PUP ACCESS
RLI Personal Umbrella Policy On-Line
Processing Instructions for SubProducers

NOTE: For best results in displaying .PDF documents, it is recommended that you have Adobe 8.0 or later installed on your computer.
RLI Sub-Producer,

You have been given access to the RLI Specialty Markets Community Home page or “PUPAccess” via a User ID and password provided to you by an RLI Administrator. You are not directly appointed by RLI and are not paid a commission by RLI. Any questions you have regarding your relationship with RLI should be directed to your RLI Administrator.

Within this system, you will find a host of information enabling you to interact with RLI for Personal Umbrella Policies (PUP) and/or Home Business Insurance (HBI) policies. This manual is specific to PUP written with RLI.

From the “Community Home Page”, you will have the ability to quote and inquire on RLI Personal Umbrella Policies. The system also has the ability to provide copies of umbrella forms and reports that will make your use of the RLI PUP so much easier. The following instructions will illustrate how to utilize this online tool.

This system will not only allow the user to quote and submit a new business application on-line, but also to make inquires on existing policies. Always remember, policies are not bound until RLI assigns a policy number which will start with the prefix “PUP”.

In these instructions, you will find information on how to quote new submissions, how to inquire on your existing policies and how to obtain copies of necessary forms. We will explain the “terminology” used within the system so you are aware of the status of any particular policy. The “Reports” areas can provide information with expiration lists or other data to help you interact easier with your accounting area and your customers. Where possible, illustrations have been included to help you along the way.

Should you encounter a situation not noted in the Table of Contents, please contact your Administrator.
SUB-PRODUCER INFORMATION

User Name: __________

Password: ____________

Administrator Name: ______________________________________

NOTE: A sub-producer should take great care in writing down the preceding information as this information is confidential and should be treated as such.

As an RLI Personal umbrella subproducer, you do not have a direct appointment with RLI and RLI does not pay you commission. Your program administrator is your sole source of information for RLI personal umbrella policies. Their name is above and their phone number can be found on any RLI policy documents.
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CHAPTER 1

Introduction to PUP Access
How to Log-In To The “Specialty Markets Community Home Page”

Log onto the RLI website via the URL: www.rlicorp.com.

1. Click on the “Producer Log-In” tab on the right side of the page.
1. Click on the “Personal Umbrella Policy – (PUP)” link.
You should now be at the following URL –
https://portal.rlicorp.com/portal/server.pt

You may wish to save this page to your “Favorites” to speed future access.

1. **User name** – Your initial “User name” is your 5 digit administrator number assigned by RLI, followed by a hyphen, then your 5 digit subproducer number. For example, if your administrator number is 12345 and your subproducer number is 67890, your “User name” is 12345-67890. **Once you log-on with this numeric code, you will be prompted to create a unique user ID. For additional details, refer to Chapter 9.**

2. **Password** - Enter your “Password” assigned to you by RLI. Please note “Passwords” are case sensitive.

   **Note:** After you have logged into the system the first time with the 10 digit numeric code, you will be required to set-up a “unique user id”. This process is outlined in Chapter 9.

If 3 failed attempts have been made trying to log in, you will become “locked out” of the system and will have to unlock your account via the self-service password.
The “Specialty Markets Community Home Page” contains a host of tools.

1. **Get A New PUP Quote** – This link allows you to immediately begin the PUP quoting process. You can also complete an application after obtaining a quote. This is covered in Chapter 3.

2. **Quote – Policy Look-up** – This link will allow you to view all save quotes and bound policies with one click. This is covered in Chapter 4.

3. **Quote – Policy Form Look-up** – This link will allow you to view any policy form, based on a number of various options. This is covered in Chapter 2.

4. **Run a PUP Report** – This link will allow you to run a number of various reports designed that will enable you to run your business more efficiently. This is covered in Chapter 5.

5. **Home Business Insurance System (eRLI Access)** – This button is used to launch RLI’s Home Business Insurance (HBI) rating.

6. **RLI PUP Alert** – Review this section each day to ensure you have the most up-to-date information about what is going on with the system or at RLI.
By selecting “RLI Personal Umbrella Policy System (PUP Access)” from the “Community Home Page”, you come to the “PUP Access Home Page” which shows you many of the same options you can select from the “Community Home Page”.

1. **Forms** – Allows you to view the forms associated based on a number of variables. Same as selecting “Quote-Policy Form Look-Up” from the “Community Home Page”.

2. **Administration** – This link will allow you to resend an electronic signature and payment e-mail or provide the log-in credentials in the event of a signature or payment issue.

3. **New Quote** – Your starting point to enter a new quote. Same as selecting “Get a New PUP Quote” from the “Community Home Page”.

4. **Quotes – Policies** – Allows you to view all quotes or policies. Same as selecting “Quote-Policy Look-Up” from the “Community Home Page”.

5. **Reports** – Allows you to access various reports that will allow you to more efficiently run your business. Same as selecting “Run a PUP Report” from the “Community Home Page”.

