

Policy Administration System Training Manual

Please contact Broker Relations with any questions on how to use the system:

Phone #: (925) 800-7442

E-Mail: BrokerRelations@BridgerIns.com



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How to Log Into the Bridger Policy Administration System



Go to the Bridger Website at https://Producer.BridgerIns.com

Input your Login Credentials and Click SIGN IN – Once logged into the system, it is best to remain logged in

User Na	ame	
	PASSWORD	
Passwo	rd	



How to Issue a New Policy



DRIVERS SCREEN

Make sure that each field with the Red* is completed.

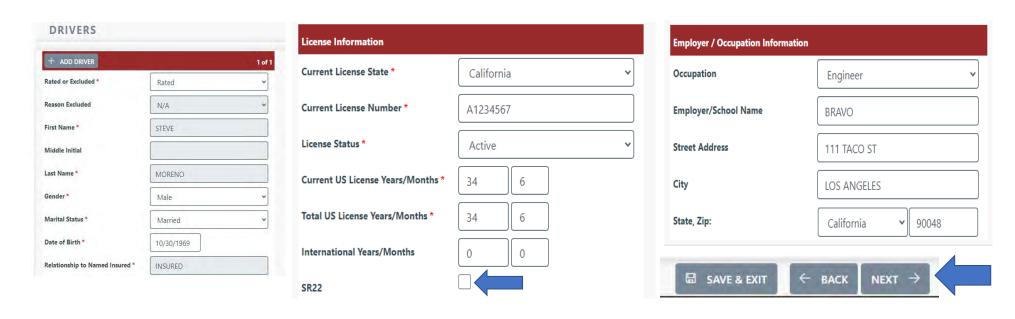
If the insured needs an SR-22 Filing, make certain to check the SR-22 Box.

Do NOT check the box if an SR-22 is not needed. SR-22's are usually required when the driver has had a DUI offense

Ask the customer if there are any other members of the household, age **15** or older, and if they wish to **ADD** or **EXCLUDE** them from the policy.

These household members MUST be either Added or Excluded from the policy.

If no other drivers need to be listed and all information has been entered, click the **NEXT** button at the bottom right side of the screen.





DRIVERS SCREEN

Adding Additional Driver(s) to the policy or Excluding Individual(s) that will **NOT** be covered under this policy:

Click the + ADD DRIVER button and additional fields will appear.

Complete each field with the Red* just as you did for the named insured.

The system will Default to "Rated Driver" in the first field. If the individual needs to be Excluded as a Driver, select Excluded in the drop-down field.

When all other **Drivers** and **Household Members** age **15** and older have been **Added or Excluded**, click the **NEXT** button at the bottom of the screen.

RATED EXCLUDED DRIVERS DRIVERS ADD DRIVER DELETE DRIVER + ADD DRIVER 1 of 2 **III** DELETE DRIVER 2 of 2 1 of 2 2 of 2 Rated or Excluded Rated Excluded Rated or Excluded Rated Rated Reason Excluded N/A Reason Excluded N/A N/A Not Licensed & Doesn't Drive First Name * STEVE DENISE STEVE First Name DENISE Middle Initial Middle Initial Last Name MORENO MORENO Last Name MORENO MORENO Gender Male Female Gender 1 Male Female Marital Status Marital Status Married Married Married Married Date of Birth 10/30/1969 01/01/1972 Date of Birth 10/30/1969 01/01/1972 Relationship to Named Insured Spouse Relationship to Named Insured INSURED Spouse SAVE & EXIT BACK NEXT



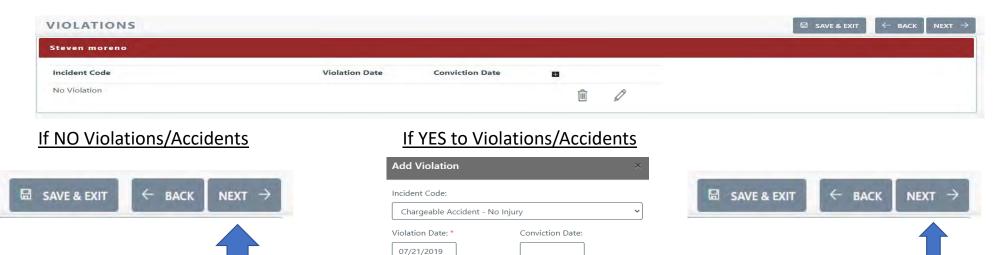
VIOLATIONS SCREEN

Ask the customer if they have had any Accidents or Moving Violations in the past 36 Months or any Major Violations in the past 7 Years.

If YES, Click the icon and an Add Violation Pop-Up Box will appear. Choose the Incident Code from the drop down, input the Violation Date and click the SAVE button. If you need to Delete or Edit a Violation or Accident, click on the Delete or Edit icons.

After inputting all the **Driving Activity**, click the **NEXT** tab on the right side of the screen.

If no **Driving Activity** needs to be entered, just click the **NEXT** button on the right side of the screen.





VEHICLES SCREEN

Make sure all fields with the Red* are complete.

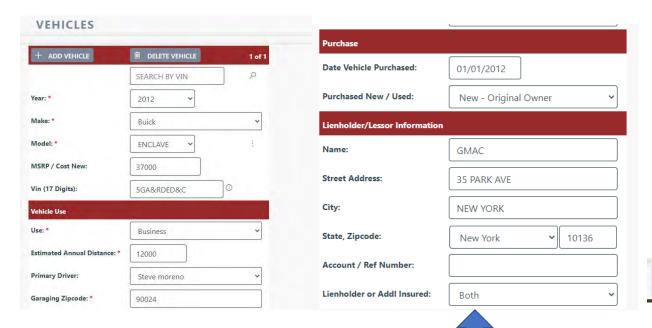
If there is no Lienholder or Additional Insured on the vehicle, select None in the drop-down field.

If the vehicle is financed, select **Lienholder** in the drop down

If a vehicle is leased, be sure to select **BOTH** in the **Lienholder or Additional Insured** drop-down field.

If only one vehicle is desired, click on the **NEXT** button on the bottom right side of screen.

If Additional Vehicles need to be added, see next page.









VEHICLES SCREEN

Adding Additional Vehicles:

If more vehicles are desired, please select the **ADD VEHICLE** button.

If you wish to remove a vehicle, please select the **DELETE VEHICLE** button.

Once you've selected ADD VEHICLE, the Vehicle Screen will appear.

Enter all required information where there is a Red* for each additional vehicle added to the policy.

After all additional vehicles have been added or removed, click the **NEXT** button.

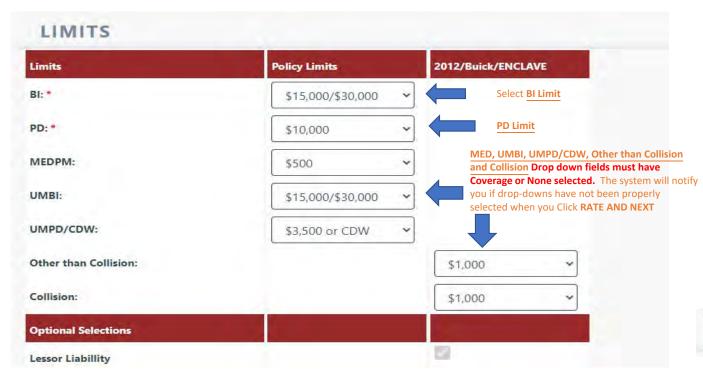
ADD / DELETE VEHICLE VEHICLES Hadd Vehicle Delete Vehicle 1 of 1 Vin Vin Vin Gaster State Stat





LIMITS SCREEN

Confirm the desired Coverages in the drop-down screens for: **BI, PD, MED, UMBI, UMPD/CDW, OTHER THAN COLLISION** and **COLLISION** After the all Coverage selections have been made, click **RATE AND NEXT** button.







