



INSURANCE-4-TRUCKS

The Patriot Group of Companies, Inc. Insurance-4-Trucks

Quoting / Binding Procedure Manual



5042 Wilshire Blvd #37424, Los Angeles, CA 90036
Main (909) 243-1192. Fax (800) 207-5178. Email newbusiness@insurance-4-trucks.com



Overview

The insurance industry safeguards the assets of its policyholders by transferring risk from an individual or business to an insurance company. Insurance companies act as financial intermediaries in that they invest the premiums they collect for providing this service.

Regulations

All Types of insurance are regulated by the states, with each state having its own set of status and rules.

Auto Insurance Basics

Auto insurance protects against financial loss in the event of an accident. It is a contract between the policyholder and the insurance company. The policy holder agrees to pay the premiums and the insurance company agrees to pay losses as defined in the policy.

Auto insurance provides property, liability and medical coverage:

- Property coverage pays for damage to, or theft of, the car.
- Liability coverage pays for the policyholder's legal responsibility to others for bodily injury or property damage.
- Medical coverage pays for the cost of treating injuries, rehabilitation and sometimes lost wages and funeral expenses.

Most states require drivers to have auto liability insurance before they can legally drive a car. (Liability insurance pays the other drivers's medical, car repair and other costs when the policyholder is at fault in an auto accident.) All states have laws that set the minimum amounts of insurance or other financial security drivers have to pay for the harm caused by their negligence behind the wheel if an accident occurs. Most auto policies are for six months to a year. A basic auto insurance policy is comprised of six different kinds of coverage, each of which is priced separately (see below).

1. Bodily Injury Liability

This coverage applies to injuries that the policyholder and family members listed on the policy cause to someone else. These individuals are also covered when driving other peoples' cars with permission.



2. Medical Payments or Personal Injury Protection (PIP)

This coverage pays for the treatment of injuries to the driver and passengers of the policyholder's car. PIP can cover medical payments, lost wages and the cost of replacing services normally performed by someone injured in an auto accident. It might cover funeral costs.

3. Property Damage Liability

This coverage pays for damage policyholders (or someone driving the car with their permission) may cause to someone else's property. Usually this means damage to someone else's car, but it also includes damage to lamp posts, telephone poles, fences, building or other structures hit in an accident.

4. Collision

This coverage pays for damage to the policyholders' car resulting from a collision with another car, an object or as result of flipping over. Collision Coverage is generally sold with a deductible of \$250 to \$1000- the higher the deductible, the lower the premium. Even if the policyholders are at fault for an accident, collision coverage will reimburse them for the costs of repairing the car, minus the deductible. If the policyholder is not at fault, the insurance company may try to recover the amount it paid from the other driver's insurance company, a process known as subrogation.

5. Comprehensive

This coverage reimburses for loss due to theft or damage caused by something other than a collision with another car or object, such as fire, falling objects, missiles, earthquakes, windstorms to mention some. Comprehensive insurance is usually sold with a \$100 to \$300 deductible. States do not require the purchase of collision or comprehensive coverage, but lenders may insist borrowers carry it until a car loan is paid off.

6. Uninsured and Underinsured Motorist Coverage

Uninsured motorist coverage will reimburse the policyholder, a member of the family or a designated driver if one of them is hit by an uninsured or a hit-and-run driver. Underinsured motorist coverage comes into play when an at-fault driver has insufficient insurance to pay for the other driver's total loss. This coverage will also protect a policyholder who is hit while a pedestrian.



