

Self-Service Endorsement FAQ's

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Q: What are self-service endorsements?

A: EMPLOYERS appointed agents are now able to log into **EACCESS[®]** and submit the following endorsement requests online:

- Mailing Address changes
- Payroll updates for existing locations
- Business locations and payroll additions for existing states and classifications
- Change and expire existing business locations
- Multiple policy term processing

Q: How do I access self-service endorsements?

A: Self-service endorsements can be accessed by logging into **EACCESS[®]** at employers.com/eaccess, and then clicking on the *Self-Service Endorsements* link.

Q: How do I locate a policy and submit endorsements?

A: Once you have logged into **EACCESS** and clicked *Self-Service Endorsements*, you will be directed to the *Start Endorsement* tab. From the *Start Endorsement* tab, you will see your book of business displayed and will have the ability to search for policies using the following criteria:

- Policy Number
- First Named Insured
- Policy DBA Name

You can then further filter your book of business by:

- Agency Name/Code
- Policy Status
- Policy Effective Date

Q: What types of endorsements can I submit online?

A: Currently, you can quickly and easily submit the below list of endorsement requests online:

- Mailing Address Changes
- Payroll updates for existing locations**
- Business locations and payroll additions for existing states and classifications**
- Change and expire existing business locations**
- Multiple policy term processing

***Only applicable on active and future dated policies.*

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Q: What if the endorsement type I need to submit is not available online?

A: Requests for endorsement types which are not currently available online can be emailed to the following address: underwritingsupport@employers.com

Q: How do I submit a self-service endorsement request to update a Mailing Address?

A: Once you have selected a policy within **EACCESS[®]**, click the *Mailing Address* tab as shown below.



Next, enter the updated mailing address information in the editable address fields. Once the updated information is entered, click the *Add to Endorsement Request* button in the lower right corner.

Add to Endorsement Request

This will bring you to the *Summary of Request(s)* tab where you can review your request(s). From here you can either submit your endorsement request by clicking *Confirm and Submit Endorsement(s)* or click another tab to go back and add additional endorsement requests such as Location/Payroll updates.

Q: How do I submit a self-service endorsement request to update payroll for an existing location?

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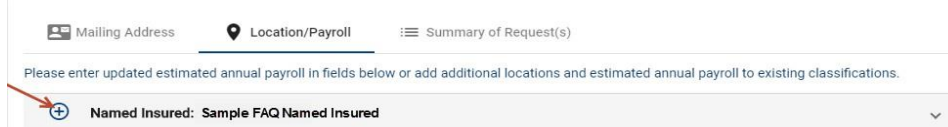
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A: Payroll endorsements can be submitted for existing classifications on current locations. Once you have selected a policy within **EACCESS[®]**, you can request payroll updates by clicking the *Location/Payroll* tab.



Next, locate the Named Insured associated with the location whose payroll needs to be updated and click the “+” icon to expand and view all locations.



Locate the specific address and click the “+” to expand and view location details.



Locate the class code(s) to update and enter the updated payroll in the *Estimated Annual Payroll* field.

The screenshot shows the 'Location: LINE 1 - MAIN ADDRESS' dropdown expanded. It contains a form with the following fields: Address (LINE 1 - MAIN ADDRESS), Address Line 2 (LINE 2 - OPTIONAL ADDRESS), City (CITY1), State (Georgia), Zip Code (30126), Number of Employees (20), NAICS (561410), and Sls FEIN (###-###-7338). Below these fields is an 'Unemployment ID Number' field and a 'Midterm' checkbox. Below the location details, the 'Class 8810' dropdown is expanded, showing 'Class Code' (8810), 'Class Code Description' (CLERICAL OFFICE EMPLOYEES NOC), and 'Estimated Annual Payroll *' field. A red arrow points to the 'Estimated Annual Payroll *' field. There is also a 'Midterm' checkbox next to it.

