



# 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.*

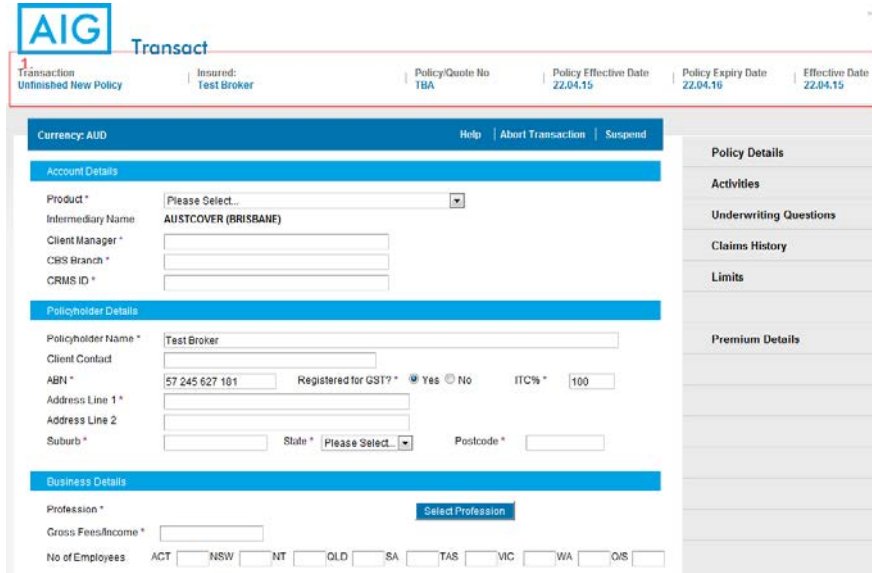
Your brokering package will seek preliminary cliential information, such as start, end and attachment dates, client id and/or name as well as the applicable insurance product to be launched. On completion of requested data the “Add Risk Details” (or similar) button should be selected to launch the selected insurance product. In this case “ProfLiab”.

**Figure 1**

**SCREEN OUTLAY**

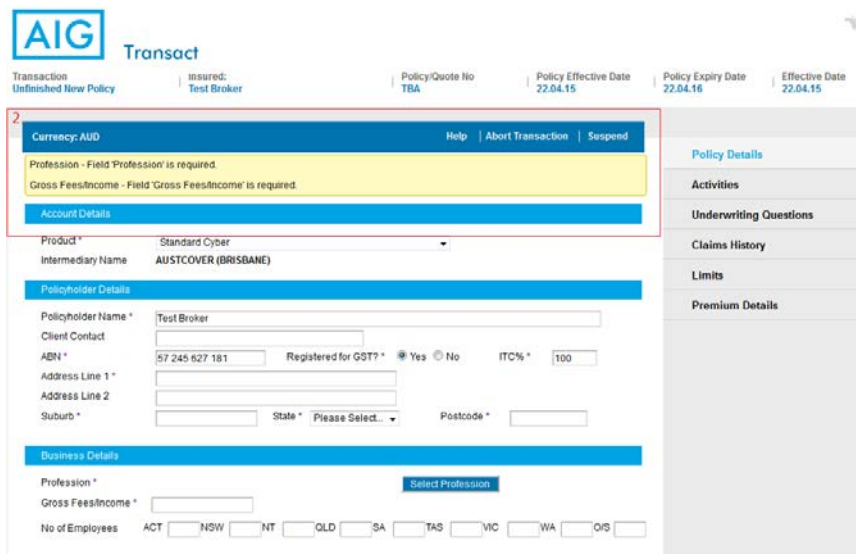
Transact comprises of 2 informative components & 3 functional components

**Informative Components**



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

Figure 2



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

Figure 3

## Functional Components

The screenshot shows the AIG Transact web application interface. At the top, there is a header with the AIG logo and the word 'Transact'. Below the header, there are several tabs: 'Transaction Unfinished New Policy', 'Insured: Test Broker', 'Policy/Quote No TBA', 'Policy Effective Date 22.04.15', 'Policy Expiry Date 22.04.16', and 'Effective Date 22.04.15'. The main content area is divided into three sections:

- 1. Tool Strip:** Located at the top of the main form area, it contains a 'Currency: AUD' dropdown, a 'Help' button, and 'Abort Transaction' and 'Suspend' buttons.
- 2. Policy Section Selector:** A vertical sidebar on the right side of the main form area. It contains a 'Policy Details' section with sub-sections: 'Activities', 'Underwriting Questions', 'Claims History', 'Limits', and 'Premium Details'.
- 3. Information Input:** The main form area, which is divided into three sections:
  - Account Details:** Contains a 'Product' dropdown menu (set to 'Standard Cyber') and an 'Intermediary Name' field (set to 'AUSTCOVER (BRISBANE)').
  - Policyholder Details:** Contains fields for 'Policyholder Name' (set to 'Test Broker'), 'Client Contact', 'ABN' (set to '57 245 627 191'), 'Registered for GST?' (radio buttons for 'Yes' and 'No'), 'ITC%' (set to '100'), 'Address Line 1' (set to '123 Test St'), 'Address Line 2', 'Suburb' (set to 'Melbourne'), 'State' (set to 'VIC'), and 'Postcode' (set to '3000').
  - Business Details:** Contains a 'Profession' dropdown menu (set to 'Bread and Cake Retailing'), a 'Gross Fees/Income' field (set to '500,000'), and a 'No of Employees' section with radio buttons for various states: ACT, NSW, NT, QLD, SA, TAS, VIC, WA, and OIS.

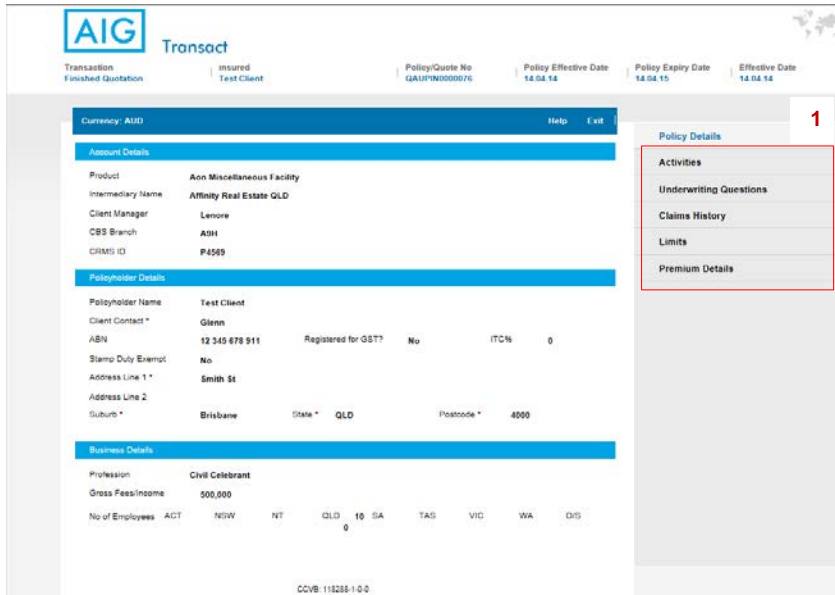
Figure 4

**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.

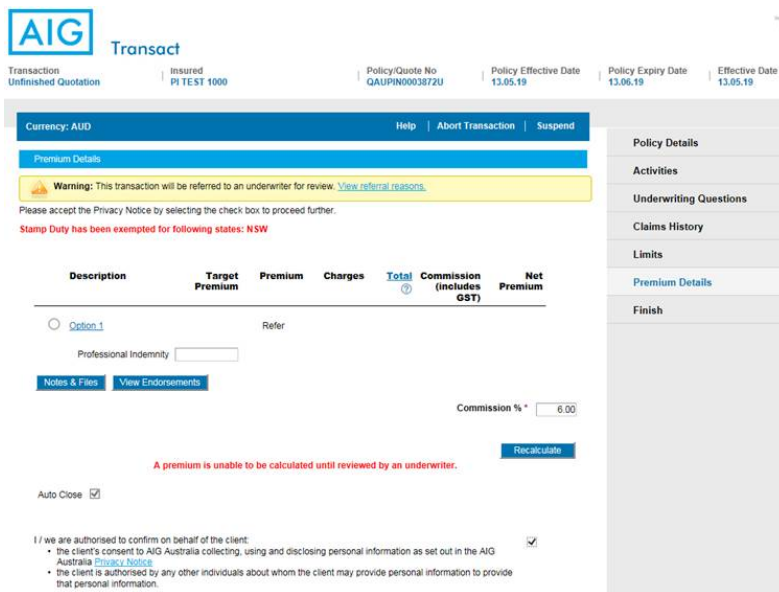
If you see a screen you are able to bind immediately.

