy)
  - Update/Select the desired Payment plan (Default plan is 100% Deposit Payment)
  - Update/Select Workers' Comp Employer's Liability Limits
  - Select an Association Membership Credit, when applicable
  - View the Electronically Validated Experience Modifier in NCCI States, California and Wisconsin
  - Select a Waiver of Subrogation – Blanket or Specific

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**Q What information will be required when I request to bind coverage with EMPLOYERS?**

A Please have the below required information ready when requesting to bind coverage online:

- Mailing Address for the First Named Insured
- Policyholder Contact Information:
  - Contact Name
  - Email Address
  - Phone Number
- Entity type
- Physical Address(es) of all locations entered on the submission
- Names and Titles of Owners/Officers that will be included or excluded from coverage
- Confirm Payment plan. Remember, policy holders can save time and avoid installment fees by enrolling in Automatic Payments.
- Number of employees per shift

**Q I am receiving a message that the selected agency/agent has not been appointed in the state?**

A Contact your Territory Manager to complete the required paperwork to get appointed in that state or email [amanagement@employers.com](mailto:amanagement@employers.com) to start the process.

**Q At what point, during the submission process, is the risk reserved for my Agency?**

A The risk is reserved on the Summary & Submit screen when you select Confirm and Submit.

**Q What is the Referred Estimated Annual Premium on a Pending Referral or Referred submission?**

A The premium is an estimate and may change based on additional underwriting analysis.

**Q I do not have the option to Generate a Proposal; why?**

A There are a few reasons why you do not have the option to Generate a Proposal:

- Submission is in a Pending Referral or Referred status and has not yet been approved by the Underwriter. Once the submission is approved, you will be able to generate the proposal letter and present it to your client.
- The Agency/Agent has not been appointed in one or more of the states you are trying to quote. Contact your Territory Manager to complete the required paperwork to get appointed in that state or email [amanagement@employers.com](mailto:amanagement@employers.com) to start the process.
- You have not selected an Agent to assign to the submission on the Premium Summary Screen. Select an Agent from the drop down list and then the Generate Proposal option should be available.

**Q I am getting an error message when trying to open the new Get A Quote functionality in my internet browser. What should I do?**

A **EACCESS** is compatible and supported by Chrome and Internet Explorer version 11 (IE11). Try using one of those two browsers.