Please note that if the payroll value being provided is not the original estimated annual payroll amount, as of the policy inception date, you will need to click the *Midterm* box and enter the effective date of the new payroll. This will pro-rate the payroll based on the entered Midterm

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Effective date.

The screenshot shows a form for Class 8017. The Class Code is 8017, the Class Code Description is STORES - RETAIL - N.O.C., and the Estimated Annual Payroll is \$10,000. The Midterm checkbox is checked. The Midterm Effective Date is set to FEB 11, 2019, which is circled in the calendar view.

Once you have entered updated payroll information, click the *Add to Endorsement Request* button in the lower right corner.

Add to Endorsement Request

This will bring you to the *Summary of Request(s)* tab where you can review your request(s).

Mailing Address Location/Payroll **Summary of Request(s)**

From there you can either submit your endorsement request(s) by clicking *Confirm and Submit Endorsement(s)* or click another tab to add additional requests such as Mailing Address or Location/Payroll updates.

Confirm and Submit Request(s)

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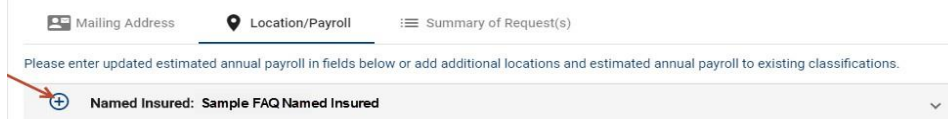
Q: How do I submit a self-service endorsement request to update address information for an existing location?

A: Address endorsements can be submitted for existing locations. Once you have selected a policy within **EACCESS®**, you can request location updates by clicking the *Location/Payroll* tab.



Mailing Address **Location/Payroll** Summary of Request(s)

Next, locate the Named Insured associated with the location whose payroll needs to be updated and click the “+” icon to expand and view all locations.

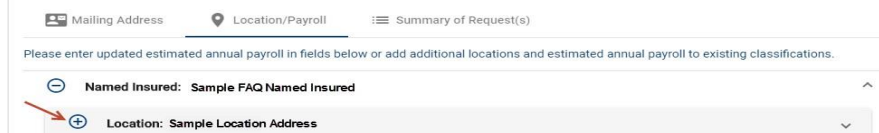


Mailing Address **Location/Payroll** Summary of Request(s)

Please enter updated estimated annual payroll in fields below or add additional locations and estimated annual payroll to existing classifications.

+ Named Insured: Sample FAQ Named Insured

Locate the specific address and click the “+” to expand and view location details.



Mailing Address **Location/Payroll** Summary of Request(s)

Please enter updated estimated annual payroll in fields below or add additional locations and estimated annual payroll to existing classifications.

- Named Insured: Sample FAQ Named Insured

+ Location: Sample Location Address

Locate the address fields to update and enter the updated information. You can update:

- Address Line 1 & 2
- City – *Updated city must be within existing risk state*
- Zip Code – *Updated zip code must be within existing risk state*
- Number of Employees
- Unemployment Number
- Payroll for Existing Classifications

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Please note that if the location changes being provided are effective mid-term you will need to click the *Midterm* box and enter the effective date of the new location address. This will pro-rate the payroll based on the entered Midterm Effective date.

Named Insured: MAILING ADDRESS TEST1-GA

Location: LINE 1 - MAIN ADDRESS

Address Line 1	Address Line 2	City	State
LINE 1 - MAIN ADDRESS	LINE 2 - OPTIONAL ADDRESS	CITY1	Georgia

Zip Code	Number of Employees	NAICS	Site FEN
30126	20	561410	***9738

Unemployment ID Number Midterm

Class 8810

Class Code	Class Code Description	Estimated Annual Payroll*
8810	CLERICAL OFFICE EMPLOYEES NOC	\$200,000

Once you have entered the updated location-information, click the *Add to Endorsement Request button* in the lower right corner.

