

# 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 <u>amanagement@employers.com</u> 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 <u>amanagement@employers.com</u> 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?

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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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- **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 i at the upper-right of **Chrome** to select **Settings**
- 2. Select "History" and then select "Clear browsing data"

History	Q. Search histor	,	New tab New windo New incogn	w ito window Ctrl+	Ctrl+T Ctrl+N Shift+N
Chrome history Tabs from other devices Clear browsing data	1-142 PM     Real/ClearPolds     1-34 PM     Vebex.Enterpr     1-33 PM     EACCESS Log     1-30 PM     Flow: Policy Pr     Flow: Policy Pr	Latest News, Top Stories, Online Broadcasts: Morel   NewsStream.co     P99F board - Agile Board - Jira     P99F board - Jira     11/ti/2018 - Implementation Plan - Policy Pre-Bind (Flow) - Confluence     11/ti/2018 - Implementation Plan - Policy Pre-Bind (Flow) - Confluence     P99F-73) Download - Jira     Pownloads - Policy Pre-Bind (Flow) - Confluence	New incogr History D Downloads Bookmarks Zoom Print Cast Find More tools Esit Settings Help Exit	- 100% + Cut Copy	Shit-N Col+7 Col+7 Col+7 Col+7 Paste
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### For Internet Explorer (IE): Clear Browser History

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- Go to the setting icon it the upper-right Internet Explorer (IE) to select Settings
   Select "History" and select "Internet options"

File Edit View Favorites Tools Help			Print	•
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	Password:	installment fees by enrolling in Automatic Payments from	Internet o	ptions
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	Forgot your Password?	account today!		
		Sign In		
	Don't have an account? Register here.			
	Don't have an account? Register here.			

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

Internet Options	Delete Browsing History
General Security Privacy Content Connections Programs Advanced Home page To create home page tabs, type each address on its own line.	Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
http://enet/	Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.
Use current Use default Use new tab	Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.
<ul> <li>Start with tabs from the last session</li> <li>Start with home page</li> </ul>	✓ History List of websites you have visited.
Tabs Change how webpages are displayed in tabs Tabs	Download History List of files you have downloaded.
Browsing history — Delete temporary files, history, cookies, saved passwords, and web form information.	Form data Saved information that you have typed into forms.
Delete browsing history on exit	Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
Appearance Colors Languages Fonts Accessibility	Tracking Protection, ActiveX Filtering and Do Not Track c A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.
OK Cancel Apply	About deleting browsing Delete Cancel

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