

Commercial Renewal Process for E & S, Agency Billed Policies

This process is from Nicole Wilson with PAC Insurance. There is a recorded webinar on the HUG Website [Recorded Webinar Archive](#) from 09/13/2023 that goes along with this process.

Setting up

Applications on intake - Agency Intake (Includes a description of ops, employees, payroll, sub costs, etc.,) Complete ACORDs, Loss Runs, signed release for future loss runs, (especially for LOBs that may have "tail" coverage,) and first year supplements. ****Accurately setting Billing Type as Agency Bill****

Attaching to HS - some attach to client, some to LOB, I like having all in the same place, so if I create the file, the complete "intake" is attached when inserting the client. (Then can be copied to the policy level.)

Having **updated contact info** is vital, I know some use a "tag" that expires every 365 days, letting anyone who may have contact with the insured know that the contact info needs to be confirmed.

Managing Timelines - HS Reports>Advanced Reports>Renewal Report>Quarterly>Bill Type - Agency Bill - Now you have your list.

Some MGAs will proactively send their supplements and doc requests, others will make you hound them for what they need to quote a renewal. For me, I typically don't rely on the UW to trigger my workflow, I will begin the process 60-ish days out depending on the MGA and responsiveness of the client. I keep a list of renewals by month in addition to suspenses in HS so I know where I am at with each renewal.

Workflow

Workflow - however you choose to trigger your workflow, I always check the policy in HS to see any recent communication, mid-term changes, and generally get an idea of what will be needed for the renewal. I check to make sure the prior year docs are in the file, have been named correctly, and are complete. This also gives me an idea of how I will complete diligence for the policy (Contractor vs. Brewery vs. Crop Sprayer) where I looked last year and who might consider this year. I'm not going to spend a lot of time on diligence, as all but the results happen outside of HS. *(Again, assuming the coverage will remain with the current carrier/broker)*

60 days out -First Notice to Client of Renewal Update Needed - I am reasonably certain the coverage will renew with the current MGA, I have "Printed" new ACORDs and attached any supplements or requests for additional documents, drivers lists, schedules, that I have and I email them to the client using my "Renewal - Apps to Client" template, which I can modify to accommodate additional docs as needed. I ask for the docs to be returned right around the 45-day mark. I create a suspense on the sent email for a reminder email if I don't have the docs back prior to the date I requested, but if you know this client is going to need reminders, ask for a quicker return and set a suspense to follow up a few days before that date. I don't like "quote per expiring" and use it only as a last resort when clients have not responded to requests for updated apps.

45 Days - Ideally you will have completed applications and supplements/docs to send to your UW. This is when I make changes to the client info in HS, changes in employees, ops, locations, schedules,

this way when the quote is received, I can use my own system to ensure the quote is what I requested, I don't have to re-evaluate all the returned docs for changes. After I make the changes, I create a suspense for the quote, set for 30 (ish) days to renewal, allowing time to follow up with UW or for follow-up questions & requests from the UW to the client, as my goal is to have a bindable quote in hand more than two weeks prior to renewal. (Which may or may not be realistic)

30 Days- Quote in hand - move to present to client

No Quote in hand - Follow up with UW on quote status- move suspense to 15 days.

No Updated apps - Mail to Client and document file. Suspense for 15 days out.

15 Days - This close to renewal if you have no updated apps and your UW hasn't already nudged you to quote per expiring - quote per expiring, documenting each attempt to make contact with your client. Your workflow will still look similar to what we've gone over so far, but it will all be squeezed into an unknown time frame with an unknown outcome (price changes to unable to quote)

Presenting Quote to Client - this step varies on the client/policy/premium, as you would expect, but assuming your run of the mill Contractor, I send the quote, signature docs, and if needed, PFA to the client with a return date no later than the week prior to renewal. (Regardless of the date here, there will still be those that walk in the day of to bind coverage, but I don't change my workflow, even if I know they will be last minute.) I set a suspense for the requested date of return.

Note on proposals- I have a template in my work planner app that is easy for me to use, some have HS templates, this is about as much as I am able to do with the volume and resources available to me, I copy the MGA's proposal page into an agency branded template, review again to ensure everything is accurate and I send via email. 95% of my agency billed renewals are done via email/phone.

Binding - Most often this happens in pieces, I get signed forms one day, then questions on payments and options another day, but until I have "Cash in Hand" and all binding subjectivities accounted for, my suspense in HS and my renewal list, remain on "Presented Quote - Waiting"

When I have everything, I need to bind coverage, I send my bind order and set a suspense for "Binder" the following week and move accordingly. I "renew" the policy in HS, updating the annual premium so I have an active policy to continue to work in.

Once I have the binder and I've reviewed it for accuracy, I change the suspense to "Documents" and set for 30 days out as some can take that long. I add the new policy number (when applicable.) When I have a binder and when I have authority to do so, this is when I will issue renewal certificates and send to holders. If the client did not return an updated Cert Holder list, I don't send updated certificates until I have confirmation from the client that the holders I have on file will require a certificate for the new term.

The last step in this workflow is receiving the policy from the carrier. I review it as I did the binder to ensure the coverage we have is the coverage we requested. If there are new forms or endorsements that will need to be included in certificate requests, I attach those separately so they can easily be found when generating new certificates. I make any additional/final updates to policy coverages, and all policies are emailed to the client unless they have specifically requested mail/have no email/no internet access.