Add to Endorsement Request

This will bring you to the *Summary of Request(s)* tab where you can review your request(s).

Mailing Address Location/Payroll **Summary of Request(s)**

From there you can either submit your endorsement request(s) by clicking *Confirm and Submit Endorsement(s)* or click another tab to add additional requests such as Mailing Address or Location/Payroll updates.

Confirm and Submit Request(s)

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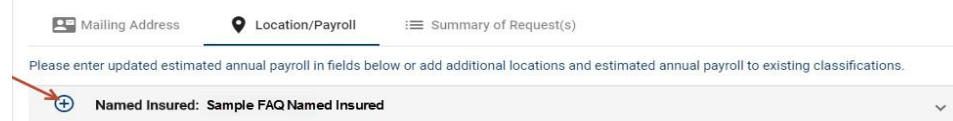
Q: How do I submit a self-service endorsement request to delete/expire an existing location?

A: Once you have selected a policy within **EACCESS[®]**, you can request to expire/delete an existing location by clicking the *Location/Payroll* tab.



Mailing Address **Location/Payroll** Summary of Request(s)

Next, locate the Named Insured associated with the location whose payroll needs to be updated and click the “+” icon to expand and view all locations.



Mailing Address **Location/Payroll** Summary of Request(s)

Please enter updated estimated annual payroll in fields below or add additional locations and estimated annual payroll to existing classifications.

+ Named Insured: Sample FAQ Named Insured

Locate the specific address and click the “+” to expand and view location details.



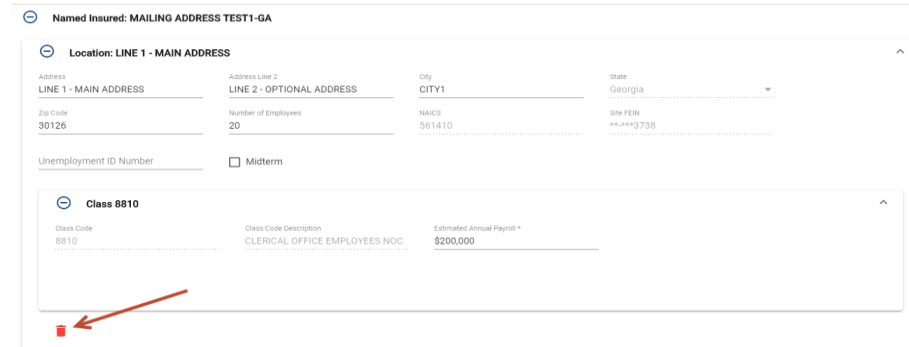
Mailing Address **Location/Payroll** Summary of Request(s)

Please enter updated estimated annual payroll in fields below or add additional locations and estimated annual payroll to existing classifications.

- Named Insured: Sample FAQ Named Insured

+ Location: Sample Location Address

In the lower left corner of the location screen you will see a red trash can icon. Click the icon.



Named Insured: MAILING ADDRESS TEST1-GA

- Location: LINE 1 - MAIN ADDRESS

Address	Address Line 2	City	State
LINE 1 - MAIN ADDRESS	LINE 2 - OPTIONAL ADDRESS	CITY1	Georgia
Zip Code	Number of Employees	NAICS	SIN FEN
30126	20	561410	**+3738

Unemployment ID Number Midterm

- Class 8810

Class Code	Class Code Description	Estimated Annual Payroll *
8810	CLERICAL OFFICE EMPLOYEES NOC	\$200,000

Red trash can icon in bottom left corner.

The *Delete Location* box will pop-up. You will be required to select the effective date to expire the location. Any associated payroll will pro-rate based on the entered Midterm Effective date.

Self-Service Endorsement FAQ's

Delete Location Midterm Effective Date

This location will be expired. Please select an effective date. The payroll will be prorated from the effective date.