QUOTE SCREEN

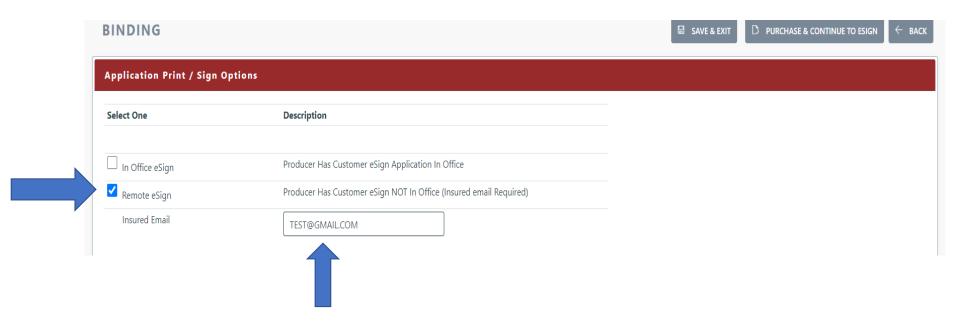
- 1. Review the **Payment Options** with the customer and select the desired **Pay Plan**.
- 2. Confirm the Coverage, Premium and Pay Plan with the customer, then click NEXT.

Available Payment Options				
O Payment Method	Down	Installment	Total	
O 18% down, 5 pay EFT	\$187.22	\$144.73	\$910.88	
O 18% down, 5 pay EFT CC	\$187.22	\$144.73	\$910.88	
18% down, 5 pay installment	\$187.22	\$146.73	\$920.88	
O 25% down, 5 pay EFT	\$242.88	\$133.60	\$910.88	
O 25% down, 5 pay EFT CC	\$242.88	\$133.60	\$910.88	
O 25% down, 5 pay installment	\$242.88	\$135.60	\$920.88	
O Pay in Full	\$860.88	N/A	\$860.88	

Rate		
Overages	Policy Limits	Jeop/20
3)	\$15,000/\$30,000	\$136,00
op.	\$5,000	\$198.00
MEDPM	\$500	\$39.00
JMBI	\$15,000/\$30/000	\$69.00
JMPD/CDW	\$3,500 or CDW	\$3,00
Other than Coll Vicin		\$500 Dard william \$75.00
Collision		3500 Deg \$227.00
Glass Deductible Walver		In. luded \$37.00
/ehicles Total		\$784.00
Policy Total		\$784.00
raud Fee		\$0.88
Policy Fee		\$40,00
Total Premium and Fees		\$824.89
Nation Safe Driver		\$36.00
Total Premium		\$860.88
Discounts and Surcharges		
Conviction Free Discount		
Good Driver		VE



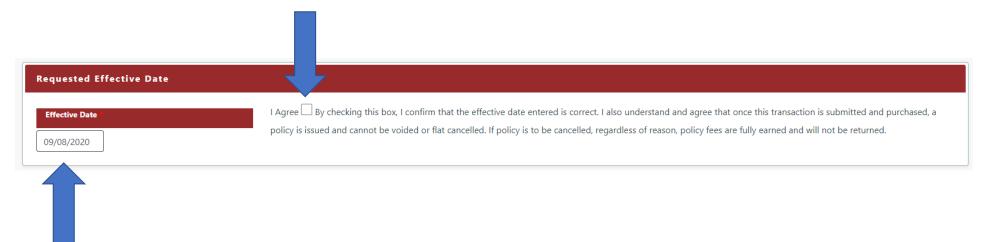
- 1) Select In Office eSign box if the customer is in your office
- 2) Select the **Remote eSign** box if the sale is being completed over the phone **IMPORTANT**: You must input the **Insured Email Address** to send the application to the customer for remote signatures





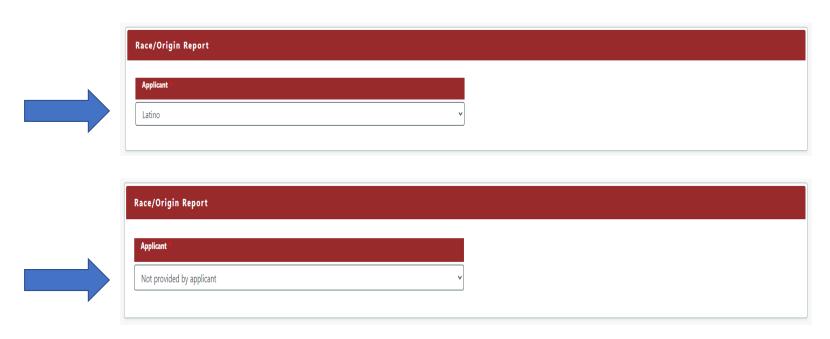
- 2. Confirm the requested **Effective Date** of the policy.
- 3. Read the "I Agree" statement to the customer.

Once the customer agrees to the statement, check the "I AGREE" box.



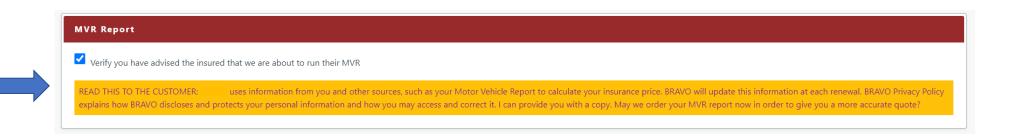


4. Select the Race/Origin of the customer in the drop-own field.
If the customer does not wish to provide, select "Not Provided by Applicant"





- 5. Read the MVR Statement to the customer and confirm the customer has agreed to running the MVRs.
- 6. Click the PURCHASE & CONTINUE TO ESIGN button.







MVR SCREEN

The system has now run a Motor Vehicle Report (MVR) and Underwriting Report(s). If the reported **Driving Activity** matches the **MVR/Underwriting Report(s)** activity, click the **CONTINUE** button.



If there is any **Driving Activity** that was not disclosed by the customer, that undisclosed information will appear on the screen. The screen will display any undisclosed Violations or Accidents and the Date of those incidents.

Violation/Conviction Code		Violation Date	Conviction Date
No accident	Driving activity and violation date will		
Suspensions/Revocations	appear here	Start Date	Clear/End Date

No suspension



Click the **CONTINUE TO RE-RATE RISK** Button. The system will re-rate the premium based on the newly identified driving activity.





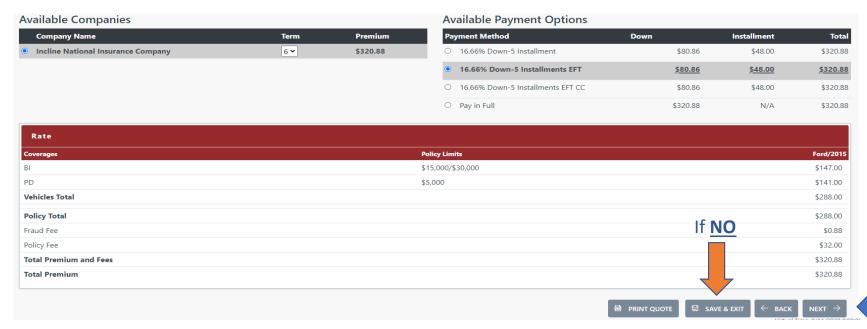
QUOTE SCREEN

The system will bring you back to the **Quote Screen** and display the revised **Premium** based on the undisclosed **Driving Activity**.

Review the new **Premium** with the customer, and ask them if they wish to continue. If **YES**, click the **NEXT** button.

If **NO**, click **SAVE & EXIT** button to exit the quote process.

This will save the quote for quick reference should the customer decide to come back and purchase the policy.







The system has now taken you to the **Binding Screen** once again.

The fields will be populated with the information you provided previously.

Make sure all boxes are checked and the information displayed is correct.

Click the **PURCHASE & CONTINUE TO ESIGN** button.

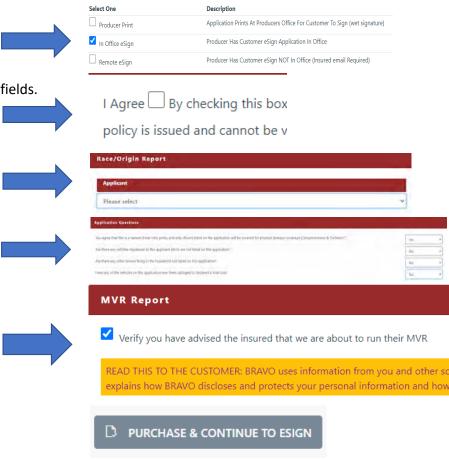




IN OFFICE eSIGN

The customer is in the office and present.

