Transact Quick Reference Guide – Professional Indemnity

2019

Professional Indemnity
Quick Reference Guide
Transact

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LAUNCHING PROFESSIONAL INDEMNITY

Via Sunrise Exchange

AIG Professional Indemnity supports all Sunrise enabled broker packages, please refer to your brokering system package for specific instructions on launching an product via Sunrise. For the purpose of reference, Sunrise Executive will be used.
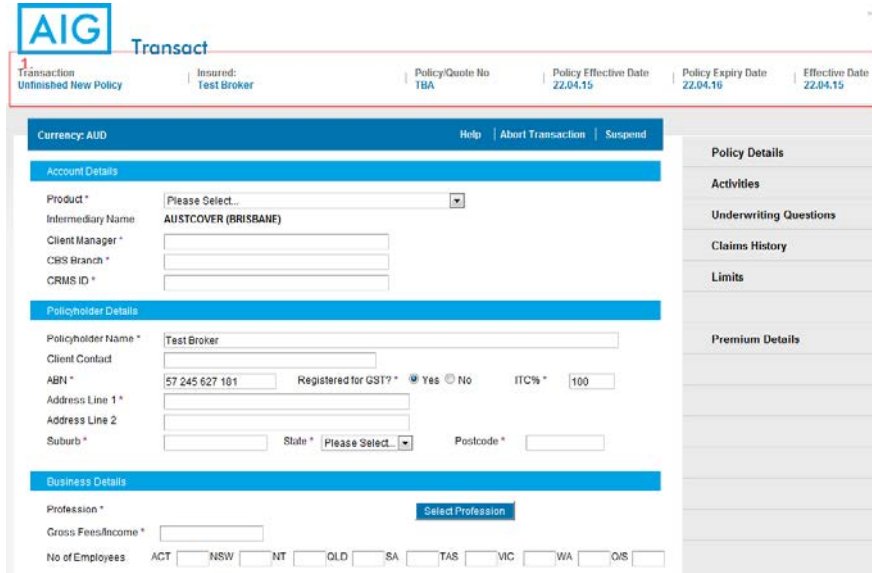
Your brokering package will seek preliminary cliental information, such as start, end and attachment dates, client id and/or name as well as the applicable insurance product to be launched. On completion of requested data the "Add Risk Details" (or similar) button should be selected to launch the selected insurance product. In this case "ProfLiab".

Customers	Policies
Add new customer	Add
Find customer	
Quotes	**References**
Add new quote	Our Ref — To be allocated / Policy No — To be allocated / Policy State — New Business Unclosed Incomplete
Find quote	
Policies	**Identification** / **Product Details**
New business	Client Id: PITEST100 / Client Name: PI TEST 100 / Product: Prof Liab
Find policy	
Renew policies	Insured Id: PITEST100 / Insured Name: PI TEST 100 / Start Date: 04 Apr 2019 / End Date: 04 Apr 2020
Import policies	
Administration	Branch: Select... / Attachment Date: 04 Apr 2019 / Premium Summary: AUD0.00
My details	
Print queue	**Risk Details**
Configuration	Add Risk Details
Messages	

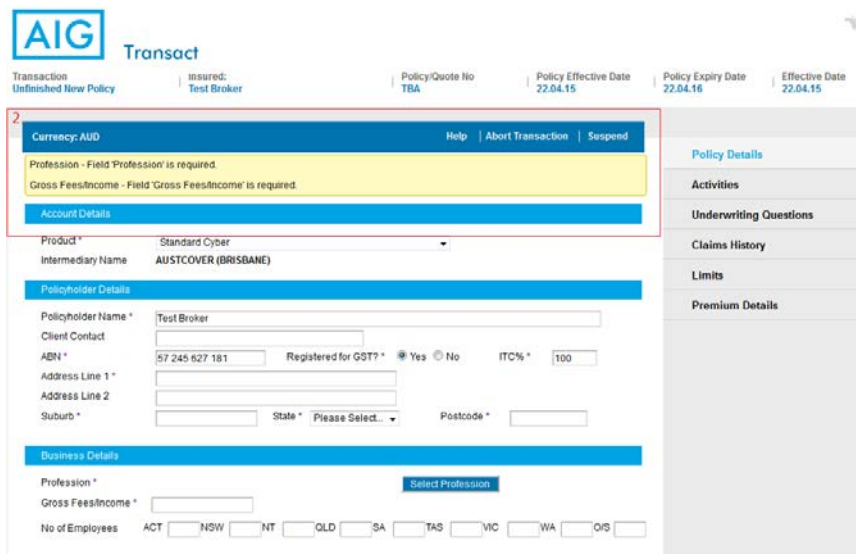**Figure 1**

SCREEN OUTLAY

Transact comprises of 2 informative components & 3 functional components

Informative Components

Figure 2

1. Preliminary cliental information | The data contained here is reflective of the data input via the brokering package.

Figure 3

2. Informative Responses | A message will appear on screen highlighting incomplete or incorrectly input data applicable to the current section screen

Functional Components

Figure 4

1. Tool Strip | the function will remain at the top of the Transact screen. The function allows the addition of situations and interested parties as well as Abort, Save and Help.

