

New York HO3 – Occidental Casualty Company of NC Frequently Asked Questions (FAQ)

Underwriting

What is the number of losses you will accept?

Our program accepts up to 2 non-zero losses of any type (cat or non cat) in the prior 3 years and up to 3 within the past 6 years. The loss damage and condition causing the loss must have been repaired.

Do prior owner claims affect the rate?

No, only losses that the *customer* had at the insured location *or* any other location will be used in policy rating.

Are losses surcharged?

Losses impact the rating tier so premium may be affected.

Should we disclose admitted zero paid claims?

Yes, any loss paid or not paid that the customer brings to your attention should be included. Zero paid claims are not used in pricing or eligibility.

Does the system determine the replacement cost?

Yes, based on the information provided in the quote, MSB will return a replacement cost when you click on the "Get Replacement Cost" button in the Additional Replacement Cost section of the quote.

Do we write row homes/town houses?

Yes, row and town homes are eligible.

How do you define a row/town home?

A row/town home is a single family home that is attached to other homes. A home that is free standing (not attached to another home) is a single family home.

How many rating tiers are in the product?

We have 10 tiers primarily driven by loss history and insurance score.

Do we score for the entire household or just the first named insured? Can the score be run on both husband and wife?

The insurance score will be run on the person listed as the applicant.

If not currently in place, will you accept a binder for risks requiring flood insurance?

Yes, a copy of the flood binder/flood application can be used for proof of flood insurance.

Is contents flood insurance required or just dwelling flood insurance?

If the home is under 15' elevation and within ½ mile of the defined coastline, only dwelling flood insurance is needed. The limits must be equal to the dwelling limit or the amount available by the NFIP - \$250,000 dwelling. Excess flood insurance is not required.

When does the policy rate?

The policy will rate once all sections in the quote tab have been completed.

What is the turnaround time for underwriting referrals?

Most referrals will be answered within 24 hours.

Can you purchase additional amounts of insurance?

Yes, under the Basic Coverage and Deductible Options screen you will see “Dwelling Additional Amounts of Insurance”. You can purchase 25% or 50% over and above the Coverage A limit.

When are appraisals needed?

Appraisals/Bill of sale are required for any item \$5,000 and over and should be dated within 2 years of the coverage effective date.

When is a lead Abatement Certificate needed?

A certificate showing the home is either “Lead Free” or “Lead Safe” is needed when the year built is prior to 1980 and the home is either multi unit owner occupied or there is a rental exposure on the residence premises.

Are tenant occupied homes eligible?

The only rental exposures that qualify are multi- family dwellings where the insured occupies one of the units as a primary residence or if there is a rental exposure on the residence premises (cottage rented to others).

What can be used as evidence of insurance for a closing?

The Proof of Insurance document that is included in the enrollment package can be used as evidence for a closing.

If the address validation returns an incorrect square footage, can I override it?

Yes, based on your knowledge of the risk, if the square footage returned is incorrect, you can change the square footage. We will be ordering a Property Inspection on all issued policies to verify square footage.

Does the agent have to sign the application?

Only the insured is required to sign the application.

Do we need to provide proof of the age of the roof?

Generally, we do not require that you send us proof of roof age. However, since roof age is used as a rating variable, we may require proof if the property inspection shows the roof is older than what was indicated.

Can account credit for writing the auto policy be endorsed mid-term?

Yes, if the home policy has been written and you subsequently write auto coverage, the policy can be endorsed for a pro-rated credit.

Can the signed application be faxed scanned/emailed?

Yes, both methods are acceptable.

How will my credentials be sent?

Upon completion of the Agent Producer Agreement Package and attendance at a training session, your credentials will be emailed to you.

Can I bind coverage immediately?

Yes, as long as you did not receive any underwriting blocks or ineligible messages.

Billing:

What are the timelines for Billing?

Direct - Semi-annual (2-Pay):

60% of the premium is paid at the time the policy is bound along with the \$50.00 policy fee.

Invoice bill will be mailed 135 days after the effective date and due on the 180th day.

Direct – Quarterly (4-Pay):

40% of the total premium is paid at the time the policy is bound along with the \$50.00 policy fee.

Invoice bill will be sent 45 days after the effective date/due date.

The remaining 60% of the total premium due will be invoiced in three equal installments, due 3 months, 6 months, and 9 months after the effective date.

Direct – Mortgagee:

The policy premium is paid from an established escrow account or premium will be collected at closing.

Can payment plans be changed midterm?

Yes, you can change payment plans midterm.

Is a money order considered the same as a check?

Yes, it should be made out to Occidental and have the policy number written in the memo section.

Do we accept recurring credit card payments?

Credit card is only accepted as the down payment on a 4-payment plan policy.

Automatic 10-Pay Plan:

How does the Automatic 10 Pay plan work?

The Automatic 10 Pay plan saves your clients time and money. Under this plan, their insurance payments are automatically deducted from their bank accounts so there are no more checks to write or payments to remember. A monthly statement will be sent to your clients ten (10) days prior to the due date. The minimum payment will be drafted from their account on the due date. The automatic 10 pay plan also saves your client money by only charging a \$3 installment fee compared to the regular \$6 fee applied to mail-in payment plans.

What do I need to do in order to sign my client up?

To sign up for the Automatic 10 Pay plan, all you need to do is select the automatic 10 pay option and pay the down payment when submitting your quote. Your client needs to complete the ACH Authorization Form and mail it to Occidental fire and Casualty Insurance Company.

You should assist your client in completing the ACH Authorization Form and make sure the form is mailed to Occidental Fire and Casualty Insurance Co., Billing Department, P.O. Box 12999, Tallahassee, FL, 32317-2999. If you prefer faxing in the form, the Billing Department's fax number is 1-866-657-2227. The form must be returned within 15 days of binding to allow time to setup the recurring payments before the next installment is due. If the form is not received within 15 days, a second request will be sent to the insured requesting the ACH

Authorization form. If the form still is not received, the payment plan will change to a quarterly payment plan and the insured will be invoiced for payment.

Where can I find the ACH Recurring Authorization Form?

The ACH Recurring Authorization form can be found in the Document Section of the Agent Portal.

Will my client receive an invoice?

The client will receive a monthly invoice notifying them that the payment will be automatically drafted from their bank account and not to pay from the invoice.

How can I cancel the recurring feature or switch to another pay plan?

The ACH debit feature can be cancelled by the insured's written notification to us at least 15 days prior to payment due date. If an Annual, Semi-annual, or Quarterly payment plan is preferred, the insured should include this information in the notice. Customer service may be reached via e-mail customerservice@cru360.com or fax 1-866-954-1003.

How do I switch to the automatic 10 plan if my client is already on another plan?

Unfortunately, this feature is not currently available, but we expect to offer it in a future enhancement.

Who should I call if I have further questions of the automatic 10 pay or any other pay plan?

Additional questions should be directed to the Customer Service Department at 1-866-706-9407.