6. **Need Help?** – Provides an e-mail based help system that will be responded to within 24 hours if you experience a problem navigating the system.

7. **Log Off** – Will log you out of “PUP Access” and return you back to the “Community Home Page”.
CHAPTER 2

“Forms”
1. **Forms** – From the “Community Home Page”, click on the “Quote – Policy Form Look-up” link. This link will allow you to view all forms produced based on a number of variables. Future pages explain what can be done with these forms.

**Note:** Forms are available in “PUP Access” as they renew in this new system. To obtain a copy of an “old” form (anything produced prior to 5/08), you may order a duplicate on the “Mailing Screen”. See page 45 for additional information.
1. Enter the search criteria to access the forms for a particular policy or set of policies. You may fill in one field or multiple fields by which to search. Not only can you search for one particular policy, but you can search for multiple policies that have a similar characteristic.

Examples:
- **Form Type**– From the drop down list, search to see which insureds were mailed a particular form.
- **Process Date** - By entering a date in this field, the system will give you all the forms that populated with that particular process date.

2. **Search** – Once the criteria has been entered, click “Search”.
“Mailing Maintenance” Screen

1. To open the PDF, click on the icon under the “View” column for the desired form.

**NOTE:** If you are looking for a form that is not under the ‘Forms” tab, then it may have been generated prior to 5/08. In this case, you can order a duplicate from the Mailing Screen in Policy Inquiry. It will be mailed to your administrator the next business day.
“Mailing Maintenance” Screen

1. To open the PDF, click on the icon under the “View” column for the desired form.

2. If the form has an “Error” status, you may check the box in front of the item, and then click on “Report Problem”.

Note: If you are looking for a form that is not under the “Forms” tab, then it may have been generated prior to this new system. In this case, you can order a duplicate from the Mailing Screen in Policy Inquiry via “eRLI Access” (page 45). It will be sent to your administrator the next business day.
To update the status of a particular form, click on the box in front of the desired form.

Click on the down arrow under “Form Status”. A drop down box will appear with the following options:

- **Printed**
- **Attempted** — The second part of the Error status below will show that the form encountered some sort of problem.
- **Printed and Sent**
- **E-mail sent**
- **Error** — The system automatically populates this if there is a problem with the particular form generated.
- **Queued** — The form will generate that evening.

Next click on “Update Status.” This will update the form’s status to what was chosen under #2 and will be available for future reference.

Note: The “Form Status” is only populated by you, the user, with the exception of “Error” and “Queued”.
Once the form has loaded it can be printed, e-mailed or saved.

1. **Print** - To print the document, click on “File” and then select “Print.”

2. **E-Mail** - To email the document, click on “File,” select “Send,” and then select “Page By E-mail.” This will automatically send the attachment to a new e-mail.

3. **Save As** – To save this document, click on “Save As” and select the location to which you wish to save the document.

4. Close this window once your document has been printed, emailed or saved by clicking on the red “X”.

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Dear Policyholder:

Thank you for your recent purchase of our Personal Umbrella liability insurance. Your policy is enclosed. Please review it carefully. This coverage provides personal liability protection over and above the basic policy limits described on your Declaration. You’ll rest more easily with the knowledge that a personal liability lawsuit involving a covered injury to another person or damage to someone else’s property will not take away the savings and property you’ve earned over the years.

Any question you may have about your coverage will be gladly answered by the insurance agent with whom you placed this coverage.

If you have a claim or a serious accident, contact your agent immediately.
CHAPTER 3

“New Quotes”
1. **New Quote** – From the “Community Home Page”, click on the “Get a New PUP Quote” link.
Once you click on “Get a New PUP Quote” you begin the quoting process on this screen.

1. **Zip Code** - Enter the zip code where the named insured resides.

2. **Effective Date** – There are two ways to enter the effective date. One is to click on the calendar tab next to the effective date box, and select the appropriate date. The other way is to type in the appropriate date. You may only enter an effective date which is 3 days back from the entry date or 60 days forward.

3. **Next** – After selecting the date, click on the “Next” button to move to the next screen.
1. **Administrator** - The “Administrator” number will automatically display.

2. **SubAgent** – Your “SubAgent” (subproducer) number will automatically display.

3. **Named Insured** – Complete the information for the “Named Insured” and if necessary, the “Second Named Insured”.

4. **Rating Questions** – These questions are in an abbreviated format. To view the question in its entirety, hold the cursor over the question and the full question will display.

5. **Underlying Auto Limits** - The final question references the underlying auto limits maintained by all members of the household on **ANY** auto in the household.

6. **Rate** – Click the “Rate” button to obtain the premium(s).
1. **Rate** - Once you have clicked on the “Rate” button, the following fields will be populated and the quote number will be assigned.
   a. **Premium Options** – You must select the coverage limit desired before you can move forward with the quote/application process.
   b. **Rating Tier** – This will provide detail of the rating tier for which your risk qualifies based on risk characteristics.

2. **Quote Letter** – This button will generate a letter with a premium indication based on the information entered during the quick quote process.

3. **Application** – This button will generate a *partially completed* application based on the questions answered.

4. **Save & Close** – This button allows you to save the information entered and exit from the quote.

5. **Save** – This button will save the quote information entered and keep the current quote active.

6. **Next** – This button will always save the currently entered information and take you to the next page of the quote/application screens.

7. The applicant’s name and quote number are displayed here.
“Underwriting Questions” Screen

1. **Underwriting Questions** - Answer each question.

2. This group of buttons perform the same functions as on the previous page.

3. **Next** - Once all questions have been answered, click the “Next” button to proceed to the next screen.
“Limits Of Liability” Screen

1. Answer the question affirming that all members of the household agree to maintain the minimum required underlying limits throughout the policy term.

2. This group of buttons perform the same functions as on the previous pages.

3. Next - Once all questions have been answered, click the “Next” button to proceed to the next screen.
“Automobile Liability” Screen

1. Answer the question by selecting the appropriate underlying auto limit the insured agrees to maintain for all members of the household.

   **Note:** This question must be answered regardless of whether or not there is a driver and/or a vehicle in the household.

2. This group of buttons perform the same functions as on the previous pages.

3. **Next** - Once all questions have been answered, click the “Next” button to proceed to the next screen.
“Member Of Household” Screen

All household members ages 14 and older must be disclosed here.

1. **Editing Member Number “X”** – Complete each field for all members.

2. **Save Member** - Click this button to save the information once each member’s information has been entered.

3. **Delete Member**– Click this button if a member’s information is incorrect. This deletes the current information and allows you to start over. Remember that if you completely delete a driver thus decreasing the total number of drivers, you must first decrease the number of drivers stated in question #5 on the “Premium Options” screen.

4. **Cancel** – Click this button if you do not want to edit a selected member.

5. **Next** - Once all members have been included and the questions have been answered, click the “Next” button to proceed to the next screen.
“Member Of Household” Screen

Once all household members have been disclosed the screen will change.

1. Once each member of the household has been listed, they will show within this section.

2. **Next** - Once all members have been added, click the “Next” button to proceed to the next screen.

Note: The number of drivers answered on question #5 must equal the number of household members input here with a YES in the license/permit column.
“Address Information” Screen

1. **Primary Address** – Complete each field for the insured’s primary address.

2. **Same As Mailing** - If the mailing address is different than the primary address then answer “No” and complete the “Mailing Address” section.

3. **Mailing Address** – Complete all the fields for the mailing address.

4. This group of buttons perform the same functions as on the previous pages.

5. **Application** - By printing the “Application” from this screen, the entire application is complete and ready for the insured’s signature, or you can continue to the next screen to have the application signed and paid electronically.

6. **Next** - Once all questions have been answered, click the “Next” button to proceed to the next screen.
1. **Confirmation** – This is where you will select how the policy will be signed and paid. The next page will show you the four options for answering this question.

2. This group of buttons perform the same functions as on the previous pages.

3. **Submit for Review** – If your insured has selected to provide a wet signature and check for payment, you would use this button to submit you risk to your administrator. In this case, before the risk can be bound by your administrator, they will need the signed RLI application and full payment. Contact your administrator for instructions on their workflow.
1. In order to complete the sales transaction for an insured’s policy, you have three methods for completion.

**Application contains original signature** – You would make this selection if the insured has chosen to provide a wet signature and check payment for their policy.

**No signature on application** – If you do not have a signature and payment, you should never submit the risk to your administrator. Print the application for signature and then submit to your administrator.

**Send a secure email to the insured to eSign and Pay Online** – This is the first of two methods by which you can have the application signed and paid for electronically. Once the insured receives the e-mail, they will provide their electronic signature and payment and once they have completed this step, the policy is automatically sent to your administrator for binding.

**Verbally provide login information to the insured to eSign and Pay Online** – This is the second method the insured can select to electronically complete the purchase of their policy. Simply follow the on-screen directions and the insured can access RLI’s secure website directly without receiving an e-mail.
“Submitted” Screen

1. Once “Submit for Review” is selected on the previous screen –
   a. The quote number will display, and
   b. “Submitted” will show in the upper left side.

Your administrator will provide direction on what your next steps should be to complete the process. RLI requires that the administrator have a legible, signed and complete RLI application with full annual payment before they request the quote to be bound.

Once the policy is bound by RLI, a policy number with a “PUP” prefix is assigned. All policy information and policy documents can be found in the “Quotes - Policies” area of “PUP Access”.

Note: All RLI applications require the insured’s signature and full annual premium prior to binding.
CHAPTER 4

“Quotes – Policies”
1. **Quotes – Policies Look-up** – From the “Community Home Page”, click on this option to view an existing quote or a specific policy.
“Repository” Screen

1. **Working List** – When you click on the “Quote-Policy Look-Up” link, it will automatically bring up “Recent Transactions”. This includes both quotes and policies.

   You can filter by these 7 options. Those include -

   - **Quotes** – To search for quotes, click “Quotes”.
   - **Policies** – To search for policies, click “Policies”.
   - **Recent Transactions** – Previously outlined.
   - **eSignature** – This will filter quotes with any status relating to the esignature process.
   - **Payments Pending** – This will filter those quotes due to status of “web payment pending”.
   - **Failed Payments** – This will filter those quotes with an attempted electronic payment with has failed for any reason.
   - **Expired Authorization** – This will filter those quotes which have exceeded the 7 day authorization period.

   **Note:** If a button is blue it is active. If the button is grey it is not active. These buttons will be described in further detail in the coming pages.
“Repository” Screen

1. **Search** section- Enter the criteria in the appropriate field(s) to locate the policy or quote that is being sought.

2. **Search** button – Click this button once the criteria has been established to query the database.

3. **Working List: Recent Transactions** - Select the policy or quote desired by clicking on the policy or quote found in the listing.

4. **Load** – Click this button once the policy or quote has been highlighted, to load the data.

**Note:** If a button is blue it is active. If a button is grey it is not active.
“Repository” Screen

Once a signed application with payment is received in your office from the insured, you will need to submit the application and payment to your administrator. By reviewing the paperwork you receive, determine if the insured has made changes to any part of the quote in the system by looking for any changes that have been made to the paper app.

1. Select the desired quote by clicking on the specific line within the list. It will turn blue once it has been highlighted.

2. **Load** - Click on the “Load” button when the signed application along with the premium is received.

Note: If the quote’s effective date is more than 3 days old, you will need to load the quote and change the date.
Once “Load” is selected, the quote will appear with the information entered previously.

1. **Rate** – If everything is correct, continue through the quote by pressing the tab key and then “Rate”. Once you have selected the correct limit, you may continue through the remaining screens to verify everything is correct until you reach the “Confirmation” screen, as covered on slide 30.

Note: If any changes were made to the application, each change must be initialed by the insured. Amend the answers within the quote in “PUP Access” and then “Rate”.
“Repository” Screen

1. **Search** section - Enter the criteria in the appropriate field(s) to locate the policy that is being requested. You may search by a number of different criteria.

2. **Search** button – Click the “Search” button to display the desired policy.

3. Once your policy is listed click on the line with the policy you wish to work with. This will highlight the policy line.

4. **Policy Inquiry** - Click on the “Policy Inquiry” button once the policy has been highlighted.
“Policy Inquiry” Screen

1. Once the policy has been retrieved, summary information for each policy term will be displayed for the 4 most recent policy terms, with the most recent policy term’s information at the top.

   **Note: the policy status will be noted in red for quick reference.**

   a. To display additional policy periods, if applicable, click on “See All Terms”.

2. + - To see additional policy details, click the small “+”. (See next page for detail.)

3. Should this be adequate for your needs, you can go to the next policy by entering your criteria into the “Search” field(s).
When you click the “+” symbol, some of the details include the following:

1. Insured’s primary address and any other addresses on file.
2. Producer (Administrator) and Subproducer (SubAgent) Information
3. Premiums by policy limit
4. Underwriting questions and answers

Note: Additional information may be included depending on the status displayed. Much of the information shown at the top of the inquiry screen is primarily used for internal processing by RLI associates. Many of these fields are outlined on the next page.
1. Additional information will appear in this section, depending on the policy status. Most fields displayed are used for internal processing by RLI associates. Some of the examples are -

- **Modified by**: Reflects the user who entered a transaction or that the system generated the transaction with the word “process”.
- **Retro Y/N**: Indicates a transaction has been reversed.
- **Tr Date**: Reflects the transaction process or entry date.
- **User**: Reflects the user who processed the transaction.
- **Agency type**: “A” = Account Current (payment via check) or “D” = Direct Bill (payment via credit card or ACH)
“Policy Inquiry” Screen – Members of the Household

All members of the household listed on the policy can be found under the “Members of Household” link.

1. **Members of Household** - Click on this link and a pop-up window will appear.
1. Each member of the household will be listed.

2. After reviewing the member’s information that is available, close the pop-up screen by clicking the “Close” button.

Note: Due to our contract with the MVR provider, the only MVR activity that will appear in the PUP Access system are the violations, DUI and at-fault accidents that were input during the quoting process.
“Policy Inquiry” Screen - Mailing

The “Mailing” link provides information on when a particular form was mailed and to whom. You may also order duplicates from the mailing screen.

1. **Mailing** - Click on “Mailing” and a pop-up window will appear.
“Mailing History” Screen

This screen will only have forms listed if they were generated prior to 5/08.

1. **Details** - If you need to order a duplicate of a form from a prior term, click on the “Details” button. (This has been done above for the 2007 term.)

2. **Hide Details** - If you wish to not see the details once you have opened them, you can click on the “Hide Details” button.

3. **Dup** - Select the desired form to be duplicated by checking the box to the left of the document that you want to order.

4. **Duplicate** - Click on the “Duplicate” button. This will generate a form to be mailed out to your administrator’s office the next business day.

5. **Close** - Close window by clicking the “Close” button when complete with review.
“Policy Inquiry” Screen – Check/Claim

The “Check/Claim” link provides renewal payment information and any reported claims for a specific policy.

1. **Check/Claim** - Click on “Check/Claim” and a pop-up window will appear.
"Policy Claim Information" Screen

1. **Claim Information** - Is displayed at the top of the screen and will provide brief information, (if applicable) on any claim(s).

2. **Check Information** - Provides renewal payment information. The check number and dollar amount is displayed, if applicable.

3. **Billing History** – This information will not be available to you. You can obtain this data from your administrator.

4. **Close** – Click on the “Close” button when you are finished with your review.

**Note:** If there is no information listed it is likely new business and there is no information since this would be an account current policy. This screen is usually used to check the status of payment received on renewal policies.
“Policy Inquiry” Screen – Notes

The “Notes” link is where you can add a note and/or view prior comments on a policy. These notes are available to anyone with the appropriate access to inquire on policies – including you, anyone using your specific log-in, your administrator and RLI employees.

1. **Notes** - Click on “Notes” and a pop-up window will appear.
Creating Notes

1. Click on “Create Note.”
1. **Text** - Type your note in the “Text” box. This is a good place to document a phone discussion, as an example.

2. **Save Note** – Once you have entered your desired note, click on the “Save Note” button.

3. **Close** – After you save your note, click on the “Close” button.
The “Forms” link will take you to where the policy forms for a particular policy can be obtained.

1. **Forms** - Click on “Forms” and a pop-up window will appear.
“Mailing Maintenance” Screen

The functionality of the “Forms” area is the same as explained in Chapter 2.
CHAPTER 5

“Reports”
1. **Reports** – From the “Community Home Page”, click on the “Run a PUP Report” link to access reports.
“PupReports” Screen

1. **PUP Reports** - Hover on “PUP Reports”, on the left-hand side, and a list of available reports will be provided.

   These reports allow you to manage your RLI PUP business, improve retention by saving policies that are about to non-renew/lapse for nonpayment or to insert yourself into the renewal process.
“PUP Expiration List by Subagent” Report

You could run this report each month to know which policies will be renewing.

1. Both the “Beginning Expiration Date” and the “Ending Expiration Date” can be selected by clicking on the calendar or by entering the desired dates.

2. Go - Once you click on the “Go” button, an Excel spreadsheet will open with the desired data.
“PUP Policy Count & Premium” Report

This report can be run to track production.

1. Enter the “Beginning Expiration Date” and the “Ending Expiration Date”.
2. Go - Once you click on the “Go” button, an Excel spreadsheet will open with the desired data.
"PUP Non-Renewal Policy List" Report

This report could be run to know who will be receiving non-renewal notices within the next few days (before the insured gets the notice).

1. You may select from two different date searches.
   a) One option is to “Select by Beginning and Ending Process Dates” by clicking the radio button next to this option. Both the “Beginning Expiration Date” and the “Ending Expiration Date” can be either selected by clicking on the calendar or by entering the desired dates.
   b) The second option is to “Select by Starting and Ending Non-renewal Effective Date.” To use this method, click on the radio button next to this option, and enter the “Starting and Ending Non-Renewal Effective Date” by clicking on the calendar or by entering the desired date.

2. Go - Once you click on the “Go” button, an Excel spreadsheet will open with the desired data.
This listing will show all your PUP policies.

1. The “Inforce as of Date” can be selected either by clicking on the calendar or entering the desired dates.
2. Select “PUP” from the drop down list.
3. Select the desired state from the drop down list.
4. **Go** - Once you click on the “Go” button, an Excel spreadsheet will open with the desired data.
“PUP Lapse Policy List” Report

This report shows lapsed policies and can be used to contact the insureds to remind them of the need for payment.

1. Both the “Beginning Expiration Date” and the ‘Ending Expiration Date” can be either selected by clicking on the calendar or by entering the desired dates.

2. **Go** - Once you click on the “Go” button, an Excel spreadsheet will open with the desired data.
“PUP New Business Policies Mailed” Report

This report enables the user to know which quotes have been bound, issued and mailed.

1. Both the “Beginning Expiration Date” and the ‘Ending Expiration Date’ can be either selected by clicking on the calendar or by entering the desired dates.

2. Go - Once you click on the “Go” button, an Excel spreadsheet will open with the desired data.
“PUP Renewal Policies Mailed” Report

This report can be used to help manage the renewal process enabling the user to know which renewal policies have paid, issued and mailed.

1. Both the “Beginning Expiration Date” and the ‘Ending Expiration Date” can be either selected by clicking on the calendar or by entering the desired date.

2. **Go** - Once you click on the “Go” button, an Excel spreadsheet will open with the desired data.
“PUP Renewal Apps Mailed” Report

This report shows which renewal applications have been mailed to the insured.

1. Both the “Beginning Expiration Date” and the ‘Ending Expiration Date’ can be either selected by clicking on the calendar or by entering the desired date.

2. **Go** - Once you click on the “Go” button, an Excel spreadsheet will open with the desired data.
"PUP Billed Renewals" Report

This report can be used to improve retention. The insureds have returned their questionnaire and are eligible. They just need to be reminded to pay their bill.