Midterm Effective Date



MM/DD/YYYY

Cancel

Once you have entered a date, click *Confirm* in the lower right corner, then click the *Add to Endorsement Request* button in the lower right corner.

Add to Endorsement Request

This will bring you to the *Summary of Request(s)* tab where you can review your request(s).



Mailing Address



Location/Payroll



Summary of Request(s)

From there you can either submit your endorsement request(s) by clicking *Confirm and Submit Endorsement(s)* or click another tab to add additional requests such as Mailing Address or Location/Payroll updates.

Confirm and Submit Request(s)

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Q: How do I submit a self-service endorsement request to add a new location?

A: Locations can only be added for existing named insureds in states which are already on the policy. In addition, when adding new locations, you will only be able to include classifications that are already listed on the policy. No new classifications may be added to new locations using Self-Service Endorsement requests.

Once you have selected a policy, you may add a new location by clicking the *Location/Payroll* tab and then *Add Location*.

Add Location

Click *Add Location* to display the following fields which will need to be completed:

- Named Insured – you will be required to select from a drop down of Named Insureds already covered on the policy
- Address – including City, State and Zip
- Number of Employees
- Class Code – you will be required to select from a drop down of classifications already covered on the policy
- Estimated Annual Payroll
- Unemployment ID Number- only required in specific states (see next question for details)

Add New Location

<input type="text" value="Named Insured *"/>	<input type="text" value="Address *"/>	<input type="text" value="Address Line 2"/>
<input type="text" value="City *"/>	<input type="text" value="State *"/>	<input type="text" value="ZIP Code *"/>
<input type="text" value="Number of Employees *"/>	<input type="text" value="Unemployment ID Number"/>	<input type="text" value="Site FEIN"/>
<input type="text" value="NAICS"/>	<input type="text" value="FEN field Auto populates once Named Insured is selected from drop down"/>	

<input type="text" value="Class *"/>	<input type="text" value="Estimated Annual Payroll *"/>
--------------------------------------	---

Note: Required fields are marked with an asterisk (*).

Once the above fields have been completed, click *Add to Endorsement Request*. This will bring you to the *Summary of Request(s)* tab where you can review your request(s). From here, you can either submit your endorsement request by clicking *Confirm and Submit Endorsement(s)* or click another tab to add additional requests such as payroll updates or mailing address changes.

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Note: If you need to add locations to additional states and/or classifications which are not already on the policy, please contact one of the following:

- For Western Region Agents: westunderwriting@employers.com
- For Eastern Region Agents: eastunderwriting@employers.com
- For Program, Payroll or Digital Partners: spaunderwriting@employers.com

Q: Which risk states require Unemployment ID Numbers to add a

location? A: Unemployment ID Numbers are required for the following risk states:

- Minnesota
- Iowa
- Maine
- New Jersey
- Rhode Island

Q: I've entered all required information. Now how do I complete my Endorsement Request(s)?

A: Once you have entered all requested changes for a single policy, click the *Summary of Request(s)* tab.



Mailing Address



Location/Payroll



Summary of Request(s)

If all changes listed are accurate, select the *Confirm and Submit Request(s)* button in the lower right corner.

Confirm and Submit Request(s)

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Q: How will I know that my endorsement requests have been submitted successfully?

A: After you click *Confirm and Submit Endorsement(s)* you will be taken to an *Endorsement Summary Details* screen. This screen will show the *Endorsement Status*. Upon submission, you will also receive an email which outlines the requested changes and indicates the *Endorsement Status*. Please see below for a list of possible statuses and details:

Endorsement Status	Details
Approved – In Progress	Policy change has been submitted successfully and the Endorsement will be available the next business day.
Pending Review	Additional review is required prior to request being processed. Please allow 5 business days for processing.
Issued	Changes have been completed in the system and are now reflected on the policy. A Policy Change form will become available within 24 hours (if it is not already available).
Declined	After additional review, it was determined the Endorsement could not be processed as requested.

