

# WORK FLOW REFERENCE GUIDE

## CONTACT US

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**RATER & PORTAL**  
[portal.ssiuw.com](http://portal.ssiuw.com)

**SUBMISSIONS**  
[submissions@ssiuw.com](mailto:submissions@ssiuw.com)

**APPLICATIONS**  
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**BIND REQUESTS**  
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**ENDORSEMENTS**  
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**CLAIMS**  
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**ACCOUNTING**  
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**INSPECTIONS**  
[inspections@ssiuw.com](mailto:inspections@ssiuw.com)

**[www.ssiuw.com](http://www.ssiuw.com)**

## SUBMISSIONS / UNDERWRITING REQUESTS

[portal.ssiuw.com](http://portal.ssiuw.com) OR [submissions@ssiuw.com](mailto:submissions@ssiuw.com)

- Use the [Online Rater](#) to submit risk data and receive an instant quote. Or, enter the risk data and use the “Submit to Underwriter” button to the top right of the quote.
- To submit manually, complete the downloadable QQF (Quick Quote Form).
- All requests will receive a response within the business day (submissions received by 2 pm CT will receive same day response).
- Multiple proposals available for most risks (when available).

## APPLICATIONS

[applications@ssiuw.com](mailto:applications@ssiuw.com)

- After submitting and rating the risk through our [Online Rater](#), use the **Request Applications** button to generate pre-filled applications for quoted risks.
- Print, email or e-sign using the Bind Via Adobe E-Sign button.
- Email our processing team to request manual applications. Digital signatures are accepted.

## BINDING / POLICY ISSUANCE

[binder@ssiuw.com](mailto:binder@ssiuw.com)

- Bind requests submitted through our [Online Rater](#) will be automatically submitted to processing and a confirmation email sent to the requesting agent.
- If using the Adobe E-Sign feature, applications are emailed to the insured, then to the agent for signing. Once completed, applications are automatically sent to processing (agent and insured will receive confirmation email).
- Incomplete applications (missing information, forms or contact info) will delay binding.
- 24-hour policy issuance turn-around - agency invoice, binder and policy delivered electronically to retail agency.

## ENDORSEMENTS / CANCELLATIONS

[endorse@ssiuw.com](mailto:endorse@ssiuw.com)

- Access our [Agent Portal](#) to view your agency’s policies and submit endorsement requests.
- Coverage changes will be reviewed/quoted by an Underwriter, quotes for return or additional premium will be presented the agent prior to processing the endorsement.
- Non-monied endorsement requests (name changes, mortgagee changes, etc.) are processed in the same business day. General Change Endorsement and endorsed Declarations Page returned via email to the agent and tagged for access in the Agent Portal.
- Cancellations require ACORD cancellation form signed by the insured **and** agent; proof of sale (HUD or deed) or proof of new coverage required to backdate cancellations.

Updated 05.11.2018

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## CLAIMS REPORTING

[claims@ssiuw.com](mailto:claims@ssiuw.com)

- Agents should educate the insured on loss mitigation and encourage them to begin the cleanup process as soon as possible to prevent further damage.
- Claims may be reported via our [Agent Portal](#) under the Submit FNOL/Claim tab or via email.
- Claims should be submitted via ACORD Loss Notice form.
- Claims Coordinator will send loss details to TPA; Acknowledgment of Assignment and Adjuster information will be sent via email to retail agent.

## ACCOUNTING

[accounting@ssiuw.com](mailto:accounting@ssiuw.com)

- Payment terms and information provided via invoice at time of binding.
- SSIU offers Agency billing on New Business and Commercial accounts. Direct Billing is available for Personal Lines Renewal accounts (Direct to Insured or Lienholder/Mortgagee).
- Agency billed invoices are submitted directly to the Agency for net payment, due within 10 days of policy effective date or policy will auto-cancel.
- Agents can access specific invoice and payment history within our [Agent Portal](#) via the Policy tab under Policy Details > Invoices & Payments.
- SSIU does not recognize cancellations for non-payment from finance companies. If SSIU receives a cancellation for non-payment request from a premium finance company, that will be forwarded to the Agent of Record.
- Online payments are accepted on our website via Xpress Pay under the [Billing](#) tab. A separate nominal processing fee will be charged for online payments via ACH or credit/debit card.

## INSPECTIONS

[inspections@ssiuw.com](mailto:inspections@ssiuw.com)

- Properties are inspected within 30 days of effective date and annually at renewal (*Exception - Builders Risk and HO6 risks are exempt from inspection requirement*).
- Sufficient and current contact information for insured or representative required at binding.
- Inspection fees are non-refundable if policy is canceled and inspection has been completed.
- Inspection reports returned with underwriting issues will receive a notification letter with instructions for repair/resolution. Properties which do not comply with inspection resolution requests will be subject to endorsement cancellation or non-renewal at Underwriter discretion.
- Inspections reports are available for review via our [Agent Portal](#) in the Policy tab under Policy Details > Documents.

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