2. Policy Section Selector | the right hand side of Transact shows the applicable sections of the product. Situation specific sections will appear once a situation has been created. A top down workflow is recommended.

3. Information Input | All client information is required to be input into this portion.

RISK SPECIFIC COMPONENT
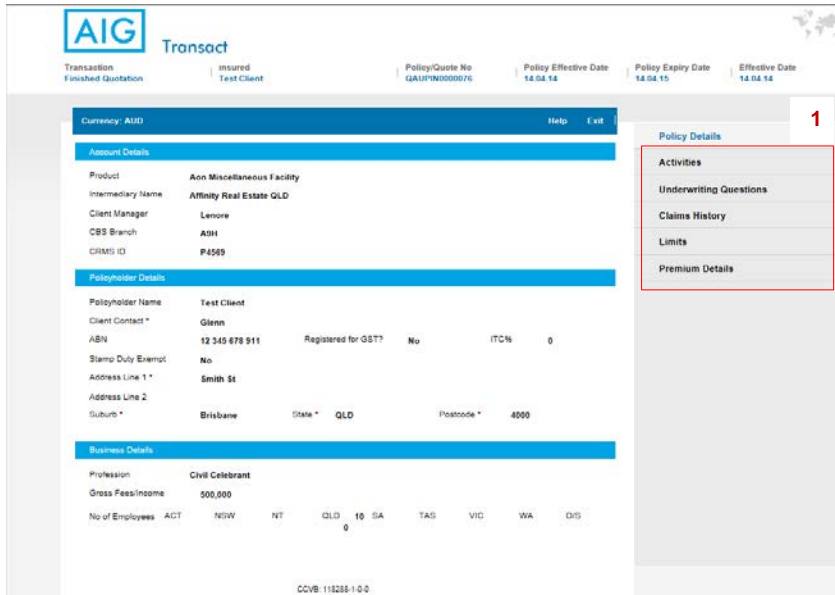
1. Underwriting and Claims Information | Each tab requires specific underwriting and claims questions to an individual risk.

Figure 5

PREMIUM DETAILS

Premium Details screen is where the premium, GST, stamp duty applicable to the risk are recorded.

If you see a screen you are able to bind immediately.

Note:
- **Blocked Premiums**: Premium details are blocked where a risk is a referral to an underwriter:
- **Adjusting Commission**: You will have the ability to adjust the commission up or down up to the approved commission level i.e. we have standard commission approved at 22.5%. You may wish to adjust the premium to "0" to net and the premium calculation will be adjusted accordingly;
- **Notes & Files**: under this tab you have the ability to add notes or communication to an underwriter. Whenever a note is added by a broker, this will automatically trigger the quote to be a referral to an underwriter for further review. Therefore, only add a note where a broker specifically requires a quote request to be a referral to an underwriter for further review rather than generating an automatic quote.
- **View Endorsements**: under this section you may review applicable endorsements – check this section when a risk is returned from an underwriter. Such endorsements applied will be shown on the quote schedule and subsequent policy schedule.

If premiums are not shown the risk will be a referral to an underwriter:

Informative Responses
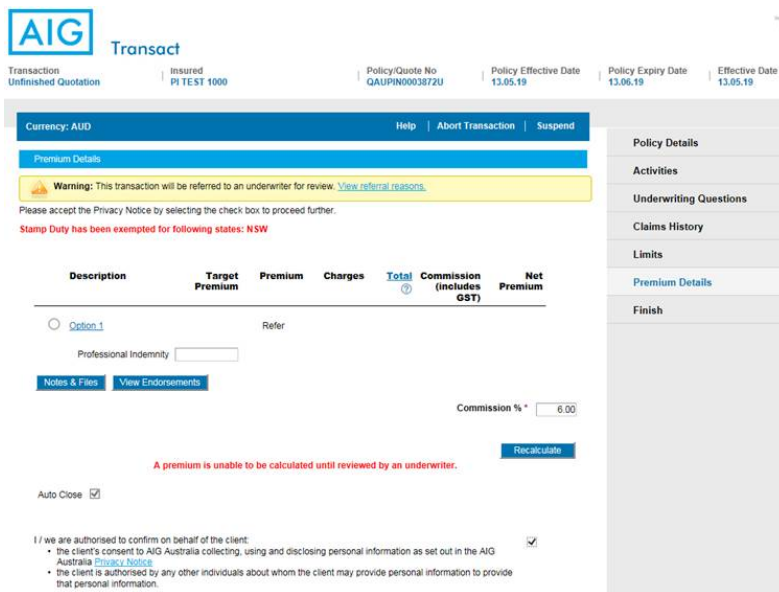
Select "Submit Referral" option on the right of the screen to send the quote request details to AIG to review and confirm quote terms back online.

If you are using Sunrise – you need to also submit via sunrise.