Q: Why is my endorsement request status set to *Pending Review*?

A: There are a few different reasons as to why your endorsement request is in *Pending Review* Status. Please see below for a list of reasons and details:

Reason	Details
Final Premium Audit Posted	This indicates the final premium audit for the policy has already been posted, therefore the change request will be reviewed further to determine if changes can be completed.
Pending Endorsement	There is already a pending transaction on the policy; therefore the endorsement cannot be processed until the first pending transaction is completed.
Policy Status = Cancelled	If the policy has been cancelled, an internal review will be required to determine if the changes can be completed.
System Availability	If for any reason the system is not available, manual processing will be required resulting in a delay.
Multi-Module Variance	Changes were requested to be applied to additional policy terms however there are variances in the data between terms that requires manual review.

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Q: Are underwriting guidelines contemplated with self-service endorsement requests?

A: Yes. The system will recognize if your request requires underwriting review, and if so, your request will be automatically referred for additional review.

Q: Can I request multiple endorsements on a policy at the same time?

A: Yes, multiple endorsements can be submitted within the same request. During the self-service endorsement request process, you will be prompted to review all requested changes on the *Summary of Request(s)* tab. Once you click *Confirm and Submit Endorsement(s)*, all requests will be submitted and processed in one transaction. Note: Depending on the combination of endorsements submitted, the request may require additional review.

Q: Can I submit endorsement requests for an expired policy?

A: Yes. However, only Mailing Address changes can be requested on Expired terms. If the final audit has already been posted, then the endorsement request will require additional time for review and processing.

Q: Do I need to check the *Midterm* checkbox on an endorsement request involving payroll changes?

A: If the Estimated Annual Payroll amount entered is not effective as of the policy inception date, click the *Midterm* box and enter the effective date for the updated payroll. This will pro-rate the payroll based on the entered midterm effective date. If the Estimated Annual Payroll amount entered is effective as of the policy inception date, do not click the *Midterm* box.

Q: Can I submit endorsement requests for more than one policy at the same time?

A: No. You can only submit endorsement requests for one policy at a time.

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Q: Can I submit endorsement requests on a single policy to be applied across multiple policy terms at the same time?

A: Yes. Mailing address change requests can be applied to all available policy terms. All other Self-Service Endorsement types can be applied to both active and future dated policy terms.

Upon selecting *Confirm and Submit* for any endorsement request you will receive a pop-up window displaying additional policy terms available for Self-Service Endorsement.

Additional Policy Terms Available for Endorsement

Please review and confirm that requested policy changes should be applied to the additional policy term(s) below.

	Policy Number	Policy Term	Policy Status
<input checked="" type="checkbox"/>	EIG302338601	04/20/19 - 04/20/20	Active

All policy change requests are applicable to current and future policies. Please note that for Expired and Cancelled policies, only mailing address changes will be applied.

[Continue](#)

The additional policy terms will be auto selected. You should unselect any policy terms that you do not want the changes to apply to and then click *Continue*.

Q: If I submit an endorsement request that affects the estimated annual premium, how soon will the policyholder be billed for the new premium amount?

A: If the policyholder is enrolled in a 100% annual pay plan, an invoice for the additional premium amount due will be issued the next business day after your endorsement request is approved and issued.

If the policyholder is enrolled in an installment payment plan, and:

- There is nothing due currently on the policy, but there will be future invoices. The future invoices will reflect the new estimated annual premium.
- There is nothing due currently, and no future invoices will be issued, then an invoice will be generated the next business day following the approval of your endorsement request for any additional premium due.
- There is an outstanding invoice with a balance due, then a new invoice will be generated immediately to add the additional premium due. Future invoices will be adjusted accordingly based on the new estimated annual premium.

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Q: Can policyholders submit self-service endorsement requests?

A: At this time, only EMPLOYERS appointed agents can log into **EACCESS[®]** and submit self-service endorsement requests online.