CONTENTS

CONTACT INFORMATION	Page 2
QUOTING	Page 3
QUOTING AUTHORITY	
QUOTE SUBMISSION	
NEW BUSINESS	Page 4
BINDING PROCESS	
RISK SUBMISSION	
MOTOR VEHICLE REPORTS (MVRS)	Page 5
BILLING METHODS	Page 6
ANNUAL BILLING	
MONTHLY BILLING	
PAID IN FULL	
FINANCE	
PAYMENT OPTIONS	Page 8
FILINGS	Page 9
CHANGES	Page 10
ADDING EQUIPMENT	
DELETING EQUIPMENT	
ADDING DRIVERS	
DELETING DRIVERS	
ADDITIONAL INSUREDS	
LEINHOLDERS	
LEASE COMPANY / MOTOR CARRIER	
MONTHLY REPORTING	
RENEWALS	Page 12
CANCELLATIONS	Page 13
CANCELLATION METHOD	
FLAT CANCELLATIONS	
CANCELLATIONS FOR NONPAYMENT	
PRODUCER CANCELLATIONS	
REINSTATEMENTS	Page 14
AGENT OF RECORD LETTER	Page 15
CLAIMS	Page 16
LOSS RUNS	Page 17

This manual has been prepared as a guide to assist you in handling the administrative details of your program coverage. If any conflict should arise between the contents of this manual and the Policy, or in any point is not covered in the manual, the terms of the policy will govern.



CONTACT INFORMATION

Mailing Address: The Patriot Group of Companies, Inc
5042 Wilshire Blvd # 37424
Los Angeles, CA 90036

Physical Address: 13764 Jurupa Ave.,
Fontana, CA 92367

Telephone Number: (909) 243.1192

Fax Number: (800) 207.5178

Website: www.insurance4trucks.com

Department

Extensions E-mail

Accounting	101	veronica@insurance-4-trucks.com
Certificates	120	newbusiness@insurance-4-trucks.com
Customer Service	300	marlene@insurance-4-trucks.com
Endorsements	201	endorsements@insurance-4-trucks.com
Sales / Submissions	110	ben@insurance-4-trucks.com



QUOTING

QUOTING AUTHORITY

The Sales and Marketing Department is always willing to assist with any quoting questions or concerns. It is important to note that receiving a quote from an agent does not ensure coverage or bind a policy.

QUOTE SUBMISSION

Insurance-4-Trucks strives for a **72** business hour turn-around on risks submitted for a quote. Submissions should include the following:

1. Completed application,
2. MVR (if applicable),
3. Loss Run Report (if applicable),
4. Financial statements (if applicable),
5. Mileage reports (if applicable), and
6. Gross receipts reports (if applicable).

After you get the quotes, pin down the cost and buy the insurance, your agent will post insurance filings with the Federal Motor Carrier Safety Administration to show that you have auto liability insurance.

Insurance-4-Trucks offers the ability for you to submit risks for an indication in the following methods:

1. E-mail to: marie@insurance-4-trucks.com
2. Fax to: (800) 207.5178



NEW BUSINESS

BINDING PROCESS

Insurance-4-Trucks does not extend binding authority. Producers may not issue binders on new business without prior notice of acceptance from The Patriot Group of Companies, Inc. Outlined below are the binding guidelines for new business:

- Complete, signed application by applicant and producer (Please make sure that the driver(s) and all other information on the application are complete, accurate, and legible. Cooperation is needed to ensure that **Insurance-4-Trucks** has the ability to provide prompt acceptance and issuance of our insured's policies.)
- Complete MVR (if applicable)
- Down payment, along with any prior outstanding balance
- Signed indication (if applicable)
- DOT inspections and physicals for drivers over age sixty-five (65)
- Pictures of vehicles of fifteen (15) years of age

All underwriting information and documentation is required within five (5) business days of the initial bind request to honor said date. Under no condition will coverage be bound prior to the date of receipt (Effective Date) by **Insurance-4-Trucks**

An ACORD certificate be issued by the producer upon acceptance of a risk by **Insurance-4-Trucks**, a copy must be provided to the insured and certificate holders. Producers must submit any special forms or endorsements to **Insurance-4-Trucks** for approval prior to issuance to the insured.



MOTOR VEHICLE REPORTS (MVRs)

Current MVRs on all drivers must be submitted with the application and/or Policy Change Form (Endorsements). A current MVR is one that is ordered within the last thirty (30) days.

If **Insurance-4-Trucks** does not receive MVRs with the submission of the application or Policy Change Form, **Insurance-4-Trucks** will order the MVR and charge an MVR fee per driver.