- Select the **In Office eSign** check box.
- Click "I Agree" check box.
- Select the Race/Origin In drop-down field.
- Ask customer all **Application Questions** and select answer in drop-down fields.
- Check the MVR Report Box and read statement to customer.
- Select the PURCHASE & CONTINUE TO ESIGN button





IN OFFICE eSIGN

The customer is in the office and present.

Final Screen Before Purchase

- Review the Summary of Coverages, Premium and Pay-Plan with the customer.
- Complete the **Authentication Process** by checking the boxes, **Application Security Questions**, and input **Producer Name** in required fields.
- Select the **Down Payment Method** (Insured Credit Card / Bank Account or Producer Sweep of Trust Account).
- Check in the Installments box.
- Check the Commercial and Professional Business Exclusion box.
- Select YES or NO for the Electronic Billing and Document Delivery check-box.
- Select YES or NO for the Text Message Notifications check-box.
- Check the **Bill of Rights Form** check-box.
- Producer must check all required boxes and type in your Name where requested.
- Click **Purchase** to complete the policy issuance process and to receive **Policy Documents**.

Purchase

Cancel this eSignature Session



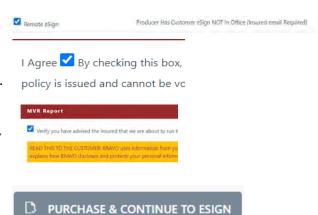
REMOTE eSIGN

The customer is **NOT** present in the office.

Transaction is being completed remotely by telephone, and customer is **NOT** present.

Final Screen Before Purchase

- Select the In Office eSign check box.
- Click "I Agree" check box.
- Select the Race/Origin In drop-down field.
- Ask customer all **Application Questions** and select answer in drop-down fields.
- Check the MVR Report Box and read statement to customer.
- Select the PURCHASE & CONTINUE TO ESIGN button



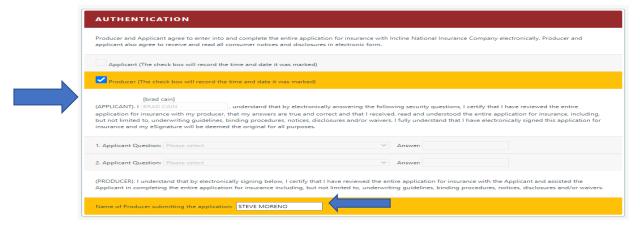


ESIGN SCREEN

Once the Producer Section has been completed, the system will automatically send an email to the customer to allow them to complete their portion of the eSignature Process.

While the Customer is completing their portion of eSignatures, please scroll down and complete the producer sections of eSignature sections below. You will notice that the grayed out, faded regions are for the Customer only and that your sections are shown in a more prominent, black text. When both you and the Customer are done, the Customer will then have the ability to «Purchase» the policy and you will be automatically redirected to the confirmation page where you can obtain the policy documents.

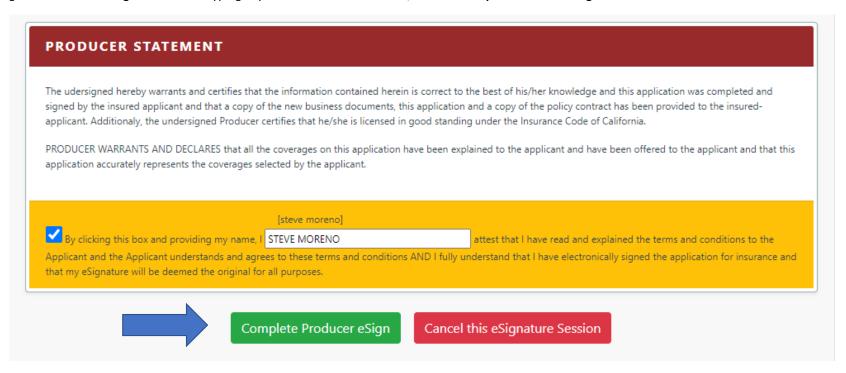
As the **Producer/Agent** completing this transaction, you need to complete your portion of the **Authentication Process**. Click the **Box** and type in your **Name** where indicated.





ESIGN SCREEN

After checking all Boxes on the eSign Screens and typing in your Name where indicated, click the Complete Producer eSign button.





PRODUCER NOTE

The **Producer Note** screen will now pop-up on the screen.

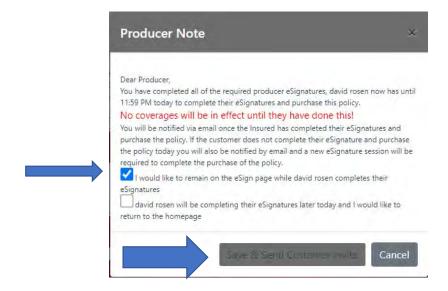
**Scroll up to see this note if you are still at the bottom of the screen.

There are two options to choose to complete the Remote eSign.

BEST PRACTICE: Stay on the **Remote eSign** page while the customer completes their **eSignature** process.

NOTE: Coverage will NOT been bound until the customer completes the eSignature process.

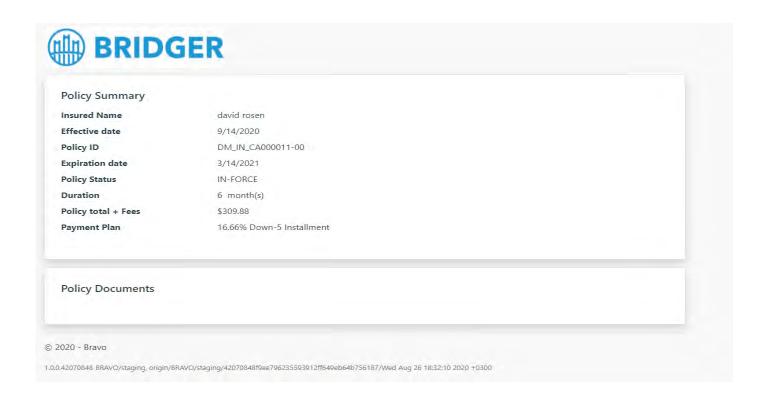
Click the **Save & Send Customer Invite** button.





The Insured will receive the following **Confirmation Receipt** immediately upon their completing their **eSignatures**. This is automatically generated by the system.

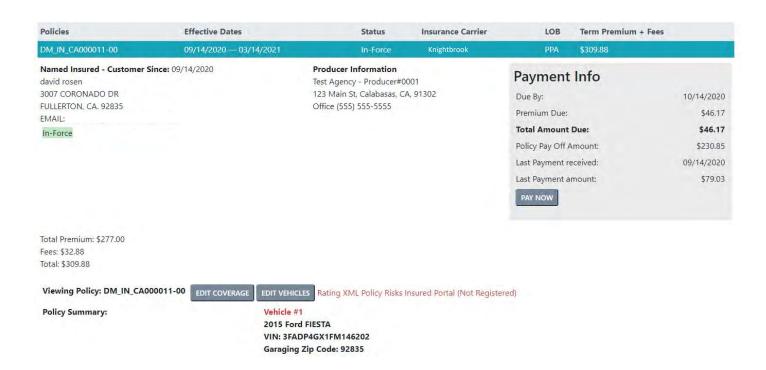
the policy documents will be included in the automated receipt.





POLICY SUMMARY SCREEN

The system will take you to the **Policy Summary Screen** and show all pertinent information for this customer. The policy purchase has now been completed, and the policy is now **BOUND**.



