

## Amwins IQ® Personal Lines Frequently Asked Questions



Quote Now: [personal-lines.amwins.com](https://personal-lines.amwins.com)

### ? What is the login process for agents, both existing and new?

All Agents, who have yet to login to Amwins IQ:

- Click ‘Sign in with Microsoft’ or click ‘Create an account’
- Enter First Name, Last Name & Email
  - Existing Amwins appointed agent or former Seacoast agent
    - If your email is recognized, you will receive instant access once you reset your password!
    - If your email is not immediately matched, we may have to confirm your identity, which may take a little longer (1-2 business days due to a high influx of requests).
  - New to Amwins? We will need additional information in order to complete the appointment process (1-2 business days due to a high influx of requests). Once you are setup, you will receive an email confirmation.

### ? How do I make sure that I am working with my existing Amwins underwriter?

Upon logging in, you will see a screen that has your contact information as well as your principal Amwins underwriter. If you do not see your Amwins underwriter, click on the drop down, select your Amwins underwriter and click ‘Save’. The Amwins underwriter listed at the start of a submission will be the Amwins underwriter for the duration of that submission. A new submission must be started if you would like to select a different Amwins underwriter for that risk.

### ? What is Amwins Single Point of Contact (PSL)?

If you do not work with an Amwins underwriter, you will always have the ability to use Amwins PSL (ReferralUnderwritingGroup.Access@amwins.com) for them to shop the risk via our non-digital products and assist you in your account placement.

### ? What are Amwins Digital products?

Amwins Digital is a an immediately bindable quote option that will be presented if your risk meets the Digital appetite. The risk could be bound with a variety of available markets, all of which are in the AM Best A-rated category. If you elect to move forward with the Digital quote, just select ‘Bind Now’ and follow the prompts to finish binding your account!

What if I don’t receive an Amwins Digital quote? There is an option to ‘Submit to Underwriter’, which will seamlessly hand off your risk to your Amwins underwriter with access to a wide array of markets.



## What are Munich Re Products?

Munich Re Group (MRSI) is a provider of specialty property and casualty insurance products in North America. Coverage is underwritten on behalf of Great Lakes Insurance SE on a non-admitted basis. Products will be offered, issued and serviced in the same manner as the digital products. This includes premium payments.



## What if I need help with Amwins IQ or Digital Policy?

Please reach out to our Digital Customer Service Team

- **Phone:** 404-751-4400
- **Email:** Digital.CustomerService@amwins.com
- **Chat:** The chat feature is available on the portal during usual business hours.

**Note:** Digital policy numbers begin with two alpha-numeric characters such as CV, CX, LL, LJ, NF, SS, RR, GL followed by 3-digits and the Risk-State-Code.



## What are some of the commonly used features that I might need?

- **Toggle:** To see the risks associated with the branch use the Dashboard Toggle to the left on the Incomplete Submissions and Pending Activity sections
- **Clone:** Save time by selecting New Submission and use the Copy from prior Submission in the system feature to recreate the same risk with the ability to edit it
- **New States:** Under your Profile, add new state licenses to gain access to the digital platform in other states.
- **Resources:** Catch up on News, Catastrophe Closings and find additional supplemental forms



## I bound a quote with Amwins Digital – where are my documents?

After a risk is submitted, search the policy or quote #. Click the down arrow by the Policy/Quote # - Documents to view Policy Dec, Policy Wordings & any claims, endorsements, or cancellation requests. Payments can be made, and financial transactions can be reviewed here.

	04/24/2021 - 04/24/2022	04/08/2022	✓ Issued	Policy	Actions
DOCUMENTS	Document Name	Date	View/Download		
CLAIMS	Endorsement Notice - Amwins Access Digital Document	06/09/2021	View	Download	
TRANSACTIONS	Endorsement Notice - Amwins Access Digital Document	04/11/2022	View	Download	
	Policy Declaration - Amwins Access Digital Document	04/28/2021	View	Download	
	Policy Wordings	04/27/2021	View	Download	



## Where/How do I make payments?

- **Agents:** Can pay online via credit card, EFT or check. There is a separate lockbox for Digital policies than for business done via Amwins Underwriters. Refer to the Amwins IQ Personal Lines Digital Policy Resource Document for the Overnight Lockbox address.
- **Insured:** The easiest way to pay for digital policies is by having the Insured login to the Insured Portal and pay online via credit card or EFT. They can sign up here: <https://personal-lines-insured.amwins.com>

**Note:** Digital payment options differ from options via your Underwriter.





### How do I process an endorsement or cancellation for a digital policy?

On any issued policy (current or prior term), click 'Actions' to endorse or cancel a policy. You will be taken through the application to make necessary changes for an endorsement or simply request cancellation.

Status	Type	Actions
✓ Issued	Policy	<div>Actions</div> <ul style="list-style-type: none"> <li>Requirements/Renewal</li> <li>New Claim</li> <li>Endorsement Request</li> <li>Cancellation Request</li> </ul>
🕒 Lapsed	Policy	
🕒 Lapsed	Policy	



### How are renewals handled for Digital policies?

- Renewal quotes are generated 45-30 days prior to expiration date and emailed to agents with a link to all your renewal offers in Amwins IQ.
- Principals and Commission Contact Users will have access to Expiration List & Commission Statements on Amwins IQ.
- Refer to Bank Change Request document on portal to update Contacts.
- Renewal Offers are mailed to Insureds & to INVOICED mortgagees. If required renewal documents (i.e. state packets) are not received, a notice of cancellation will be issued.



### How does the “Submit to Underwriter” process work?

- If you elect to “Submit to Underwriter” your risk will immediately be passed on to your Amwins underwriter for them to market the account to find you the best pricing and terms available for your insured. You should receive a response from our team within 48 hours after submitting.
- Please note that this process is not a referral for an Amwins underwriter to approve an “Amwins Digital” quote. If you are offered an Amwins Digital quote and would like to bind, please select ‘Bind Now’



### What forms are required for compliance?

- If there is no request for a form, then it is not necessary to provide. Commonly required items include State-specific forms, photos & wind mitigation for validation where credits may have been applied.
- The application itself states that the Retailer must maintain the application on file according to state regulations. Any required documents are considered part of the application and must be kept in the retailer’s file.