Figure 6

Once at this screen, Sunrise Users:
An extra step is required for Sunrise users.
Once returned to the quote screen (as per below) – click "Submit for referral".

Figure 7, 8 & 9

You should then receive a message stating "Successfully saved and submitted for referral". (See Image)

Please note it will take approx. 48 hour for the risk to be reviewed by and underwriter and returned back to you.

You will be informed via e-mail of any returned transaction – **including a link back to the Sunrise record.**

Figure 10 & 11

In your broking system, search for the quote in "Find Quote".

Click on "View Risk Details".

Click on Convert To New Business.

Click on Convert Risk Details.

If terms are acceptable click on "Get Acceptance". A policy number will be generated.

AIG

Other Details		Premium Breakdown		
Description			**Version $**	**Period $**
		Currency	AUD	
Funding Ref		Premium	2,500.00	2,500.00
		Fire Levy	0.00	0.00
		GST	250.00	250.00
Key Data 1	**Key Data 2**	Stamp Duty	0.00	0.00
		Other	0.00	0.00
Account Exec 1	**Name**	Sub-Total	2,750.00	2,750.00
		Fee	0.00	0.00
Account Exec 2	**Name**	Fee GST	0.00	0.00
		Grand Total	2,750.00	2,750.00
		Comm. Amt	150.00	150.00
		Comm. GST	15.00	15.00

Audit Trail	
Created	**Last Saved**
13 May 2019 09:06:29 By TESTBKR1|UATTESTER	13 May 2019 09:06:34 By TESTBKR1|UATTESTER

Notes   Print   Renew   Modify   Terminate   Back

BINDING

Once a quote has been created you can easily bind in the AIG Transact System (see below screen).
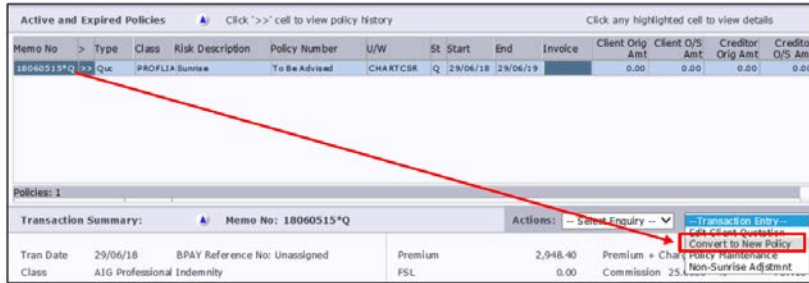
Figure 12

Additional Step for Sunrise Users:

For Sunrise users – depending on which system is used (iBais, CBS, Insight) the screens may slightly differ.

Under the client processing screen (after the client code is entered and quote number selected) click "Convert to New Policy".

Figure 13

Note:

1. a true client code must be created (or already exist) for the actual client;
2. you must change both the insured code field and the debtor code field with the client's actual code

then click on the Sunrise tab to complete and close the Transaction.

Complete invoice details and click Submit"

PRINTING DOCUMENTS

Once a policy is bound, enter the policy details and once in, to the right you will see a menu bar.
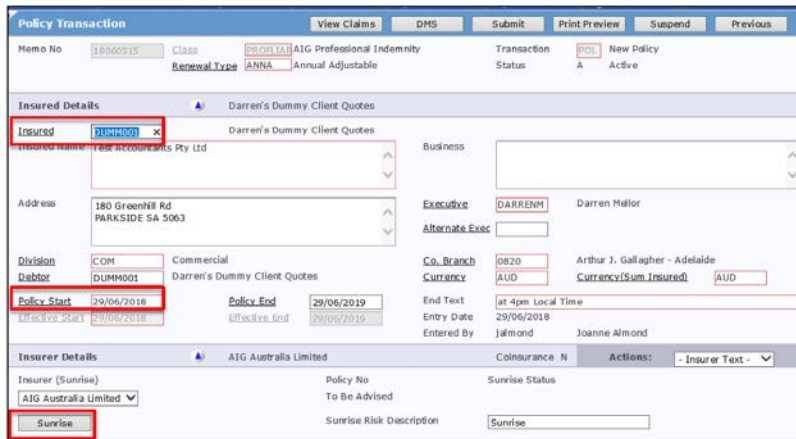
One of the menu bars are titles "Print Documentation" .

Select the document you want to print and click "Generate Selected Documents"

Figure 14

A new screen will appear, under the Header "Transaction Document" click the titled document, followed by Open when the PDF prompt appears.

You should now have the document appearing in PDF format on your screen.

From here select document "File" , Document "Print".

Saving the document is also possible however the document is stored in our system.

For Sunrise Users: From the Client processing screen – see the Action drops select "Sunrise Print".

When prompted click on "Yes" to close the tab.

Click on "Yes" to view the Sunrise List Documents form

From the selection page – select the items to print

HELP AND SUPPORT

AIG offer Underwriting and Technical support via telephone and emails:

- Phone: 1300 242 784
- Email: transact@aig.com