Q: Will a confirmation of my self-service endorsement request be mailed to me and the policyholder?

A: Once your endorsement has been issued, a printed copy of your endorsement request will be mailed to you and the policyholder.

Q: Will I receive an email confirmation once my self-service endorsement request has been completed?

A: Yes. After submitting a self-service endorsement request, you will receive an email confirmation summarizing your request.

Q: Do I need a new username and password to access self-service endorsements?

A: No. You can quickly and easily access self-service endorsements by logging in to **EACCESS[®]** and selecting *Request Policy Changes* on the right hand side of the screen.

Q: Who do I contact with additional questions regarding self-service endorsements?

A: Should you have questions or need assistance, please call our Customer Service Center at 800-700-9113 (8 a.m. EST to 8 p.m. EST).

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Self-Service Endorsement FAQ's

Q: What internet browsers are supported for self-service endorsements?

A: Self-service endorsements functionality is compatible with the browser types and versions listed below.

Supported browsers are:

Desktop Browsers

-  Chrome 65
-  Chrome 64
-  Chrome 63
-  Chrome 49
-  Edge 16
-  Edge 15
-  Firefox 59
-  Firefox 58
-  Firefox 52
-  IE 11
-  Opera 51
-  Opera 50
-  Opera 49
-  Safari 11.1
-  Safari 11

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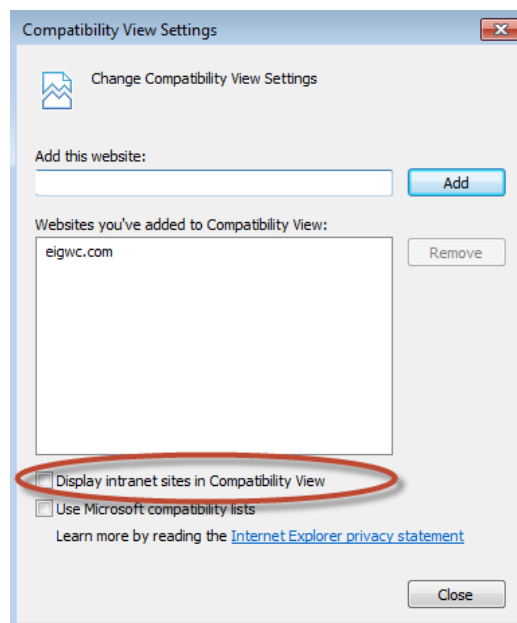
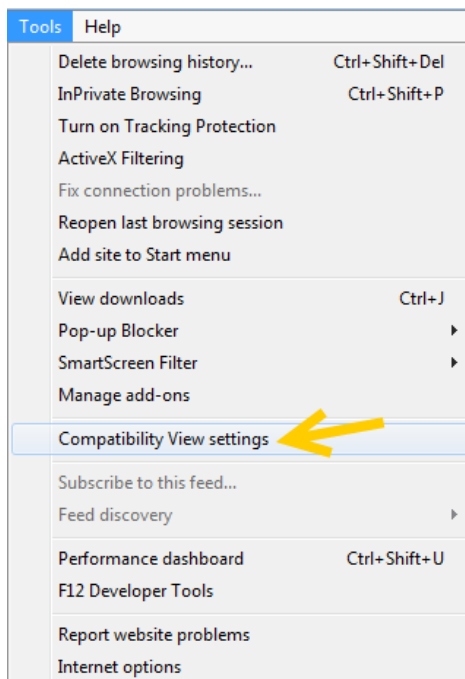
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Please note, that Internet Explorer (IE) version 11 is the only IE browser supported. If you are using an older version of IE, you will need to update your browser accessing this link: <https://www.microsoft.com/en-us/download/internet-explorer-11-for-windows-7-details.aspx>. Additionally, IE users need to ensure that Compatibility Mode is disabled. Please follow the steps below to disable Compatibility Mode:

1. Open Internet Explorer (IE 11).
2. Click on the *Tools* menu tab.
3. Select the *Compatibility View settings* option.
4. Make sure that *Display intranet sites in Compatibility View* is unchecked.
5. Once unchecked, click the *Close* button as shown below.