BILLING METHODS

General Agents offer several convenient billing and payment methods to their insureds.

ANNUAL BILLING

1. Coverage is bound upon receipt of a 25% down payment received within five (5) business days of the Effective Date. A policy number will be assigned upon receipt.
2. Any additional premiums charged during the term of the policy are due upon receipt of the invoice.

MONTHLY BILLING

Monthly payment Book:

This is the most recommended and most popular method.

1. No invoices will be provided. The insured will receive a payment book at the time of policy issuance.
2. Coverage is bound upon receipt of the first month's premium and deposit (equal to one month's premium) plus applicable fees within five (5) business days of the Effective Date.
3. A deposit equal to one month's premium is required throughout the policy term. Adjustments to the deposit will be made on a monthly basis in accordance with respective changes to the policy.
4. Payments are due not later than the 1st of each month. After the 1st of the month, a late fee might be applied. If payment is not received by the 15th of the month, an additional \$25 late fee applies and a Notice of Cancellation is mailed. Adjustments to the deposit will be made on a monthly basis on each monthly invoice. The deposit balance is refundable upon cancellation. Refunds are processed within 4-6 weeks from the date of cancellation.



DIRECT BILL ACCOUNTS:

1. These accounts are invoiced to the insured for the monthly payment and prorated daily. An annual administrative fee will apply.*
2. Coverage is bound upon receipt of a 25% down payment received within five (5) business days of the Effective Date. A policy number will be assigned upon receipt.
3. A deposit equal to one month's premium is required throughout the policy term. In the event of filings, two (2) month's deposit is required. Adjustments to the deposit will be made on a monthly basis on each monthly invoice. The deposit balance is refundable upon cancellation. Refunds are processed within 4-6 weeks from the date of cancellation.
4. Monthly billing statements will be mailed to the insured for each account prior to the 20th of every month. Payments are due on the 1st of the following month.

PREMIUM FINANCING ASSISTANCE

These companies act identically to how a bank or credit union operates. Your "premium finance company" loans you the money to pay the insurance premium and you pay them back over time via monthly installment.

Note: You are typically required to put at least 25% of the total premium as a down payment on a policy.

Insurance-4-Trucks have a few premium finance partners, you don't have to shop around in the open market to find a loan. The process is really simple, as the agent will prepare the paperwork for financing at the same time is preparing the application for coverage. If insured fails to pay future installments, finance company will cancel the promise and insured won't have coverage any more.

PAID IN FULL

Save money by making just one payment for the full premium. This one payment option is the most economical plan, no installment service fees.



PAYMENT OPTIONS

Insurance-4-Trucks offers several payment options listed below for your convenience;

1. Online- Click to Pay.
2. Automatic Bank Draft.
3. Payment By Phone.
4. Payment By Mail.



FILINGS

Insurance-4-Trucks will issue required filings on behalf of the insured at the time of binding the risk. Filings requiring a 30-day notice of cancellation will continue to earn premium regardless of the reason for cancellation.



CHANGES

Changes may be made to an existing policy by using **Insurance-4-Trucks** Policy Change Form. Policy Change Forms can be submitted as follows:

E-mail to: endorments@insurance-4-trucks.com

ADDING EQUIPMENT

Insurance-4-Trucks will not add equipment if a policy is pending cancellation for non-payment of premium until the past due premium has been paid in full. When adding equipment, insured must provide **Insurance-4-Trucks** with the following information:

1. Complete vehicle description including year, manufacturer make, model, VIN/serial number, and value
2. Coverage type to be provided along with the deductible for each coverage type, where a deductible applies
3. Driver information along with an MVR for each driver (see page 6 for details)
4. Name and address of all lienholder(s), additional insured(s), or certificate holders
5. The full name, telephone number, and MC/DOT number of the lease company to whom the unit will be leased along with the transported commodities

DELETING EQUIPMENT

When deleting equipment, indicate on the Policy Change Form the reason for deletion (i.e. unit sold, unit no longer under long-term lease, etc.).

