

CopperPoint Systems and Business Changes Coming Soon

OCTOBER 1, 2018

CopperPoint is excited to share important business and systems changes occurring October 1, 2018.

SYSTEM CHANGES

Agent Portal

A new secure portal has been designed with Agency users in mind, to provide key information 24x7 for **managing your business**.

- **Submissions:** Streamlined online submission process
- **Account:** Snapshot information for all lines of business
- **Billing:** Visibility to account charges and payments; download entire transaction ledger
- **Policy:** Policy details, access to policy documents and endorsements
- **Claims:** Ability to monitor claims status, view and download adjuster notes, and access to loss runs
- **Commissions:** View monthly statements (controlled access)

Customer Portal

Significant improvements have been made as follows:

- **Claims:** Significantly improved claims interface
 - » Visibility into claim adjuster notes
 - » Download all claim details, including loss runs
 - » Expedited claims reporting
 - » Ability to upload report of injury form
 - » Immediate access to claim information - claim number, adjuster contact information
 - » Ability to upload images, pdfs, and other key supporting claims information
- **Policy:** Make payments and report payroll

Details regarding training and login credentials will be coming soon. Questions may be directed to portaladmin@copperpoint.com.

BUSINESS CHANGES

- Arizona new business effective 10/1/2018
- Arizona renewal business effective 1/1/2019

Billing Payment Options:

- New recurring [automatic] payments via ACH/EFT
- Changes to payment plans down [first] payments:

OSE Plan	Down Payment %
2-Pay	65%
4-Pay	35%*
6-Pay	24%
6-Pay	20%
10-Pay	20%
10-Pay	10%
Monthly Reporting	25%*
Quarterly Reporting	50%*
Annual	100%

***Red Text** – changes to first payment terms

Payment Terms

- Payment due dates:
 - » The Insured will have 25 days to pay an invoice.
 - » If the policy is issued within 10 days of the effective date, the Insured will have 10 days to make the first payment.
 - » Coverage is expected to be bound prior to the effective date.

First Payment Invoice – Examples

Scenario	Issue Date	Effective Date	Invoice Date	Due Date
Bind & Issue < 10	10/30/2018	11/1/2018	10/30/2018	11/9/2018
Bind & Issue > 10	1/3/2019	1/15/2019	1/3/2019	1/14/2019
Bind & Issue > 30	10/1/2018	11/1/2018	10/6/18	10/31/18

- Payroll reporting:
 - » Due 20 days from issue date
 - » 4th and 12th reports no longer required

Fee Overview

Type of Fee	Fee Type	Amount
Installment Fee <ul style="list-style-type: none"> No fee if: <ul style="list-style-type: none"> » Premium is paid-in-full prior to the installment invoicing » Account is enrolled in automatic payments 	Account	\$5.00 administrative fee per invoice
Reporting Fee <ul style="list-style-type: none"> Fee assessed for premium-payroll report processing. No fee if premium-payroll report is submitted on-line at www.copperpoint.com Any applicable fee is reversed if payroll report is reversed. 	Policy	\$7.00 per premium payroll report
Reinstatement Fee	Policy	\$50.00 per occurrence
Late Fee <ul style="list-style-type: none"> No fee if the past due Account Balance is less than or equal to \$50.00. 	Account	Monthly - 1.5% of past due balance or a flat fee of \$10.00 , whichever is greater.
Payment Reversal Fee (Non-sufficient funds)	Account	\$20.00 per payment re-versed, check or ACH/EFT.
Cancellation Charge (NCCI short rate penalty)	Policy	Subject to NCCI rules
Payment Plan Processing Fee (primarily audit balances)	Account	\$8.00 per installment

Please Note: Payment terms and policy fees are subject to change and will be determined in accordance with the terms of the policies issued.