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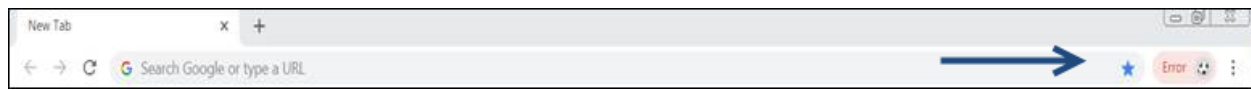
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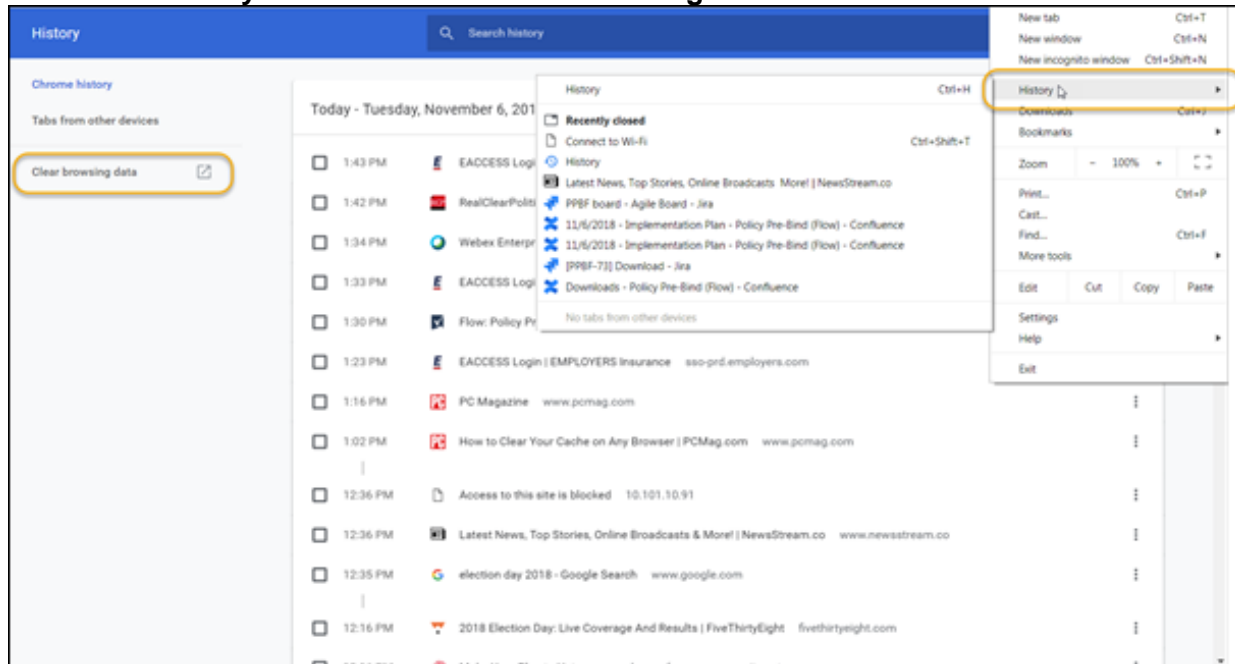
**Q** I am using Chrome or Internet Explorer and still having issues logging into **EACCESS** and/or accessing the new **Get A Quote** functionality. What should I do?

**A** Users may first need to clear their Chrome or Internet Explorer browser history by doing the following:

### For Chrome: Clear Browser History

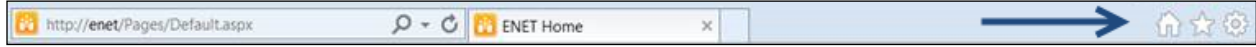


1. Go to the three-dot menu  at the upper-right of **Chrome** to select **Settings**
2. Select "**History**" and then select "**Clear browsing data**"

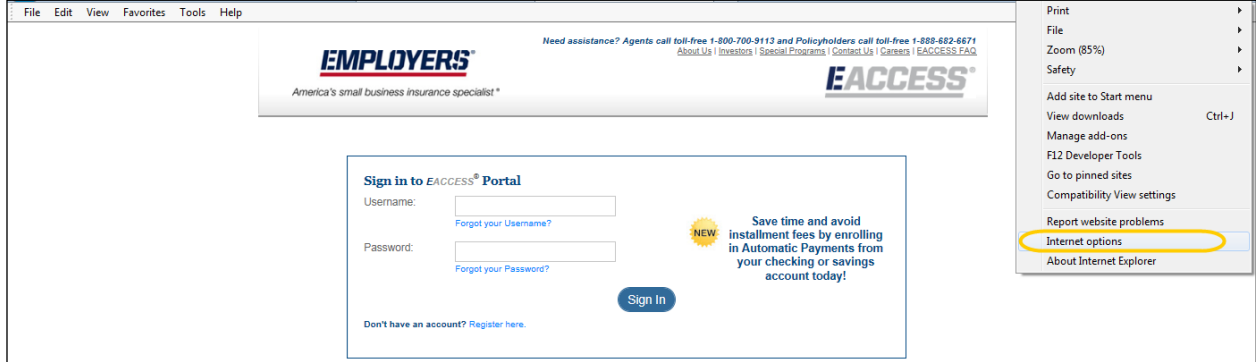


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### For Internet Explorer (IE): Clear Browser History



1. Go to the setting icon  at the upper-right Internet Explorer (IE) to select **Settings**
2. Select **"History"** and select **"Internet options"**



3. Select **"Delete browsing history on exit"**
4. Select the options highlighted below to clear the browser history.