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”.

**Customers**

Add new customer

Find customer

**Quotes**

Add new quote

Find quote

**Policies**

New business

Find policy

Renew policies

Import policies

**Administration**

My details

Print queue

Configuration

Messages

### Quotes

Add 🖨️ 📄 🔄

References		
Our Ref	Insurer Ref	Quote State
To be allocated	QAUPIN003872U	Referral Required

Identification		Product Details	
Client Id	Client Name	Product	
PITEST1000	PI TEST 1000	Prof Liab	
Insured Id	Insured Name	Start Date	End Date
PITEST1000	PI TEST 1000	13 May 2019	13 Jun 2019
Branch	Attachment Date		Premium Summary
Select...	13 May 2019		AUD0.00

Risk Details	
Add Risk Details	

Other Details		Premium Breakdown	
Description		Currency	AUD
Key Data 1		Premium	0.00
Key Data 2		Fire Levy	0.00
Account Exec 1	Name	GST	0.00
		Stamp Duty	0.00
Account Exec 2	Name	Other	0.00
		Sub-Total	0.00
		Fee	0.00
		Fee GST	0.00
		Grand Total	0.00
		Commission	0.00
		Comm. GST	0.00

Notes
Save
Submit for Referral
Cancel

Figure 7, 8 & 9

**Customers**

Add new customer

Find customer

**Quotes**

Add new quote

Find quote

**Policies**

New business

Find policy

Renew policies

Import policies

**Administration**

My details

Print queue

Configuration

Messages

### Quotes

**Quote "UAT-1083" successfully saved and submitted for referral.**

View 🖨️ 📄

References		
Our Ref	Insurer Ref	Quote State
UAT-1083	QAUPIN003872U	Awaiting Referral

Identification		Product Details	
Client Id	Client Name	Product	
PITEST1000	PI TEST 1000	Prof Liab	
Insured Id	Insured Name	Start Date	End Date
PITEST1000	PI TEST 1000	13 May 2019	13 Jun 2019
Branch	Attachment Date		Premium Summary
	13 May 2019		AUD0.00

Risk Details	
View Risk Details	

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.



Other Details		Premium Breakdown	
Description		Currency	AUD
Key Data 1	Key Data 2	Premium	0.00
		Fire Levy	0.00
		GST	0.00
Account Exec 1	Name	Stamp Duty	0.00
		Other	0.00
Account Exec 2	Name	Sub-Total	0.00
		Fee	0.00
		Fee GST	0.00
		Grand Total	0.00
		Commission	0.00
		Comm. GST	0.00

Audit Trail	
Created	Last Saved
13 May 2019 09:00:11 By TESTBKR1 UATTESTER	13 May 2019 09:00:12 By TESTBKR1 UATTESTER

Notes Print Back

Figure 10 & 11

Customers

- Add new customer
- Find customer

Quotes

- Add new quote
- Find quote**

Policies

- New business
- Find policy
- Renew policies
- Import policies

Administration

- My details
- Print queue
- Configuration
- Messages

### Quotes

Client Id: PTEST1000 Product Id: Attach Date:

Insured Id: Insurer Ref: Key Data:

Branch Id: Our Ref: Acc Exec: Select...

State: Select... Sort By: Select...