ADDING DRIVER

When adding a driver, provide driver information and indicate on the Policy Change Form the reason for the addition along with MVR run within the last thirty (30) days. **Insurance-4-Trucks** charge for MVRs not provided by insured. Changes that affect the risk class of the account may cause rates to change accordingly. (An additional administration charge may apply.)



DELETING DRIVER

When deleting a driver, indicate on the Policy Change Form the reason for deletion along with the applicable certificate number.

ADDITIONAL INSURED

When requesting an additional insured endorsement, indicate on the Policy Change Form the reason why the party wants to be named as an additional insured. Note: Unless the owner of power unit has a lease purchase agreement with the insured, the lessee cannot be named as an additional insured.

LIENHOLDERS

When requesting to add or remove a lienholder, complete a Policy Change Form and include the name of the lienholder, address, and telephone number.

LEASE COMPANY / MOTOR CARRIER

When requesting to change a lease company, complete a Policy Change Form and include the name of the motor carrier, address, telephone number, MC/DOT number, and commodity transported.



RENEWALS

- A renewal quote will be provided to the insured sixty (30) days prior to the renewal date.
- The following documents are required prior to processing and issuance of renewal policies:

1. Signed renewal indication/proposal Quote
2. MVRs for all drivers*

* Should MVRs not be received, **Insurance-4-Trucks** will order the MVRs at insured expense.

To provide superior service to insureds, **Insurance-4-Trucks** goal to email renewal policies and related documentation thirty (30) days prior to expiration. The process and receipt of these documents on a timely basis ensures that policyholders have their certificates and ID Cards promptly at renewal.

Note: Applicable documents including DOT Inspections, physicals, pictures, etc. may also be required at renewal per **Insurance-4-Trucks** Underwriting Manual.



CANCELLATIONS

CANCELLATION METHOD

Cancellations may be submitted on the Policy Change Form. Please indicate the reason and effective date.

- A signed letter of no losses from the insured
- Proof of replacement coverage

CANCELLATIONS FOR NON-PAYMENT

Monthly Payment Book:

Cancellation Notices are mailed on the 15th of each month. A late fee will be applied. A Confirmation of Cancellation will follow if payment is not made within ten (10) days of the date of the Notice of Cancellation.

Monthly List Bill/Annual Bill:

1. Cancellation Notices are mailed on the 5th of each month. A late fee will be applied. A Confirmation of Cancellation will follow if payment is not made within ten (10) days of the date of the Notice of Cancellation.
2. A Notice of Cancellation received from a finance company will result in a Notice of Cancellation being generated to the policyholder. Copies of all notices will be provided to applicable parties. A late fee will apply.

PRODUCER CANCELLATIONS

If a producer provides a Notice of Cancellation and/or a Confirmation of Cancellation to the insured for any reason, at any time, **Insurance-4-Trucks** must be provided a copy within 24 hours of notice to the insured. Upon receipt of a Final Cancellation Notice, **Insurance-4-Trucks** will cancel the policy in accordance with the notice assuming timely notification is made in accordance with the procedure outlined herein.



REINSTATEMENTS

Typically a car insurance reinstatement comes after insured policy has lapsed due to not making a payment on time. A policy reinstatement comes from the same insurance carrier you were previously insured. Often comes with same policy number and coverage.

Is a discretion of the Insurance carrier to reinstate or not the policy. In the case they carrier reinstate the policy might incurred a reinstatement fee.



AGENT OF RECORD LETTER

Insurance-4-Trucks will not honor any request to bind coverage for an existing account from an alternate Insurance-4-Trucks producer, unless submitted with a complete Acord Agent of Record Form or signed Agent of Record Letter on company letterhead referencing said risk. Once an Agent of Record Letter is received.



CLAIMS

CLAIMS REPORTING

1. Contact the Claims Department provide notification of a claim/loss.
2. All correspondence, documentation and/or inquiries in reference to reported claims should be directed to the Claims Department.



LOSS RUNS

The Sales Department will provide loss runs upon request. Requests can be made via the following methods:

1. E-mail to: endorsements@insurance-4-trucks.com
2. Fax to: