

## Package Conversion FAQ's Agency

### CONTRACTS & COMMISSIONS

- Q1. **Will all agents automatically gain access to Alaska National, and will access be limited to just package, auto and umbrella business?**
- A1. Currently all appointed Arizona agents will have access to Alaska National for Package, Auto and Umbrella lines of business. New contracts are in review for distribution effective 1/1/2021.
- Q2. **What is the Alaska National commission and when is it paid?**
- A2. Alaska National commission is 15% new/15% renewal for Package, Auto and Umbrella lines, and commissions are paid on the third business day of each month for prior month's activity.

### UNDERWRITING

- Q1. **What are the policy conversion dates?**
- A1. We will begin writing new business on Alaska National paper effective 11/1/20.
- We will begin non-renewing CopperPoint package, auto and umbrella business effective 1/1/21 and will offer renewal quotes on Alaska National paper.
- Q2. **Where can we access additional information on coverage, sell sheets, billing, and other questions when we transition to Alaska National?**
- A2. Please contact your Underwriter or Business Development Representative. Many of your questions will also be addressed in the "How to do Business with CopperPoint" guide which is available on the [www.CopperPoint.com](http://www.CopperPoint.com) website.
- Q3. **Will we be able to write higher umbrella limits?**
- A3. Can consider higher limits on an account by account basis.
- Q4. **What are the differences between Alaska National and CopperPoint coverages on package lines?**
- A4. Please contact your Underwriter or Business Development Representative for more details.
- Q5. **Are we able to write monoline inland marine, monoline crime, and monoline auto on Alaska National paper?**
- A5. We prefer to write these lines only in conjunction with other work comp or package lines.

**Q7. What is the renewal cycle for commercial lines package policies with Alaska National?**

A6. These policies will be processed manually. At 90 days, a renewal application is requested with an automatic follow-up at 60 days. Proposals are released by Underwriting 30 days prior to the renewal date. If the agent does not respond, the policy will be scheduled for renewal five days prior to the effective date. This is the same process as CopperPoint.

**Q8. How will you/we address gaps in coverage in the transition from the CopperPoint policy to the Alaska National policy?**

A7. In most cases, the Alaska National policy will provide coverage that matches or exceeds what was on the CopperPoint policy. In the rare instances where a reduction in coverage may exist and we are unable to match coverage through an ISO or proprietary form, we will provide a liberalization form (see below for verbiage) for one year, providing the broader of the two policies coverage. This form will only be added to policies insured on CopperPoint paper during the term immediately prior to the conversion to Alaska National Paper.

*For a period of 1 year from the inception date of this policy, coverage for a covered causes of loss will be interpreted to be the broader of the coverage provided under this policy or your prior policy, [Fill in policy number here](#), with the exception of any new exclusionary forms. All other policy terms and conditions apply.*

## BILLING

**Q1. What are Alaska National's billing plan options?**

A1.

Payment Plan	Deposit Amount	Remainder of Premium Divided Into	Months to Bill Remaining Installments
3-Pay	30 or 50% of EAP	2 Statements	2 <sup>nd</sup> , 5 <sup>th</sup>
4-Pay	25% of EAP	3 Statements	1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup>
4-Pay	25 or 50% of EAP	3 Statements	3 <sup>rd</sup> , 6 <sup>th</sup> , 9 <sup>th</sup>
8-Pay	30% of EAP	7 Statements	1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> , 4 <sup>th</sup> , 5 <sup>th</sup> , 6 <sup>th</sup> , 7 <sup>th</sup>
9-Pay	25% of EAP	8 Statements	1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> , 4 <sup>th</sup> , 5 <sup>th</sup> , 6 <sup>th</sup> , 7 <sup>th</sup> , 8 <sup>th</sup>
11-Pay	10 or 15% of EAP	10 Statements	1 <sup>st</sup> , 2 <sup>nd</sup> , 3 <sup>rd</sup> , 4 <sup>th</sup> , 5 <sup>th</sup> , 6 <sup>th</sup> , 7 <sup>th</sup> , 8 <sup>th</sup> , 9 <sup>th</sup> , 10 <sup>th</sup>
Annual	100% of EAP	N/A	N/A

**Q2. What installment payment plan will apply to the converted renewal upon issuance?**

A2. The payment plans for Alaska National are different than the payment plans offered at CopperPoint. The renewals will be issued with a 9 Pay installment plan unless otherwise directed by you during the renewal quote process.

**Q3. Does Alaska National take credit card payments?**

A3. Not at this time. We are working on a credit card option.