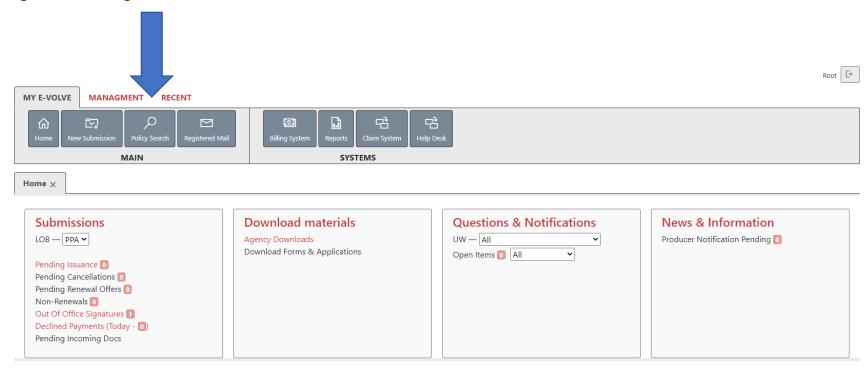


How to Retrieve ID Cards and Policy Documents



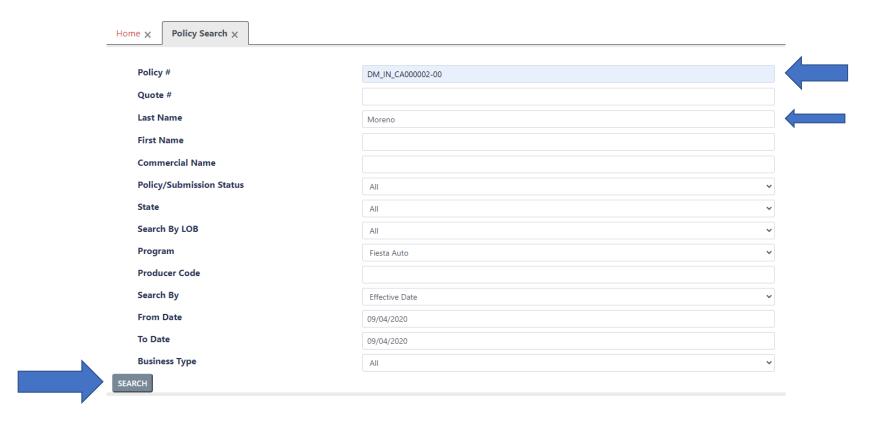
ID CARDS / POLICY DOCUMENTS

Bridger Home Page - Click the "POLICY SEARCH" Button



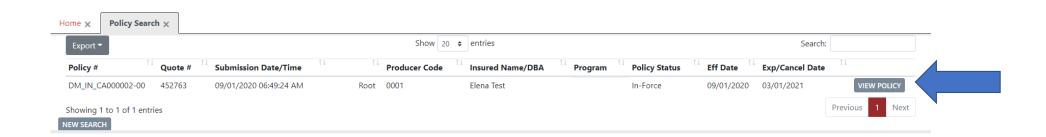


Input Policy Number or Insured Last Name in corresponding field and click the "SEARCH" Button





Click the **VIEW POLICY** button





ID CARDS / POLICY DOCUMENTS

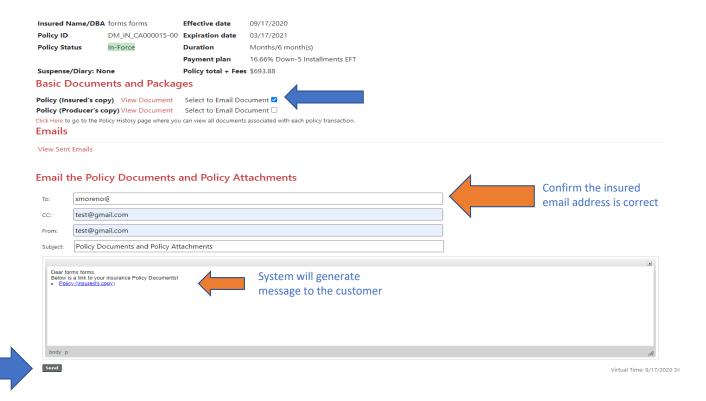
Click the **DOCUMENTS** link on the left side of the screen.





The **Documents** screen allows you to email a **PDF** file to the customer that contains the **ID Card** and **Policy Documents**.

- -- You must check the box to email the **Policy Documents**.
- -- The system will automate the wording to the customer that will appear in the email.
- -- Make sure to Confirm the Insured's Email Address is correct and then click the SEND button.



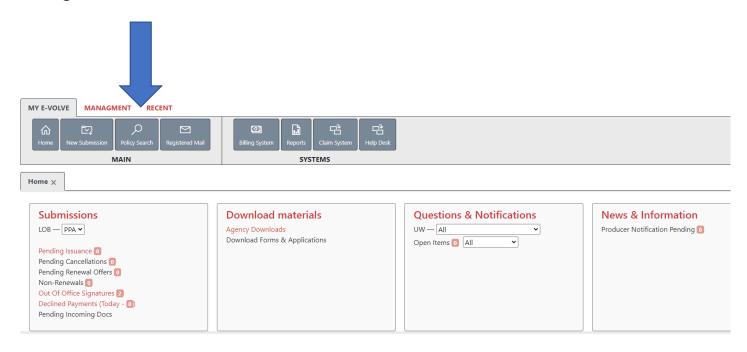


How to Locate and Identify
Payment Due Date
Payment Amount (\$\$) Due



PAYMENT DUE DATE / PAYMENT AMOUNT

Bridger Home Page - Click the "POLICY SEARCH" Button





Input Policy Number in corresponding field and click the "SEARCH" Button

Policy #	DM_IN_CA000002-00
Quote #	
Last Name	
First Name	
Commercial Name	
Policy/Submission Status	All 🔻
State	All
Search By LOB	All
Program	Fiesta Auto
Producer Code	
Search By	Effective Date
From Date	09/08/2020
To Date	09/08/2020
Business Type	All



Click the **VIEW POLICY** button

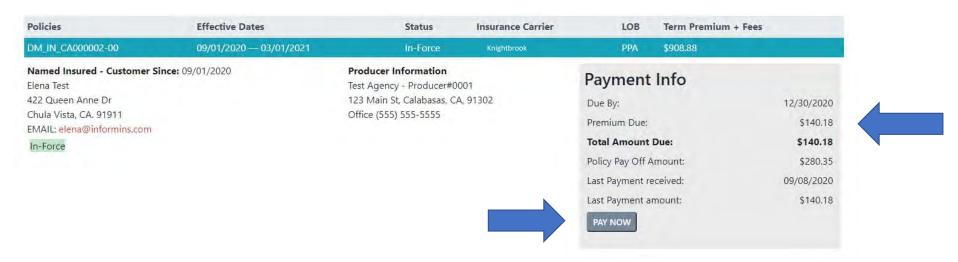




PAYMENT DUE DATE / PAYMENT AMOUNT

Information will be shown in the **Payment Info Box** on the right side of the screen.

If the customer wishes to make a payment, click the **PAY NOW** button.

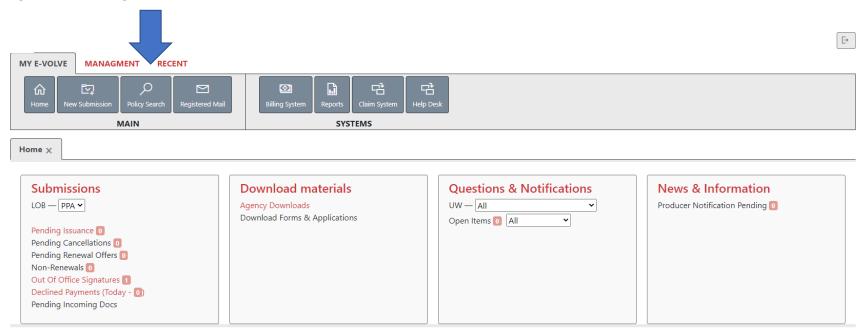




How to Process a Payment

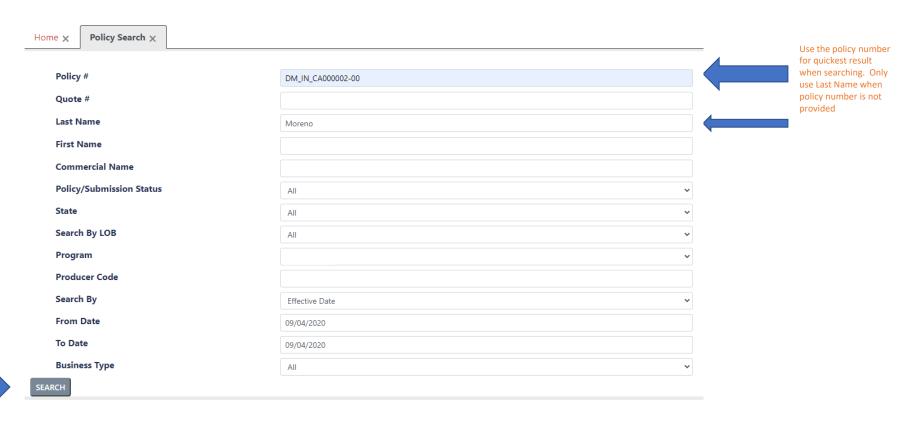


Bridger Home Page - Click the "POLICY SEARCH" Button





Input Policy Number OR Insured Last Name in the corresponding field and click the "SEARCH" Button



