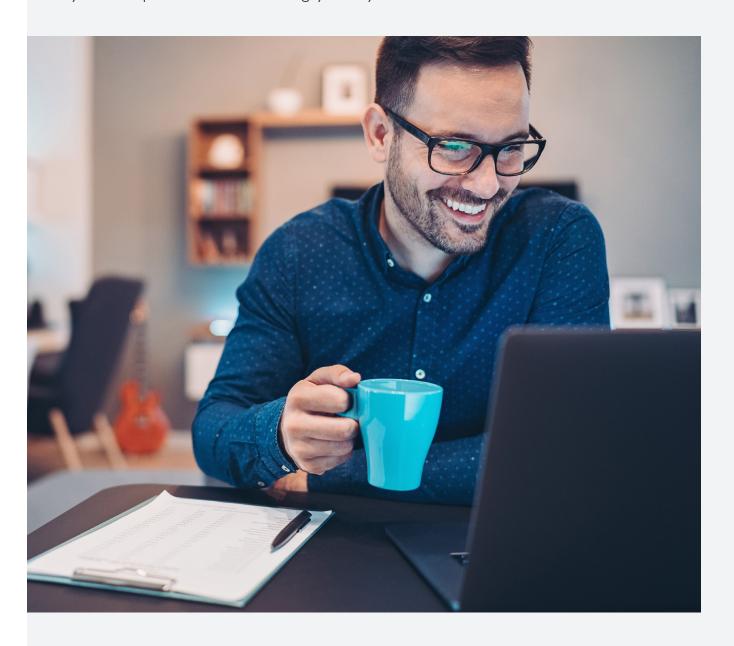
PTS 6.0 **REFERENCE GUIDES**

The following Reference Guides will walk you through step-by-step instructions for various functions in PTS so that you can complete the tasks without the assistance of our team. If you have questions after reviewing, you may contact us at 866-407-9896.





Step 1

Log into the rating system. (PTS)

- Go to www.hoaic.com
 - Click on Agent Login at the top right corner of the home page
 -OR-
 - Scroll down on the home page to find the Agent Login box

Step 2

Click on "Quote"

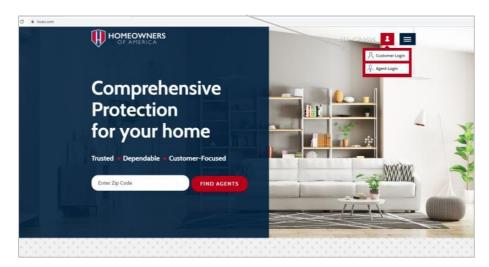
**Note: Company messages and updates will be posted on this screen.

Step 3

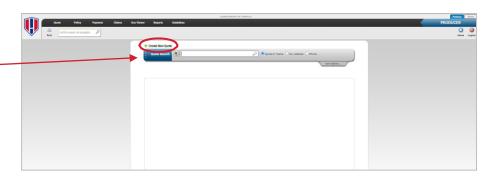
- Use "Quote Search" to search previous quotes
- Click on "Create New Quote" to start a new quote

Step 4

- Select the effective date (quote date can be up to 60 days in advance)
- Add the product you are quoting











Step 5

- Select the state for the product you are quoting (you will only see the states the product is offered in)
- Enter the zip code
- Select "Click Here to Start Quote"

Step 6

- Enter applicant's information in the "General" tab.
- Required fields are in yellow.

IMPORTANT: Be sure to enter the street address as accurately as possible so that the correct Public Protection Classification (PPC) is assigned. Make sure to validate the address.

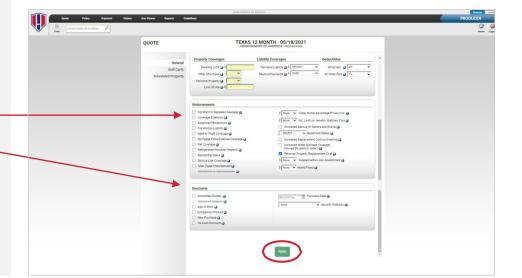
 Once required fields are complete, the CoreLogic RCT Express Valuations box will appear. You can choose Quick or Detailed Valuation.