1. Both the “Beginning Expiration Date” and the ‘Ending Expiration Date” can be either selected by clicking on the calendar or by entering the desired date.

2. **Go** - Once you click on the “Go” button, an Excel spreadsheet will open with the desired data.
“PUP Canceled Policies” Report

This report could be used to contact previous insureds to find out why they cancelled.

1. Both the “Beginning Expiration Date” and the “Ending Expiration Date” can be either selected by clicking on the calendar or by entering the desired date.

2. Go - Once you click on the “Go” button, an Excel spreadsheet will open with the desired data.
“PUP Decreased Policy Limits” Report

This report shows which insureds chose to decrease the limit of coverage from the previous year.

1. Fill in the “Accounting Month”.

2. Go - Once you click on the “Go” button, an Excel spreadsheet will open with the desired data.
CHAPTER 6

“Need Help?”
1. **Need Help?** – From the “PUP Access” Home page, click on this tab if you would like to send an e-mail to request specific help.
1. Enter the e-mail address to which the response should be sent.
2. Explain your question or the problem you are encountering.
3. Click “Send.”

Note: Every effort will be made to review and respond to on-line inquiries within 24 hours. Please remember to check this manual for procedural questions or contact your administrator.
CHAPTER 7

“RLI Specialty Markets Community Home Page”
1. On the next few pages, the various links at the bottom of the “Community Home Page” will be outlined in more detail.
Once you click on the “Marketing Materials” link, you will be directed to this screen. For PDF files of the brochures, click on the first link. There are also a couple articles you can utilize as proof sources when talking to your insureds.

The marketing materials can be placed as a link on your website. They can all be personalized with your specific contact information, saved and/or printed.
Once you have clicked on “Marketing Materials”, a new window will open with several documents that may be customized and used immediately.

1. To print, click on “Customize and Print Now”. This will open a PDF file and allow you to add your agency address, etc. You can then print them in your office with your customization.
“PUP Sample Forms” Screen

You can select a number of various sample forms by clicking on the “PUP Sample Forms” link from the home page. Click on the desired folder to access the form. These are blank forms and not specific to a particular insured. These forms can be placed on your website to reduce phone calls and provide easy access to your customers. Always make sure you keep them updated.

Keep in mind that policy specific PDFs of each individual policy form is available in Policy Inquiry.

“HBI Sample Forms” is another link on the “Community Home Page” that will operate in a similar fashion as this screen for the Home Business Insurance product forms.
“System Manuals” Screen

This manual along with the helpful hints can prove to be valuable resources and we encourage their use for detailed information on the PUP Access system. Utilizing the on-line manuals may answer many of your day-to-day questions. We encourage you to acquaint yourself with these valuable tools.
1. **PUP Rate Lookup** – This is the same link we encourage you to place on your website for potential customers to obtain a rate and complete an application without the need to have a sign-on for PUP Access.

2. **PUP FAQs** – This is your resource for the most commonly asked questions about the product.

3. **Help** – This was previously covered in chapter 6.
CHAPTER 8

Unique User ID
Unique User ID Set-Up Screen

1. Registration – After you initial log-on, using your assigned numeric username and password, you will be prompted to create your own unique user ID. The username you pick, should be your work e-mail address. This is the username you will use from this point on when accessing the RLI PUP Access system.

2. Security Question – At the same time, you will sign-up for self-service password. By answering your “Security Question”, you will allow yourself the ability to unlock and retrieve your password in the future without the need to contact your administrator.

3. Additional Administrators – This section is designed for subproducers who may have chosen to work with two different administrators for access to the RLI product group. Administrators can disregard this section.

4. Submit – Click this button once all fields are complete.
Confirmation Screen

This screen will display once you click the “Submit” button to verify you have completed the unique user ID sign-up process. You will now need to wait for an e-mail from RLI to verify the sign-up process before you can re-enter the PUP Access system.

The e-mail generation can take up to 15 minutes. Please do not try to re-enter the system without the verification e-mail being received.
Confirmation E-Mail

This is the e-mail you will receive approximately 15 minutes after the completion of the unique user ID set-up process.

1. Simply click on this link and the system will then recognize your new username and password as created.

Please Note: you will no longer use the numeric username and password provided to you by your administrator.
Confirmation Of Registration screen

Once you click on the link within your e-mail, you will be confirmed that you have properly set-up your unique user ID.

1. Continue – Click this button to move onto the sign-in screen.
Portal Sign-On screen

You are now directed back to the portal sign-on screen where you will now use your e-mail address and new password to enter the PUP Access system.
Chapter 9

Self-Service Password
1. **Forgot Password** – In the event you forget the password associated with your username, click on this link.
RLI’s Password Assistance – Self-Service Password

1. **User ID** – Input your User ID in this box to identify yourself. This should be your Unique User ID.

2. **Next** – click this button to move to the next screen.
Password Reset

1. **Secret question** – The secret question and answer was completed during your Unique User ID sign-up process. Complete your secret answer.