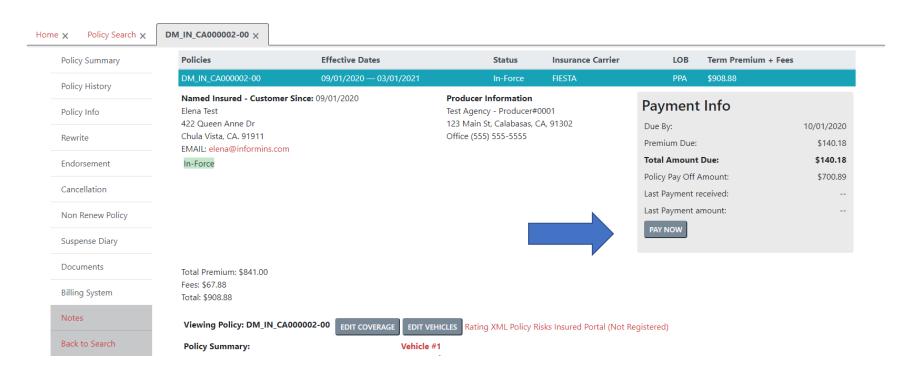


Click the **VIEW POLICY** Button





Click the PAY NOW button in Payment Info Section





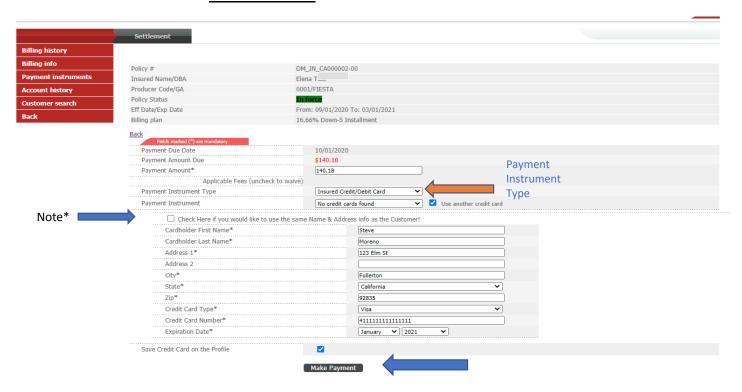
Payment Amount must be equal to or higher than **Amount Due**.

Input the amount the customer wishes to pay, and select the **Payment Instrument** in the drop-down field.

Note: If the card-holder's name and address are the same as the insured, you can click the box to **Pre-Fill Insured Information**.

Complete all the fields, and ask the customer if they wish to save this card on file. If **YES**, click the box to **Save Credit Card on the Profile**.

After all the information has been input, click the **MAKE PAYMENT** button.





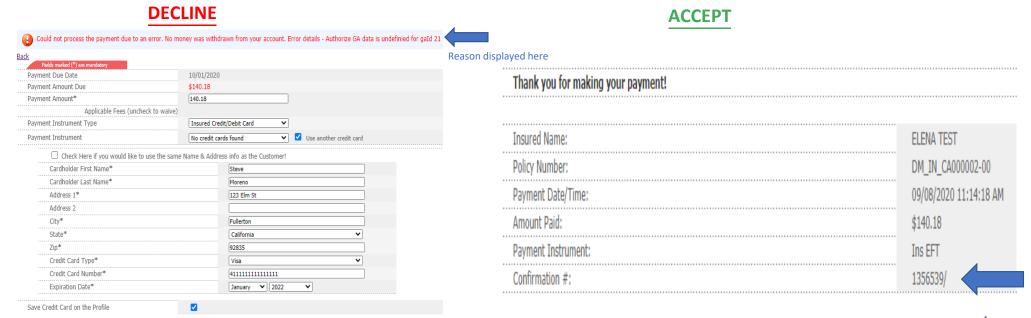
CREDIT CARD PAYMENTS - The System will either **Accept** or **Decline** the payment.

The most common reasons for declination of a Credit Card are:

Card Declined due to over limit or no funds.

Make Payment

- 2. Information provided was incorrect. Review the information with the customer and resubmit. If declined again, try another card.
- 3. If payment has been accepted, please provide the customer with the **Confirmation Number** then click the **CONTINUE TO POLICY** button.
- 4. An email confirmation will be generated to the customer as well.





How to Process an Endorsement

Add / Delete / Change Vehicle	Pages 47-56
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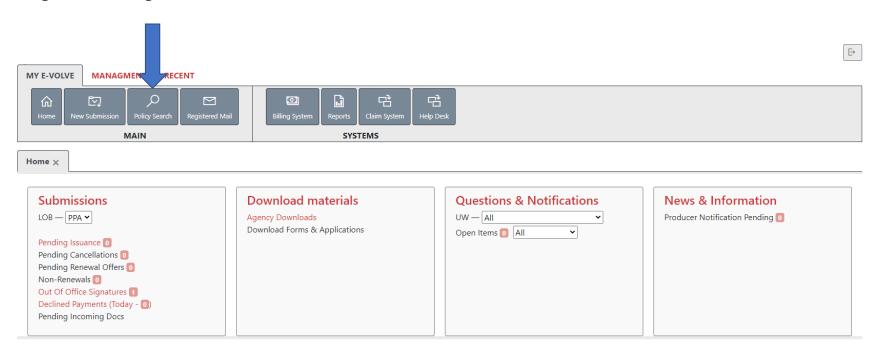
Add/Delete Driver Pages 57-68

Edit Coverage Pages 69-77



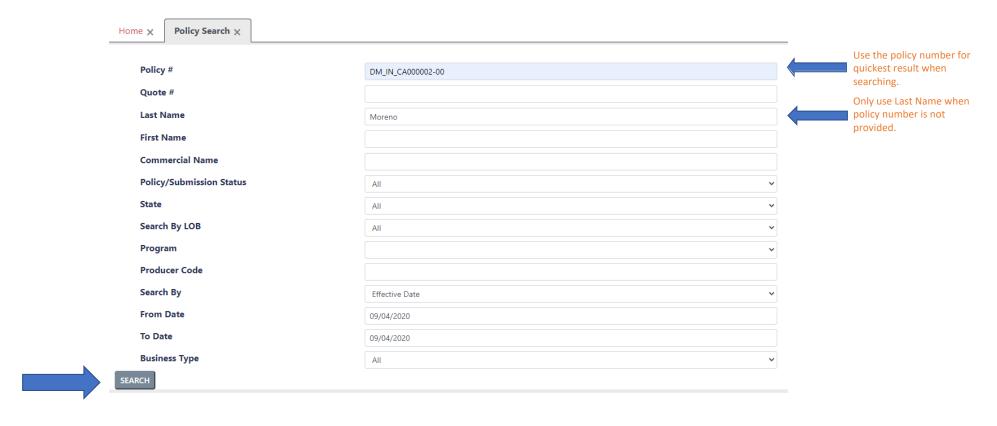
ADD / DELETE / CHANGE VEHICLE

Bridger Home Page - Click the "POLICY SEARCH" Button





Input Policy Number OR Insured Last Name in corresponding field and click the "SEARCH" Button





Click the VIEW POLICY button





Click the **ENDORSEMENT** tab on the left side of the screen





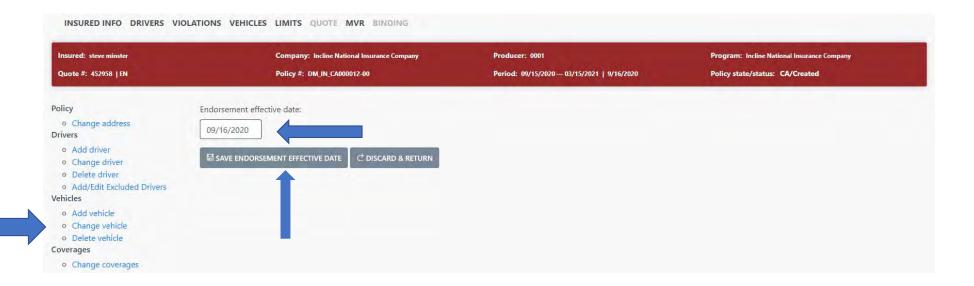
ENDORSEMENT OPTION SCREEN

Input the **Effective Date** of the endorsement.