Contact Set Address | Contact Set Address| |

PRODUCT SELECTION

Step 7

- Enter in risk limits and deductibles
- Add any endorsements and available discounts
- Click "Rate"





Step8

Quote Detail Screen

 Click on the policy type to see the Quote Declarations Page

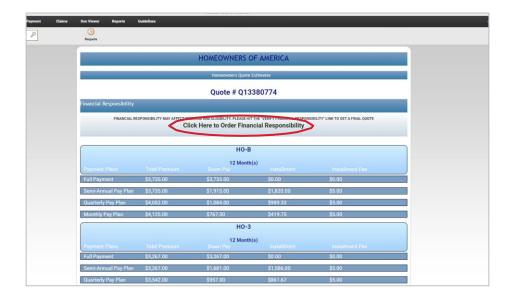
**Note: Rate returned is before insurance score. (See next steps to verify credit.)



Step9

Quote Declaration Page

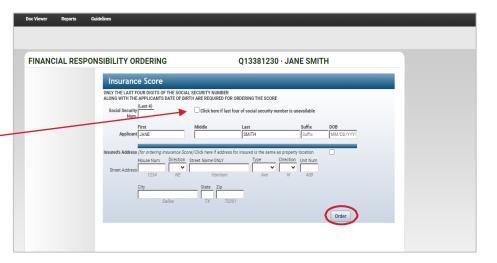
 Select the "Click Here to Order Financial Responsibility" link to go to credit information.



Step 10

Credit Screen

- Enter DOB, last 4 of SSN & address information
- **If you do not have the SSN, check the box indicating SSN is unavailable
- Once information is entered, click "Order Credit" tab





Submit. You will not be able to pull up the PDF again after Submitting the

After credit is ordered, click "Continue to App" button to

application. (This will not bind

continue with the full

coverage.)

quote.

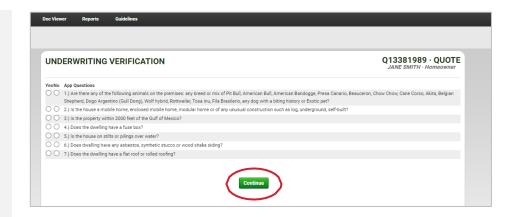
Step 11 After clicking on "Order Credit", Ouote # 013381230 you will return to this Quote Detail screen. Financial responsibility has been verified for JANE SMITH. To Continue, Select a Policy Type and Pay Plan from the Options Below Select the policy type you would like to view. Step 12 Inside the box it will state, "Financial responsibility has been verified..." Total: \$3,158 **Note: If result says "no-hit occurred or no report obtained" quote is still ok to submit but will not result in any additional discounts or surcharges for insurance score. PRINT or EMAIL a PDF of the quote by selecting the print or email icon Financial responsibility has been verified for JANE SMITH. **Note: If you would like a copy of the quote to show the insured or save Total: \$3,158 Print & Email for yourself, you need to print or Personal Property email the quote before clicking

iote Number :Q13381230



Step 13

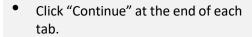
- Answer each question for Underwriting Verification
- Click "Continue"



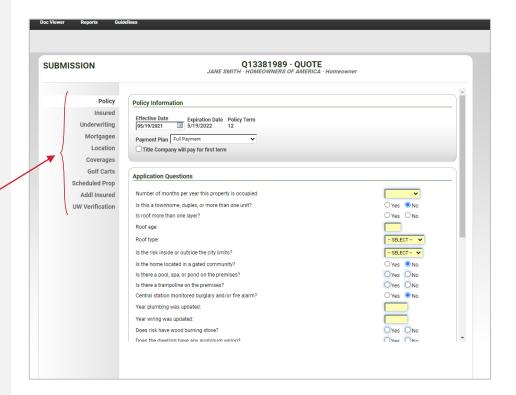
Step 14

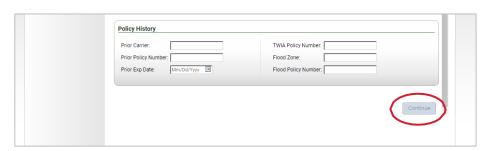
Submission Tabs

- You will need to complete the information in each tab of the Submission section. They are as follows:
 - Policy
 - Insured
 - Underwriting
 - Mortgagee
 - Location
 - Coverages
 - Golf Carts
 - Scheduled Prop
 - Additional Insured
 - Underwriting Verification



*Note – some tabs also include a "Rate" button. You will not click "Rate" until you finish the Underwriting Verification tab.