2. **New Password** – Input the new password you would like, provided it is at least 7 digits long, contains letters and numbers and isn’t the same as one of your prior 10 passwords.

3. **Confirm Password** – Simply retype your new password.

4. **Submit** – Click on this button once all fields have been completed.
Password Reset

Once you clicked on the “Submit” button, you will receive this confirmation screen. Additionally, you will receive an e-mail to confirm your password has been reset.

Click on the “here” link to sign into to the Community Home Page.
Chapter 10

Change Password
“Change Password”

1. **Change Password** – Click on this link to change your password should you need to do so.
Change Password Screen

1. **Old Password** – Input the current password used with your Unique User ID.

2. **New Password** – Input the password you would like to use and then re-enter it for verification purposes.

3. **Submit** – Click the Submit button to complete the password change process.
Success Message

Once the Submit button has been clicked on and the system has accepted the new password, this message will display with a link to the Portal to log back in using your Unique User ID and the newly created password.

Click on the “here” link to sign into to the Community Home Page.
Confirmation E-Mail

Once a password change has been successfully completed, you will always receive this e-mail. If you did not intend to change your password, please follow the directions within the e-mail.
Chapter 11

E Signature Process
Begin the E Signature Process Here
OPTION 1: Send a secure email to the Insured to E-Sign and Pay Online

This is a copy of the e-mail your Insured will receive. The Insured has 5 days to complete the E-Signature and Electronic Payment. The Insured opens the email, and then clicks on the secure link to continue the E-Signature process.

From: no-Reply@licorp.com
To: Timothy.Flanagan
Cc: 
Subject: Electronically Sign your Personal Umbrella application

Your Username: timothy.flanagan@licorp.com

Click on the link below to access your personal umbrella application. It is important that you take the time to verify your application prior to signing. Once we have received notice that you have completed the signature process, we will finalize your application. Please do not reply to this message; this is an automated email and is not set up to provide a response. If you encounter any problems, please call your agent for assistance. Thank you.


RLI Insurance Company
Sign By: 10/25/2011
Quote ID: 2778764
OPTION 2: Verbally provide login information to the Insured to E-Sign and Pay Online

This is the screen that will be displayed to the Agent if the “Verbal” option is chosen, so that the Agent can provide the Login ID, Password, and Website address to the Insured. The Insured then logs onto www.myrli.com to continue the E-Signature process.
E-Signature Instructions

Regardless if the Insured clicks on the e-mail link or goes to the myrli.com website directly, this is the first screen that appears to begin the E-Signature and payment process.

Named Applicant(s) – The only person(s) that may electronically sign the application are listed here.

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Named Applicant(s)
TIMOTHY FLANAGAN

Address
*** IMPORTANT NOTICE ***
Please verify that the address listed below is your residential address and that all fields are correct. This data will be used to verify your identity. If this information is incorrect, please contact your agent.

123 FAKE STREET
PEORIA, IL 61614

eSignature Instructions

Thank you for your interest in purchasing a Personal Umbrella policy with RLI Insurance Company. You have been directed to this website to review your application, electronically sign and submit payment for your policy premium. You will be asked to enter information that will be used to validate that you are authorized to sign the application. This information will NOT be saved or used for any purpose other than verification. Once you have completed the signature process, an email will be sent with an electronic copy of your signed application. You will be required to submit payment for your policy after signing your application. Your account will not be charged until your application has met final approval and your policy has been bound. Please click the "Continue" button below to begin the signature process.

This application must be verified and signed personally by the named applicant(s) or it is invalid. RLI reserves the right to void any policy which was issued based on an application signed and submitted by an individual other than the named applicant(s). Note that individuals who falsely register as the applicant or submit this application on his/her behalf are subject to prosecution for fraud.

This process requires Adobe Reader. If you do not have Adobe Reader installed, you can get it here. 

Continue
Real Time Signer Identification

This screen is used to verify the identity of the Named Insured. This is the data the Named Insured will need to complete for the verification process. This information is not stored and is simply used in a one-time process to ensure the Named Insured is the signer of the document.

1. The Named Insured must place a checkmark in this box before they can continue.

2. **Continue** – Once all the fields have been completed, the Named Insured clicks this button to have the verification process completed and move forward.

3. **Note:** If the verification fails, it will be indicated on this screen. The Named Insured will have one additional try in the event that something was keyed incorrectly.
Page 5 of 5

Please be sure to sign application on page 4.

Page 4 of 5

APPLICATION WILL NOT BE ACCEPTED WITHOUT APPLICANT’S ORIGINAL SIGNATURE.

If a Power of Attorney is used, a copy of the Power of Attorney letter must accompany the Application.

DATE: 12/2000

APPLICANT’S ORIGINAL SIGNATURE: [Signature]

(FL Requirement: This application is in compliance with Section 626.752, Florida Statutes. A copy has been furnished to the applicant and coverage is Not Bound.)