Click the **SAVE ENDORSEMENT EFFECTIVE DATE** button.

Select the **Transaction Type** you wish to process, and click the **LINK** for:

- Add Vehicle / Change Vehicle / Delete Vehicle



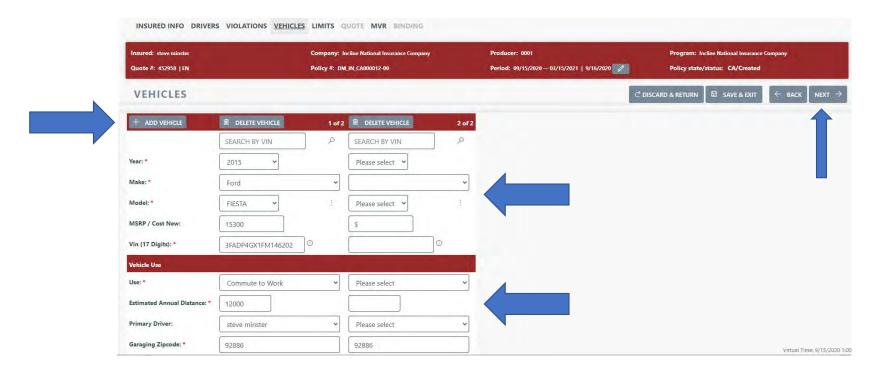


VEHICLE SCREEN

Click the ADD VEHICLE button.

Complete all fields with a Red* for each additional vehicle

Once all vehicle information has been input, Click the **NEXT** button





LIMITS SCREEN

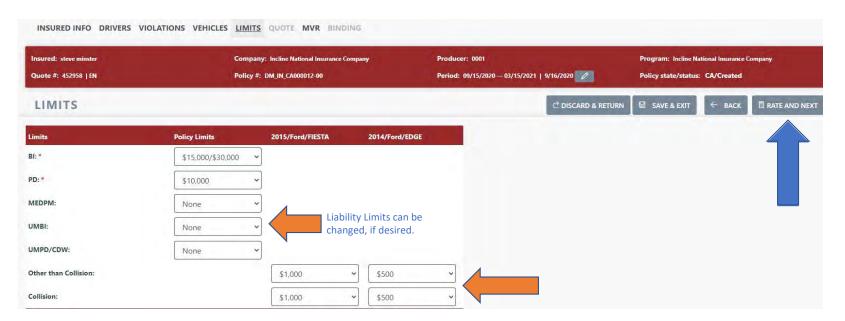
Confirm the desired Coverage(s) with the customer.

The **Liability Limits** will automatically match that of the first vehicle.

The Liability Limits can be changed, but the Liability Limits must be the same for all vehicles

OTC/Collision Deductibles can be different for each vehicle listed on the policy.

Click the **RATE AND NEXT** button.



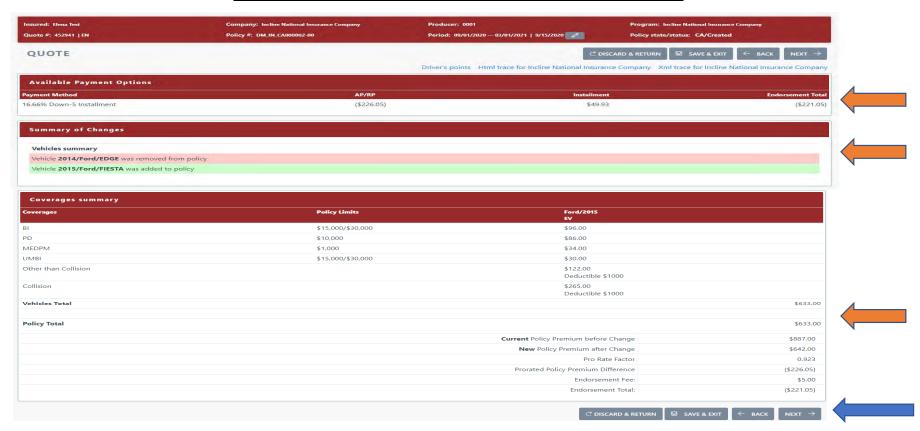


QUOTE SCREEN

This screen will show the **Additional / Return Premium**, the new **Installment Amount**, **Summary of Changes**, **Coverage Summary** and new **Premium** for the policy term. Provide this new information to the customer and ask if they wish to process these changes.

If YES, click the NEXT button.

If NO, click the SAVE & EXIT button, and advise the customer that the changes requested have not been processed or bound.





BINDING SCREEN

This screen provides a **Premium Summary** of the requested changes.

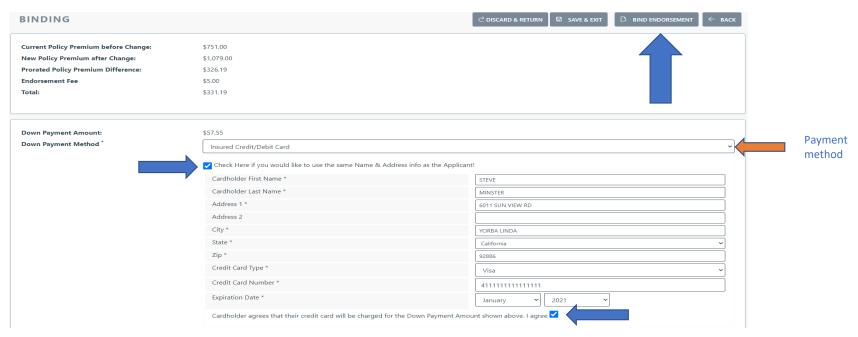
The system will determine if any **Down Payment** is due as a result of the transactions.

If money is due, select the **Payment Method** in the drop-down field and input the **Payment Information**.

You can check the box on the left to pre-populate the insured's existing policy information.

The Cardholder Agreement Box at the bottom of the screen must also be checked.

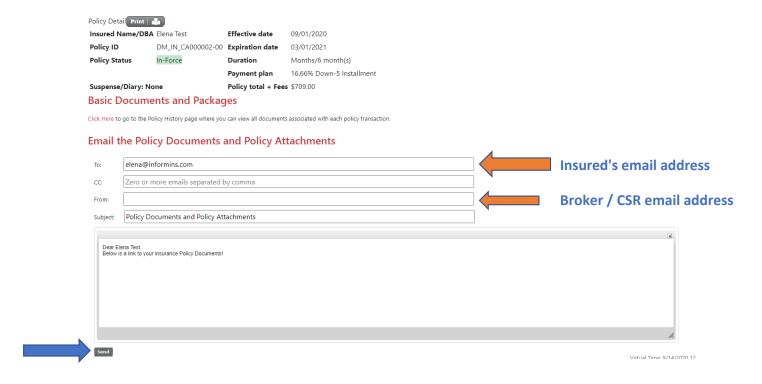
Click the **BIND ENDORSEMENT** button to complete the endorsement process.





