

EMPLOYERS[®]



attune

BOP BUTTON PILOT AGENT FAQ

Q: Is EMPLOYERS[®] now offering a BOP (Business Owners Policy)?

A: EMPLOYERS worked with Attune™ to create a technology integration that makes an Attune BOP quote available to agents. Pilot Agents can now access the Attune BOP via EMPLOYERS *EACCESS*[®], while continuing to benefit from the one-product, one-focus approach EMPLOYERS has on Work Comp (WC) product line. Being able to place both WC and BOP quickly is very important to our agents and we understand that. Being able to add an Attune BOP quote to present alongside an EMPLOYERS WC quote is now available and can be generated in less than 5 minutes.

Q: Who is Attune?

A: Attune is driven by technology and human insights focused on helping agents and their customers thrive. Their BOP product is available in 45 states and they are solely focused on the small commercial market. Attune's BOP policy is admitted and written on Blackboard Insurance Company (AIG) paper, A (XV) rated.

Q: Why Attune?

A: Attune shares our love for helping small businesses and is dedicated to making the life of our agents easier through the use of technology. Their digital platform allows the agent to quote, bind and issue a BOP in less than 5 minutes. Their admitted BOP product is competitive and respected in the marketplace.

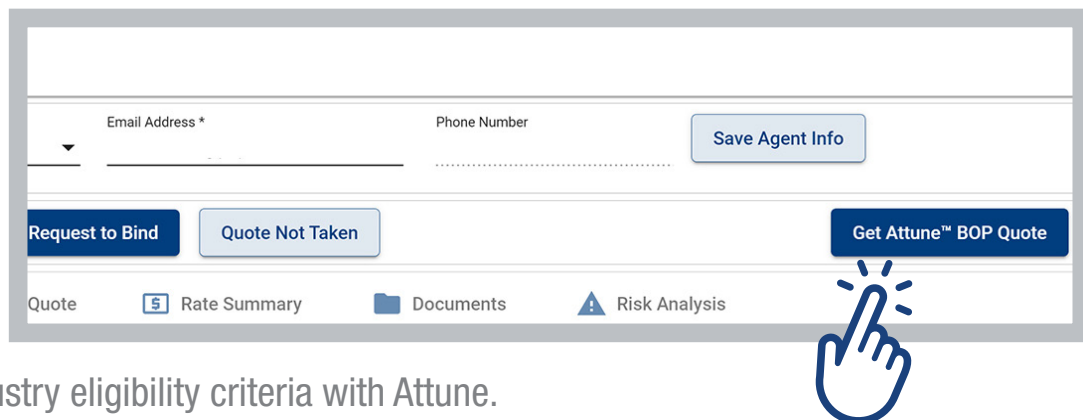
Q: Do I need to get appointed with Attune to get a BOP quote?

A: Yes. Attune and EMPLOYERS are separate companies, so a separate appointment with Attune is necessary. You will be given an appointment packet and assigned an Account Manager at Attune to assist you in this quick process. BOP quotes and BOP commission will come directly from Attune and they will recognize you as the agent of record. You will also have access to their industry leading portal. EMPLOYERS submissions and policies will not be impacted by this process in any way.

FAQ (Continued)

Q: How can I access Attune to get a BOP quote?

A: Once you've done your workers' comp submission on *EACCESS* and it has been quoted, bound or referred, you will see the BOP button automatically available to you if your submission fits the state/industry eligibility criteria with Attune.



The screenshot shows a user interface for an insurance agent. At the top, there are input fields for 'Email Address *' and 'Phone Number', followed by a 'Save Agent Info' button. Below this, there are three buttons: 'Request to Bind' (dark blue), 'Quote Not Taken' (light blue), and 'Get Attune™ BOP Quote' (dark blue). A hand cursor icon is pointing at the 'Get Attune™ BOP Quote' button. At the bottom of the interface, there are several menu items: 'Quote', 'Rate Summary' (with a document icon), 'Documents' (with a folder icon), and 'Risk Analysis' (with a warning triangle icon).

Q: Why did the BOP Button show or not show up?

A: EMPLOYERS and Attune have worked together to do a BOP state and industry eligibility check on each Work Comp submission you send to EMPLOYERS.

The BOP Button only shows when:

1. EMPLOYERS WC submission reaches bound, quoted or referred status
2. State and industry are eligible for Attune BOP

Q: What's in it for the agent?

- A:
- Competitive pricing
 - Ease of doing business
 - Same excellent service from two experts
 - » Work Comp—EMPLOYERS, one-product one-focus
 - » BOP—Attune, available in 45 states
 - Customer focus
 - » Opportunity to collaborate with two organizations using technology to help agents compete

Q: Who do I call if I have a question?

A: WC and BOP remain two completely separate products. If you have a question about the Attune BOP, please contact Attune directly or visit their help page which has excellent resources at <https://attunehelp.zendesk.com/hc/en-us>. If you have a Work Comp question, then continue to go through your EMPLOYERS key contacts, including your EMPLOYERS Territory Manager.

FAQ *(Continued)*

Q: What is expected from a Pilot Agent?

A: We would like a consistent flow of opportunities and honest feedback! The purpose of this capability is to make it easier for an agent to drive additional revenue by being able to quote WC and BOP in minutes, while also ensuring that the policyholder receives the best carrier match for both products. Opportunity and feedback is what we need from our Pilot Agents to evolve these capabilities.

Q: How long will this Pilot phase take?

A: The Pilot Agents are a very select group of EMPLOYERS agents who are getting early access to this system integration. The timeline for expansion to additional agents and improvements will be dictated by the success and feedback we experience.

Q: Will EMPLOYERS be sharing customer data with Attune?

A: No, the only data EMPLOYERS will send to Attune is the state and industry, which is needed to check eligibility. No client-specific data is sent. All customer data for the pilot and BOP quote must be entered by the agent directly into the Attune platform and is separate from EMPLOYERS. As we move beyond the pilot phase this could change, but not without clear communication on the topic.



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