APPLICANT'S BROKERING AGENT'S SIGNATURE: [Signature]

APPLICANT'S BROKERING AGENCY'S NAME: [Name]

APPLICANT'S BROKERING AGENCY'S ADDRESS: [Address]

APPLICANT'S BROKERING AGENCY'S LICENSE #: [License #]

ANY CHANGES MADE TO AN ANSWER ON THIS APPLICATION MUST BE INITIALED BY THE APPLICANT. THE SAME VERSION DATE MUST APPEAR ON ALL 4 PAGES OF THE APPLICATION.

A PREMIUM CHECK MUST ACCOMPANY THE APPLICATION TO COMPLETE PROCESSING.
E-Signature Results

This screen will display after the application has been electronically signed. The Insured then clicks “Continue.”

2nd “Continue Screen”

This screen will display and the Insured then clicks “Continue” again.
Payment Options

Here is where the Insured will determine how to pay for the policy. This can be set up as: 1) a Credit/Debit card payment, or 2) the funds can be withdrawn from a checking or savings account (EFT). Select the payment method to continue.
OPTION 1: **Credit/Debit Card Information**

This is the screen that will need to be completed to pay the premium with a credit or debit card.
OPTION 2: **Bank Account Information**

This is the screen that will need to be completed for an Electronic Funds Transfer.

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**Unpaid Billed Balance Information**

Total Billed as of Today: $152.00

**Payment Method**

- Credit/Debit
- Electronic Funds Transfer

**Bank Information**

- Routing Number
- Account Number
- Account Type
- Name: CHAD FAKINGSTON
- Address 1: 123 FAKE STREET
- Address 2
- Address 3
- City: PEORIA
- State: IL
- ZIP Code: 61604
- Phone
- Email

A confirmation email will be sent to this address.
“Pay Now” Payment Screen

The payment is now ready for processing. (The Insured may click “Go Back” to make any changes or corrections). The Insured checks the box to agree to the “Terms and Conditions”, then clicks “Pay Now.”
Transaction Status – On Screen Notice

When the payment has been submitted, the Insured will receive a receipt of authorization on screen and also an email (see next slide). This page may be printed as a receipt. The Insured then clicks the “Finish” button to exit. If the Insured does not click the “Finish” button and simply closes this screen, the payment will still be processed. **Please note: this payment may take at least one business day to appear in the Insured’s credit card or bank account.**
Transaction Status – Email to Insured

After the payment has been submitted, the Insured will receive an email with the receipt of authorization.

Laurie Whitaker

From: Web Payments Queue [webpayments@rlocorp.com]
Sent: Wednesday, February 17, 2010 1:49 PM
To: Laurie Whitaker
Subject: RLI Insurance Confirmation for Payment Number 76180457021710

You have authorized RLI to charge your account ending in 4448.

Authorization Information:

Account Holder Name: JOSEPH DEMARTINE
Total Amount: $360.00
Card Type: Visa
Last 4 Digits of Account Number: 4448

Product Information:

1. PUR0371333 Contract/Policy Premium: $360.00

Your account will be charged on or after: 02/17/2010
Payment Requested: 02/17/2010
Payment Confirmation Number: 76180457021710

- This is a one time charge to your account.
- Please write down the payment confirmation number or print this page for future reference.

For any questions, please contact your agent.
Administrator Alert E-mail

Once the Insured has completed the e-signature and payment process, this e-mail will be sent to the Administrator as an alert to retrieve the quote and bind it to RLI. This e-mail will be sent to the email address on record as the Main Contact for RLI.

Note to Administrator: There is no indication sent to the sub-producer once the process has been completed.
Quote “Repository” Screen

1. After receipt of the Administrator Alert email, the Administrator will need to enter the quote repository and retrieve the quote that is ready to be bound. Paid E Signature quotes have a status of “New Quote Paid”. This is the indicator, beyond the alert e-mails, that a policy is ready to be bound. Use the ‘STATUS’ drop down box to select NEW QUOTE PAID and search. This will show all policies currently in this status.

2. Bind – This button will be available once the “New Quote Paid” is highlighted. The highlighted quote does not need to be loaded in order to bind the policy. Simply click the Bind button and the policy will be sent to RLI for final approval and release.

Note: With the introduction of electronic signature and payments, these policies will not be subject to the RLI Application Audit. RLI electronically stores the new business application. All signed applications are available in the Forms Repository.
Verification Dialog Box

After the "Bind" button is clicked, this box appears to ensure that the policy is ready to be bound.

Once the electronically submitted application has been bound, business returns to the normal workflows for policy document delivery.

Remember, the Sub Producer will still not know the policy has been bound unless they check the status in their Policy Repository or the Administrator has delivered the policy documents.
PUP Access Quotes-Policies Repository:
E-Signature ‘STATUS’ Definitions

✓ eSig e-mailed Pending - The email with the secured Log-In link was sent to the applicant.

✓ eSig Pending - The Log-In information was given to the applicant verbally.

✓ eSig Complete - The applicant has signed the application, but has not completed the electronic payment process.

✓ New Quote Paid - The applicant has now signed the application and paid the premium due. The policy is ready to be submitted to RLI for binding by the administrator.