POLICY DETAILS SCREEN

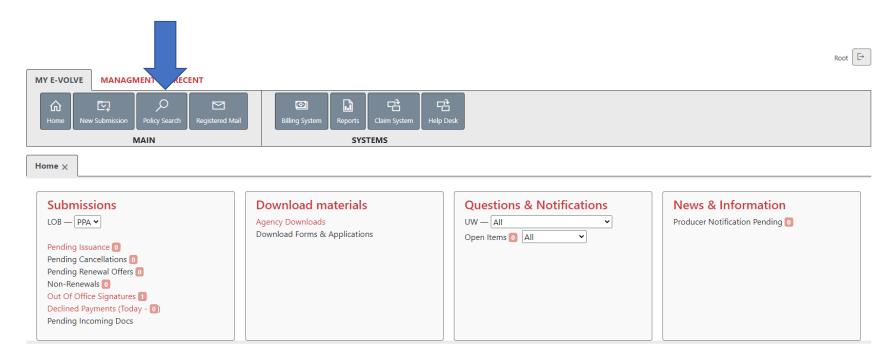
This screen allows the **Broker / CSR** to email the new **Policy Documents** (*ID CARD - Declaration Page - Applicable Forms*) to the customer. **CONFIRM** the **Insured's Email Address** prior to emailing documents, then click the **SEND** button. The **Endorsement Transaction** is now complete.





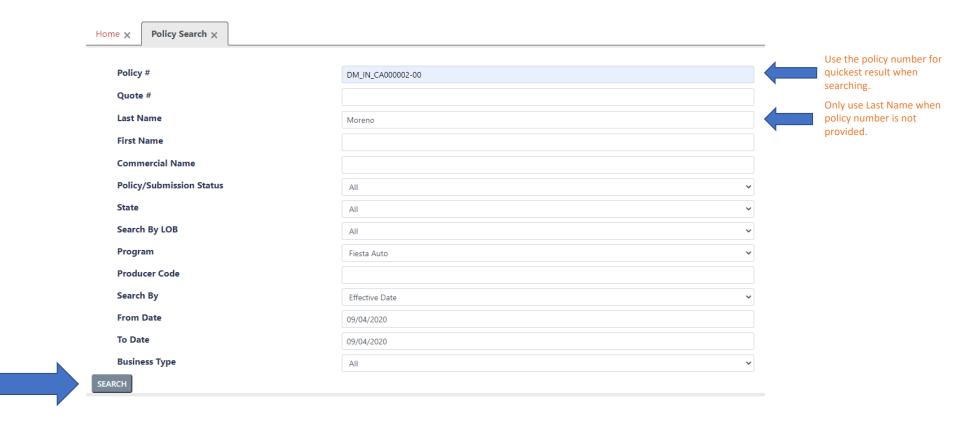
ADD / DELETE DRIVER

Bridger Home Page - Click the "POLICY SEARCH" Button



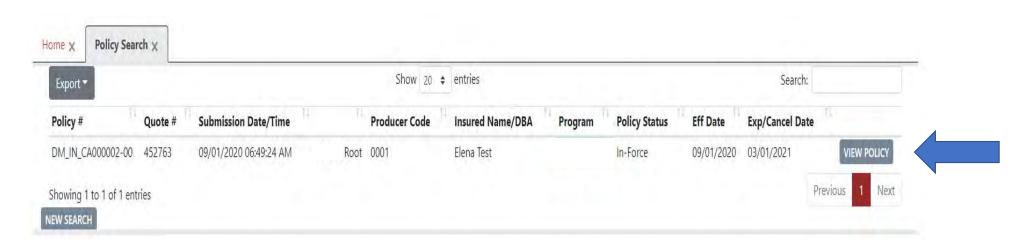


Input Policy Number or Insured Last Name in corresponding field and click the "SEARCH" Button





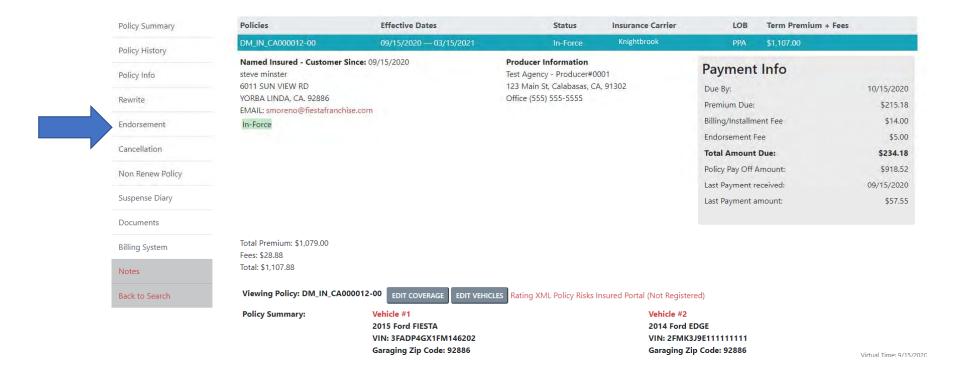
Click the **VIEW POLICY** button





POLICY SUMMARY SCREEN

Click the **ENDORSEMENT** link on the left side of the screen.





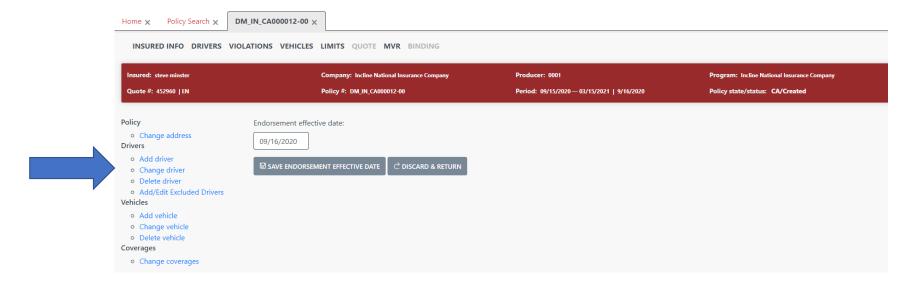
ENDORSEMENT OPTION SCREEN

Input the **Effective Date** of the endorsement.

Click the **SAVE ENDORSEMENT EFFECTIVE DATE** button.

Select the **Transaction Type** you wish to process, and click the **LINK** for:

- Add Driver / Change Driver / Delete Driver / Add - Edit Excluded Drivers





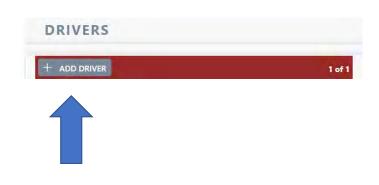
DRIVERS SCREEN

Click the ADD DRIVER button.

New **Driver** fields will now appear.

Complete all fields where there is a Red* for each Additional Driver.

Once all **Driver Information** has been entered, click the **NEXT** button.







VIOLATIONS SCREEN

Click the button to add Accidents or Moving Violations.

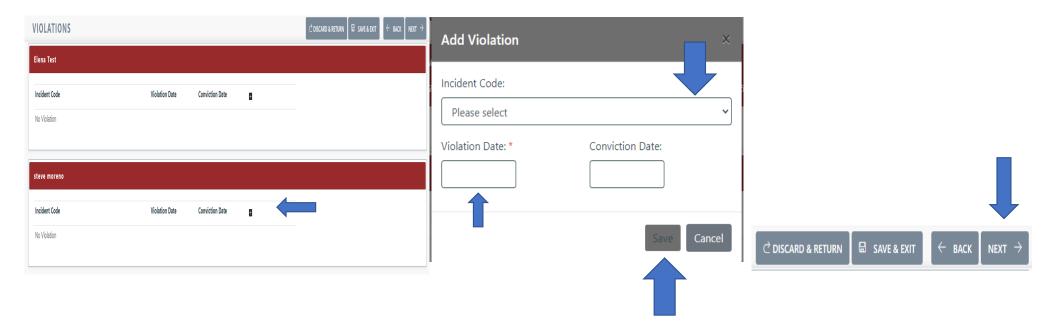
The Add Violation pop-up window will now appear.

Select the appropriate **Incident Code** from the drop-down field and input the **Violation Dat**e.

After inputting each violation, click the **SAVE** button.

After all driving activity has been input, click the **NEXT** button.

If no **Driving Activity** needs to be entered, just click the **NEXT** button.