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EIG Services, Inc., an affiliated agency and adjuster
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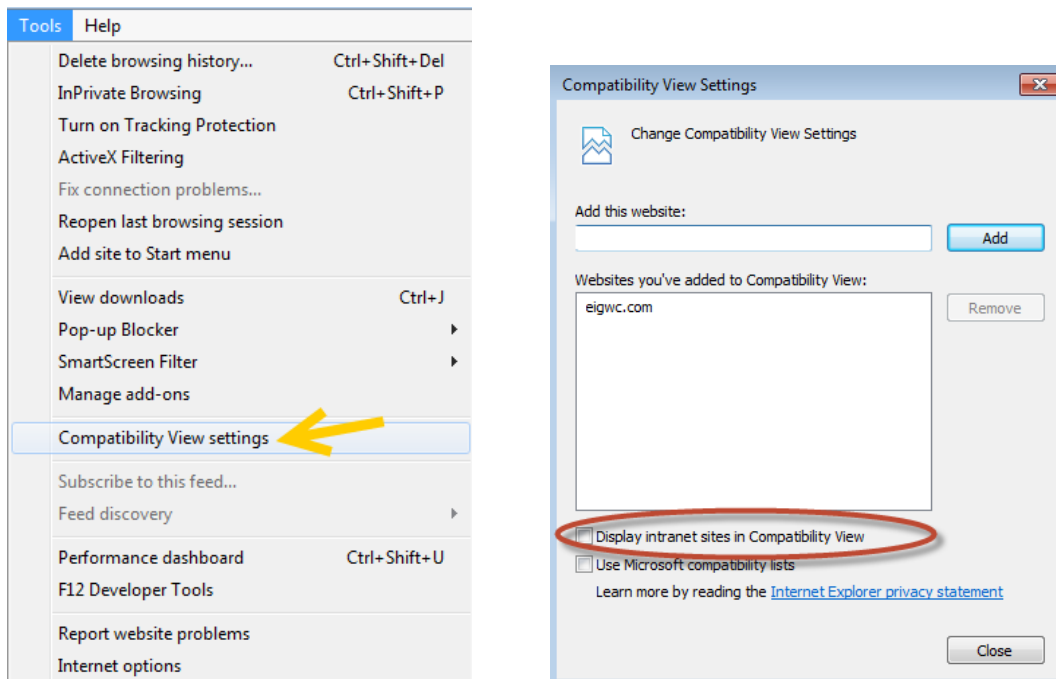
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Self-Service Endorsement FAQ's

Q: I keep getting an error message or blank screen when trying to access self-service endorsements. What should I do?

A: First verify you are using an approved/supported browser. If you are using Internet Explorer (IE) 11, make sure that Compatibility Mode is disabled (please see below for instructions on how to disable Compatibility Mode in IE). If you are still unable to access self-service endorsements, please call our Customer Service Center at 800-700-9113 (8 a.m. EST to 8 p.m. EST).

1. Open Internet Explorer (IE 11).
2. Click on the *Tools* menu tab.
3. Select the *Compatibility View settings* option.
4. Make sure that *Display intranet sites in Compatibility View* is unchecked.
5. Once unchecked, click the *Close* button as shown below.



Q: What if I have problems logging in to submit a self-service endorsement request?

A: If you are having trouble logging in, please see our **EACCESS[®]** FAQs which addresses some common login questions <https://www.employers.com/resources/faqs/eaccess-faqs-for-agents>.

If you still cannot log in; please call our Customer Service Center at 800-700-9113 (8 a.m. EST to 8 p.m. EST).

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