**Q4. Is billing information available via the portal?**

A4. No. However, agents and insureds may call Alaska National direct at 907.248.2642. There is also a billing email: [payments@alaskanational.com](mailto:payments@alaskanational.com).

**Q5. If an insured has a workers' compensation policy as well as a package, auto or umbrella policy, will they get one bill or two bills?**

A5. They will get two bills. Alaska National's billing system is not integrated with CopperPoint's billing system at this time.

**Q6. Will Alaska National still offer account-level billing?**

A6. Alaska National does not offer account-level billing. The policy billing will not be connected in any way from the insured's perspective.

CopperPoint still offers account-level billing for workers' compensation policies; Argonaut policies are billed separately from the CopperPoint policies. Alaska National policies will not be included in that account-level billing; Alaska National policies will be on a different billing system.

**Q7. What payment methods will Alaska National accept?**

A7. Insured can submit payment using the following methods: Check and EFT/ACH. EFT is processed through the customer's bank account. Payment is posted to the insured's policy when the bank notifies Alaska National of payment receipt. There are no portal payments.

**Q8. Is agency bill available?**

A8. The other lines policies that converted to Alaska National will not be eligible for agency bill.

**Q9. Does Alaska National charge installment fees?**

A9. Alaska National does not charge installment fees.

**Q10. Does Alaska National charge late fees?**

A10. Alaska National does not charge late fees.

**Q11. What is the invoice schedule for Alaska National's billing plans?**

A11. Insured will receive a monthly invoice for each policy for each installment. Invoice date is aligned with policy period effective date; Invoice due date is 30 days from the invoice date. All other charges (final audit, policy change, etc.) bill immediately and are due in 20 – 30 days (due date depends on the charge). A separate invoice is generated for each transaction for each policy.

**Q12. How are cancellations handled?**

A12. If payment is not received by invoice due date, a 2<sup>nd</sup> notice is generated. Second notice is due in 15 days. If payment is not received after second notice, Notice of Cancellation will generate. Cancellation is usually effective in 13 days (# of days is dependent on the domiciled state).

**Q13. If I write a workers' compensation policy with CopperPoint and a package, auto or umbrella policy with Alaska National, can the billing schedules be altered to match each other?**

A13. No, the billing systems are separate and cannot be altered.

**Q14. Can the insured pay CopperPoint and then have the funds transferred to Alaska National to pay for the package portion?**

A14. No, our billing systems are separate.

## **CLAIMS**

**Q1. Who will handle claims once policies are written with Alaska National?**

A1. The current plan is for all non-Workers' Compensation claims to be handled by our Seattle-based claims team. As needed, local vendors will be used for investigative purposes. We will monitor the need for an Arizona-based claims adjuster to the team.

**Q2. Will agents have a dedicated claims adjuster for their package and auto claims?**

A2. Whenever possible, we try to assign a dedicated adjuster to a particular policyholder. Occasionally, we may assign two dedicated adjusters, depending on the type(s) of claim(s) anticipated (Bodily Injury – Property Damage – Property).

**Q3. What will happen to existing claims being handled by Sedgwick?**

A3. Sedgwick will continue to handle existing claims to conclusion, unless special circumstances warrant a reassignment to Alaska National claims personnel. Sedgwick will also handle all newly reported claims for existing policyholders until the policy is renewed on Alaska National paper.

**Q4. When will claims begin to be handled by Alaska National?**

A4. Beginning 11/1/2020, all new package, auto, umbrella policies will be written on Alaska National paper, and any resulting claims will be handled by our Seattle-based Alaska National in-house, expert claims team.

Beginning 1/1/2021, all non-Workers' Compensation policy renewals will be written on Alaska National paper, and any resulting claims will be handled by our Seattle-based Alaska National in-house, property and liability claims team.

**Q5. How and where can an insured report a claim for a package, auto or umbrella written with Alaska National?**

A5. The CopperPoint website will provide all contact information for reporting a claim to Alaska National. Reporting can occur by e-mail or by telephone.

**Alaska National | Report a Claim**

**Email:** [sea\\_claims@alaskanational.com](mailto:sea_claims@alaskanational.com) (preferred method)

**Phone:** 866.799.2642 24/7

**Q6. Will insureds have the same access to loss history reports as they do today?**

A6. Alaska National does have an agent/insured portal. Policy documents and loss runs can be accessed online. Agents can go online and request access to the portal. This will be a different portal than used for CopperPoint loss history.

**Q7. What individual claims information can an agent or insured access online?**

A7. The ClaimsXPress system currently does not provide for online access to agents or policyholders. However, the Alaska National Portal provides claim information and adjuster notes.