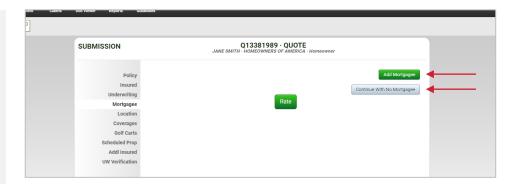
Step 15

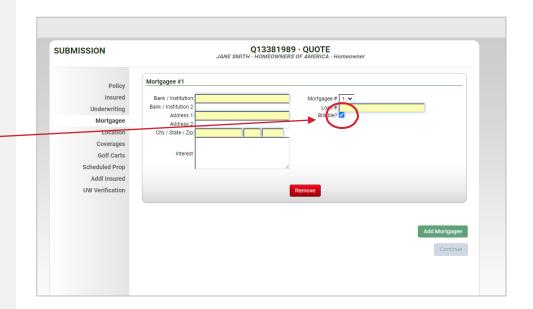
Mortgagee Tab

 Here you will select to Add a Mortgagee or continue without one

 If you select to Add a Mortgagee, you will be taken to the following screen where you will need to enter the bank and loan information.

*Note: by checking "Billable," you are stating the Mortgagee is going to be billed not the insured.

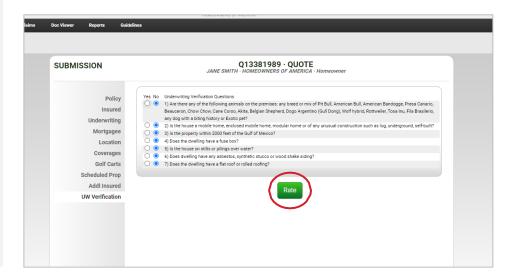




Step 16

Underwriting Verification Tab

- This is the last tab in the submission process. Answer the questions and click "Rate."
- By clicking "Rate," you are running all losses.

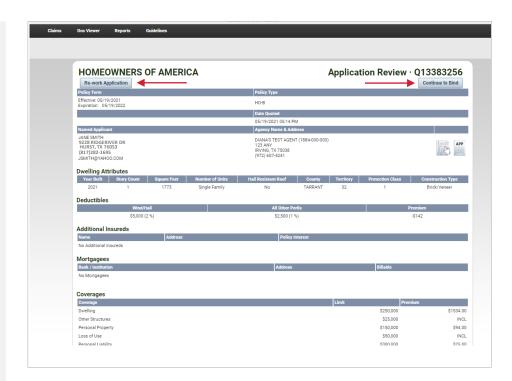




Step 17

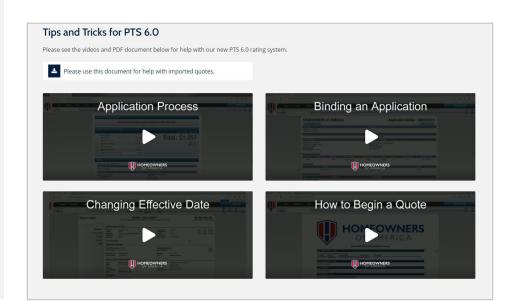
Application Review

- If everything is correct, select "Continue to Bind."
- If something needs to be changed, select "Re-work Application" and update the information.