Bus. Domain: Select... Add New Search Clear

#### Search Results

Client Id	Insured Id	Product Id	Attach Date	Bus. Domain	Insurer Ref	Our Ref	Branch Id	Acc Exec 1 & 2	Key Data 1 & 2	Description	State	Currency	Amount
PTEST1000	PTEST1000	PROFLIAB	09 May 2019	Sunrise	QAUPN0003803U	UAT-1080					Complete	AUD	\$,109.50
PTEST1000	PTEST1000	PROFLIAB	09 May 2019	Sunrise	QAUPN0003866U	UAT-1081					Converted	AUD	\$,109.50
PTEST1000	PTEST1000	PROFLIAB	09 May 2019	Sunrise	QAUPN0003867U	UAT-1082					Converted	AUD	\$,109.50
PTEST1000	PTEST1000	PROFLIAB	13 May 2019	Sunrise	QAUPN0003872U	UAT-1083					Awaiting Referral	AUD	0.00

Page 1

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

Customers

- Add new customer**
- Find customer

Quotes

- Add new quote
- Find quote

Policies

- New business
- Find policy
- Renew policies
- Import policies

Administration

- My details
- Print queue
- Configuration
- Messages

### Quotes

View Print Refresh

#### References

Our Ref	Insurer Ref	Quote State
UAT-1083	QAUPN0003872U	Complete

#### Identification

Client Id	Client Name	Product
PTEST1000	PI TEST 1000	Prof Liab

#### Product Details

Insured Id	Insured Name	Start Date	End Date
PTEST1000	PI TEST 1000	13 May 2019	13 Jun 2019

#### Branch

Branch	Attachment Date	Premium Summary
	13 May 2019	AUD \$,109.50

#### Risk Details

[View Risk Details](#)

Click on "View Risk Details".

Other Details		Premium Breakdown	
Description		Currency	AUD
Key Data 1	Key Data 2	Premium	2,800.00
		Fire Levy	0.00
		GST	250.00
Account Exec 1	Name	Stamp Duty	0.00
		Other	0.00
Account Exec 2	Name	Sub-Total	2,760.00
		Fee	0.00
		Fee GST	0.00
		Grand Total	2,760.00
		Commission	180.00
		Comm. GST	18.00

Audit Trail	
Created	Last Saved
13 May 2019 09:00:11 By TESTBKR1 UATTESTER	13 May 2019 09:04:36 By TESTBKR1 UATTESTER

Notes Print Convert To New Business Edit Delete Back

Click on Convert To New Business.

**Customers**

Add new customer

Find customer

**Quotes**

Add new quote

Find quote

**Policies**

New business

Find policy

Renew policies

Import policies

**Administration**

My details

Print queue

Configuration

Messages

### Policies

Convert ✕

References		
Our Ref	Policy No	Policy State
To be allocated	To be allocated	New Business Unclosed New

Identification		Product Details	
<b>Client Id</b>	<b>Client Name</b>	<b>Product</b>	
PITEST1000	PI TEST 1000	Prof Liab	
<b>Insured Id</b>	<b>Insured Name</b>	<b>Start Date</b>	<b>End Date</b>
PITEST1000	PI TEST 1000	13 May 2019	13 Jun 2019
<b>Branch</b>		<b>Attachment Date</b>	<b>Premium Summary</b>
Select...		13 May 2019	AUD2,750.00

**Risk Details**

[Convert Risk Details](#)

Click on Convert Risk Details.