**Q8. What is the notification standard with respect to reserve changes?**

A8. To date, we have implemented notification requirements only for select accounts.

**Q9. Will insureds and agents get notification once a claim is initiated?**

A9. Yes. Whoever reports a claim will receive same-day notification that a claim has been established, along with the claim number and the assigned adjuster.

**Q10. Once a claim is active, how often should agents and insureds expect to receive updates?**

A10. Currently, this is client dependent. Aside from routine notification of significant developments (mediation scheduling, significant reserve changes, settlement of larger losses, trial scheduling, etc.), we typically respond to submitted questions/requests promptly.

## OPERATIONS

Q1. **What email address will agents use to send package submissions?**

A1. The email address is still [clsubmissions@copperpoint.com](mailto:clsubmissions@copperpoint.com).

Q2. **How will BORs be handled for Package, Auto, Umbrella business?**

A2.

Broker of Record (BOR) and Broker of Service (BOS) Timelines	
<b>Broker of Record (BOR) – New Business</b>	<b>Accept BOR at date of receipt or date mentioned in the BOR, whichever is later.</b> No countermanding time-period. Agents notified by email.
<b>Broker of Service – Renewal</b>	<b>Accept after policy issuance.</b> 10-calendar day countermanding time-period. Agents notified by email.

Broker of Record (BOR) / Broker of Service (BOS) - Criteria	
<b>I. Required Elements of BOR/BOS Letter</b>	<ul style="list-style-type: none"> <li>Submitted on insured’s letterhead with an effective date</li> <li>Name of Insured/Prospect Name</li> <li>Name of the New Broker</li> <li>MUST be signed by an owner, officer, partner or managing member</li> <li>Complete submission (ACORD, current term + 2 years LR minimum. May ask for more history due to account performance and industry hazard grade)</li> </ul>
<b>II. Commissions</b>	BOS. The Originating Broker/Agency for the prior policy receives commission through final audit. BOR. The New Broker/Agency receives commission payments on premiums earned from the new term Effective Date forward and is responsible for any return commissions through the final billing of the policy.

Q3. **Will two different agents be able to write different lines of business? For example, will one agent be able to write the package and another agent be able to write the workers’ compensation?**

A3. No, only one agent can write different lines of business. No change to our current process. If an agent controls one line of business, we would only consider other lines of business for the same account from the same agent.

**Q4. What is Alaska National's policy prefix?**

- A4. **First Two Digits** (Two Numbers) = Year policy is effective  
**Third Digit** (One Letter) = Inception Month  
**Fourth & Fifth Digits** (Two Letters) = Lines of Business

AS = Standard Business Auto Policy  
IA = AAIS Inland Marine Policy  
FS = Standard Fire/Property Policy  
LS = Standard General Liability Policy  
LU = Umbrella Liability Policy  
PS = Standard Package Policy

**Q5. What are the new business submission requirements for Alaska National package?**

- A5. Submission requirements have not changed. Agents will still need to send a complete Acord application, the FEIN number, and a minimum of current plus two prior year's loss runs.

**Q6. What portal access do agents have available to them?**

- A6. We do have an agent/insured portal. Policy documents and loss runs can be accessed. Agents can go online and request access.

## **PREMIUM AUDIT**

**Q1. What audit methods does Alaska National use?**

- A1. Physical Audits, Phone Audits and Voluntary Audits

**Q2. Where should agents or insureds direct their audit disputes?**

- A2. Arizona based audits should be sent to [auditdisputes@copperpoint.com](mailto:auditdisputes@copperpoint.com).

**Q3. Who will handle audits for packages on Alaska National paper?**

- A3. Alaska National Staff Auditors will primarily handle the audits. Vendor fee auditors may occasionally work on audits.

**Q4. What is the anticipated time to complete an audit on expired or cancelled policies?**

- A4. Expired – 90-120 days from expiration

Cancellation – 45-60 days from cancellation

**Q5. What does Alaska National do when an insured is unresponsive to an audit?**

- A5. After three attempts, contact will be made with the underwriter to solicit help from the producer. If the insured still does not respond, an estimated audit will be issued. Exposures can be increased 25% or more.

## LOSS CONTROL

**Q1. Who will handle loss control for Alaska National package policies?**

A1. Loss control will be handled the same as it has been in the past with the same loss control reps. We want to continue to promote local service at a local level.

**Q2. Will the same online self-service options be available as in the past?**

A2. Yes, we will still have the same options plus the added benefit of Alaska National resources (printed materials, sample programs, and streaming videos).