Additional Resources

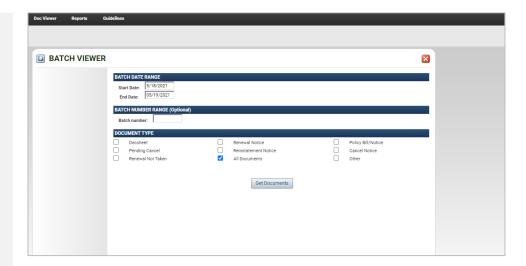
- Please visit
 https://hoaic.com/agent-resources/ for additional videos on how to:
 - Begin a Quote
 - Complete the Application Process
 - Change Effective Date
 - Bind an Application





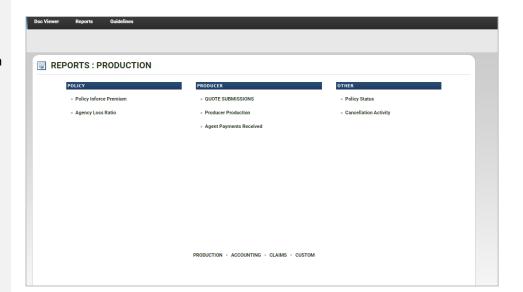
Batch Viewer

The Batch Viewer is found under the Doc Viewer tab



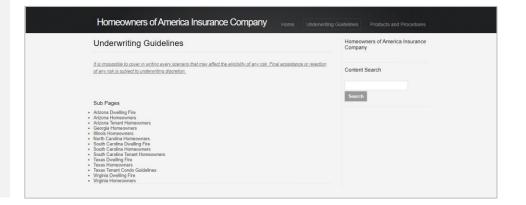
Reports

Policy, Producer and Other Reports can be found under the Reports tab



Guidelines

All Underwriting Guidelines for each state are located under the Guidelines tab.





Home Screen:

Click "Reports" to access all agency reports



Report Selection Screen:

Follow the next steps for instructions regarding each of these reports:

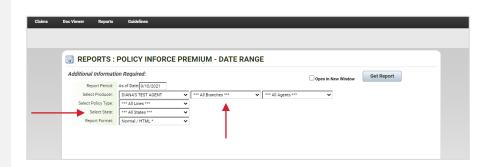
- Policy Inforce Premium
- Agency Loss Ratio
- Producer Production
- Policy Status
- Claim Status
- Commissions

Report Option Tip

Many of the reports have these two options to choose from:

- If you have <u>multiple locations</u> OR are a <u>multi-state</u> agent and wish to view the report for a single office location or single state, you will use the "Select Branch" or "Select State" drop-down.
- If neither of these apply to your agency, you may leave them as "All Branches" and "All States," and it will not affect your report.







Policy Inforce Premium Report:

- Select As of Date
- Select Policy Type (or leave as "All Lines")
- Click "Get Report"

Agency Loss Ratio Report:

- Select Month and Year
- Select Policy Type (or leave as "All Lines")
- Choose "Selected Month" or "Year to Date"

**Note: You have the option to include or exclude catastrophe losses

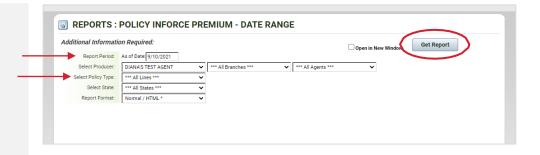
Click "Get Report"

Producer Production Report:

- Select Start and End Date
- Select Policy Type (or leave as "All Lines")
- Click "Get Report"

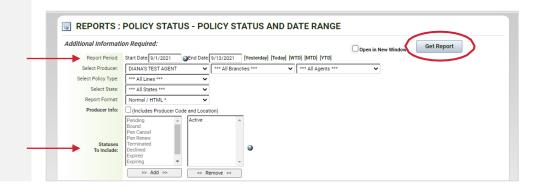
Policy Status Report:

- Select Start and End Date
- Select Status(es)
- Click "Get Report"





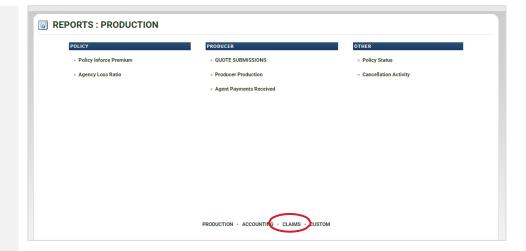






Producer Claims Status Report:

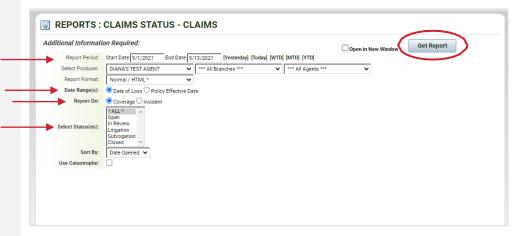
 Click "Claims" under the Report Selection box



Select "Claims Status"



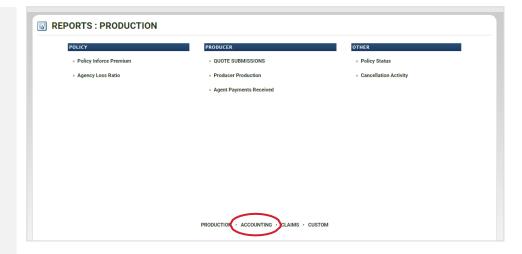
- Select Start and End Date
- Select Date Range(s) for claim (Date of Loss is usually best)
- Select either Coverage or Incident to Report On
- Choose the claims Status(es) (All, Open, In Review, etc.)
- Click "Get Report"



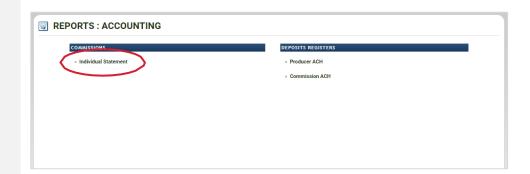


Commission Report:

 Click "Accounting" under the Report Selection box



Select "Individual Statement"



- Select Start and End Date
 - **IMPORTANT: Use the Start
 Date for the month that the
 funds were deposited and End
 Date a few business days later.
 (Example: For January
 commissions, use dates
 of Feb 1 Feb 5)
- Click "Get Report"





Batch Documents Reference Guide

(Electronic Document Notifications)

If your agency is signed up to receive <u>Electronic Document Notifications</u>, please follow these procedures:

You will receive an email from <u>CSR@HOAIC</u> with subject line "Documents from Batch" when you have new documents available for viewing. Follow the steps below to retrieve your documents.

Be sure to check Spam & Junk Mail folders

- · Log into PTS
- Click "Doc Viewer" on toolbar

Step 1:

Retrieve Batch Items:

- Select Batch Date Range: Docs are available for any date. The date range may not exceed 7 days and should include the day you are searching.
 - -OR-
- 2. Select Batch Number (noted in email)
- 3. Agency Branches

Home Office: Select branch if necessary. (Use the drop down to select ALL or a single branch office location)

This is only available if you have branch office locations, and you are logged in as the home office.

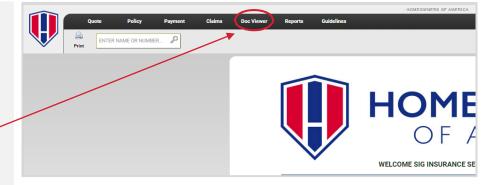
Branch Office Locations: You will not have the drop-down option shown in #3 in the diagram.

- 4. Select Document Type (All Documents is selected by default.)
- 5. Click "Get Documents"

Step 2:

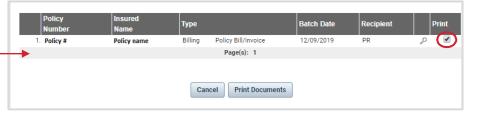
View / Print Policy Documents:

- This shows the Policy Number, Insured Name, Document Type, and Batch Date
- You can view or print the document (PDF form)
- All documents are defaulted to print.
 Uncheck the boxes next to the documents you do not wish to print.





Remember: the batch date range may not exceed 7 days



The Policy Number and Insured Name columns will display your Insured's information.



Blank Forms Reference Guide