Other Details		Premium Breakdown	
<b>Description</b>		<b>Currency</b>	<b>Version \$</b>
<input type="text"/>		AUD	
<b>Funding Ref</b>		<b>Premium</b>	<b>Period \$</b>
<input type="text"/>		2,500.00	2,500.00
<b>Key Data 1</b>		<b>Fire Levy</b>	
<input type="text"/>		0.00	0.00
<b>Key Data 2</b>		<b>GST</b>	
<input type="text"/>		250.00	250.00
<b>Account Exec 1</b>		<b>Stamp Duty</b>	
<input type="text"/>	<b>Name</b>	0.00	0.00
<input type="text"/>	<input type="text"/>	<b>Other</b>	
<input type="text"/>	<input type="text"/>	0.00	0.00
<b>Account Exec 2</b>		<b>Sub-Total</b>	
<input type="text"/>	<input type="text"/>	2,750.00	2,750.00
<input type="text"/>	<input type="text"/>	<b>Fee</b>	
<input type="text"/>	<input type="text"/>	0.00	0.00
		<b>Fee GST</b>	
		0.00	0.00
		<b>Grand Total</b>	
		2,750.00	2,750.00
		<b>Comm. Amt</b>	
		150.00	150.00
		<b>Comm. GST</b>	
		15.00	15.00

[Notes](#)
[Cancel](#)

**Customers**

Add new customer

Find customer

**Quotes**

Add new quote

Find quote

**Policies**

New business

Find policy

Renew policies

Import policies

**Administration**

My details

Print queue

Configuration

Messages

### Policies

Policy "UAT-2504-1-1" successfully saved and accepted.

View 🖨️ ⌂ 📄 📧

References		
Our Ref	Policy No	Policy State
UAT-2504-1-1	9002322PIN	New Business Auto Closed Accepted

Identification		Product Details	
<b>Client Id</b>	<b>Client Name</b>	<b>Product</b>	
PITEST1000	PI TEST 1000	Prof Liab	
<b>Insured Id</b>	<b>Insured Name</b>	<b>Start Date</b>	<b>End Date</b>
PITEST1000	PI TEST 1000	13 May 2019	13 Jun 2019
<b>Branch</b>		<b>Attachment Date</b>	<b>Premium Summary</b>
		13 May 2019	AUD2,750.00

**Risk Details**

[View Risk Details](#)

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

Other Details		Premium Breakdown		
Description			Version \$	Period \$
		Currency	AUD	
		Premium	2,500.00	2,500.00
Funding Ref		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
		Fee GST	0.00	0.00
Account Exec 2	Name	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).

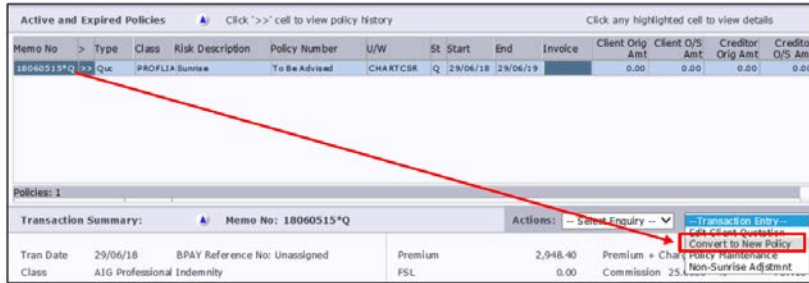


Figure 12

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”.

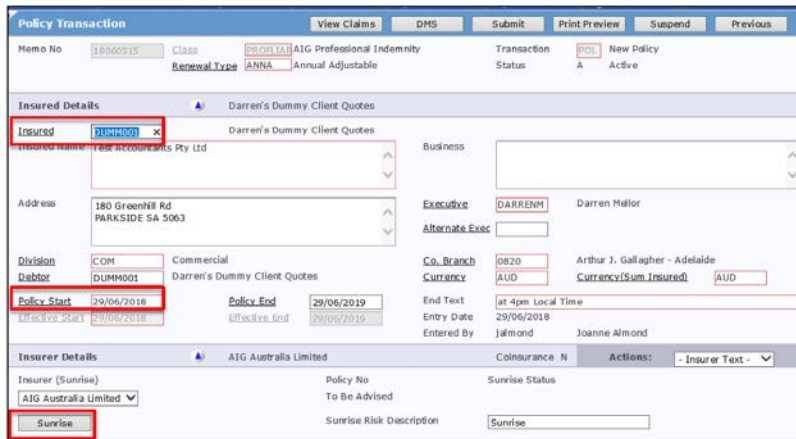


Figure 13

**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](mailto:transact@aig.com)