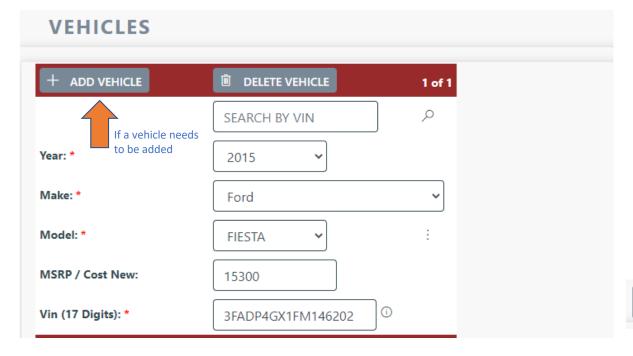
VEHICLES SCREEN

If no additional **Vehicles** are to be added, Click the **NEXT** button.

If a vehicle needs to be added while there is a driver change, click the **ADD VEHICLE** button.

Input all vehicle information where there is a Red* for each additional Vehicle.

After all additional **Vehicles** have been added, click the **NEXT** button.



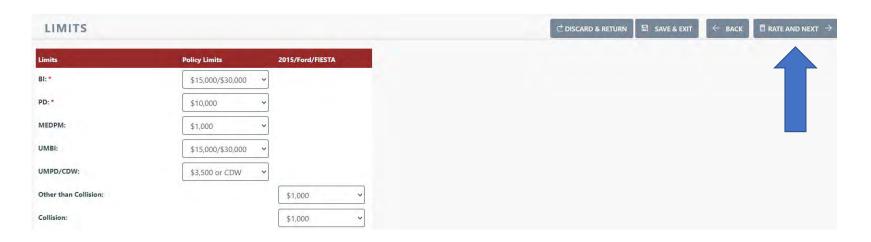




LIMITS SCREEN

The **Limits** shown will be the **Limits** the insured currently has on their policy. If the insured wishes to change their **Coverage(s)**, you may make those changes now. Once all changes have been entered, click the **RATE AND NEXT** button.

If no changes to **Limits** are desired, click the **RATE AND NEXT** button.





QUOTE SCREEN

This page will show:

Additional / Return Premium, Installment Change, Endorsement Total, Summary of Changes, Coverage Summary, Current and New Premium.

If the insured agrees with the **New Premium** and wishes to process the **Endorsement**, click the **NEXT** button.

If the insured **DOES NOT** want to proceed with the changes, click **SAVE & EXIT** button.

Be sure to advise the insured that the changes have not been processed or bound.

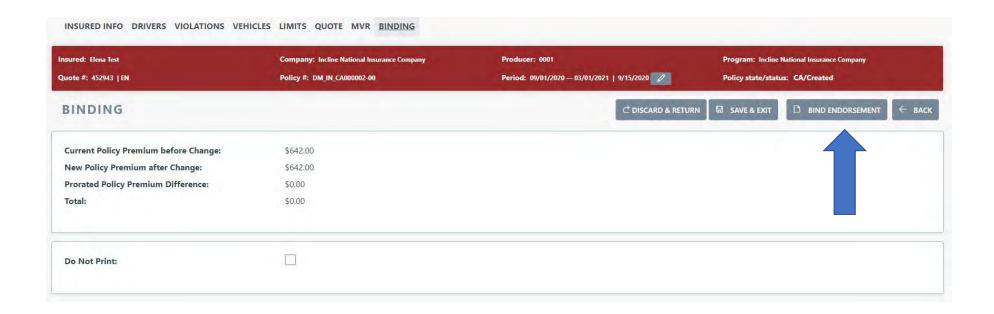


Acres de la constante de la co	Policy Limits	Ford/2015	
Coverages	Palicy Limits	EV.	
BI	\$15,000/\$30,000	\$96.00	
PD	\$10,000	\$86.00	
MEDPM	\$1.000	\$34.00	
UMBI	\$15,000/\$30,000	\$30.00	
Other than Collision		\$122.00 Deducible \$1000	
Collision		\$265.00 Deductible \$1000	
Vehicles Total			\$633,00
Policy Total			\$633.00
		Current Policy Premium before Change	\$642.00
		New Policy Premium after Change	\$642.00
		Pro Rate Factor	0.923
		Prorated Policy Premium Difference \$0	
		Endorsement Total:	\$0,00
		© DISCARD & RETURN □ SAVE & E	XIT ← BACK NEXT -



BINDING SCREEN

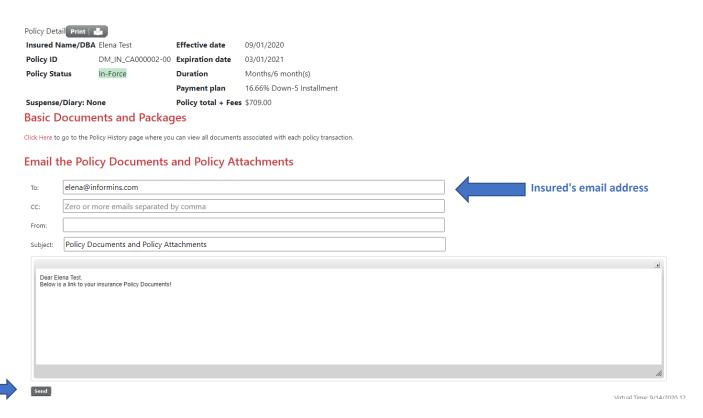
Click the **BIND ENDORSEMENT** button to complete the endorsement process.





POLICY DETAILS SCREEN

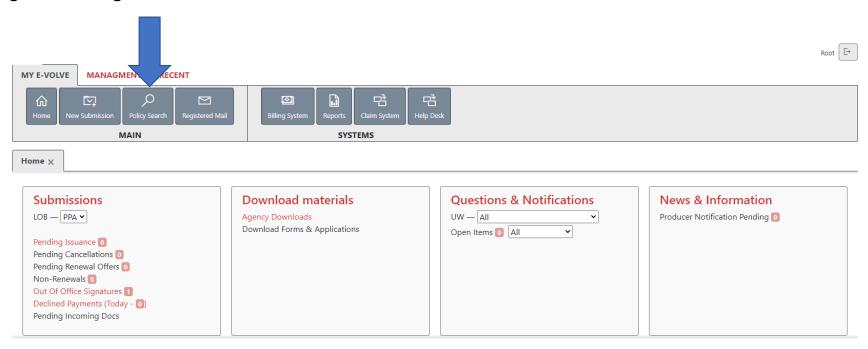
This screen allows the **Broker / CSR** to email the new **Policy Documents** (*ID CARD - Declaration Page - Applicable Forms*) to the customer. **CONFIRM** the **Insured's Email Address** prior to emailing documents, then click the **SEND** button. The **Endorsement Transaction** is now complete.





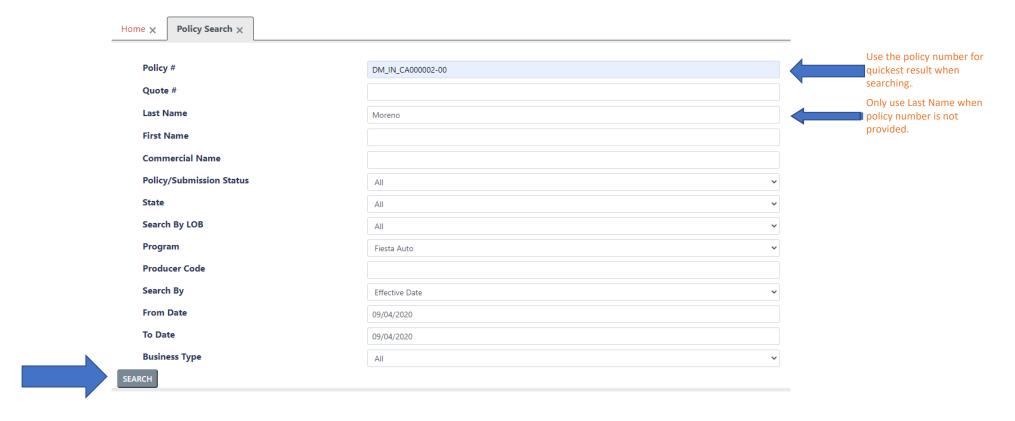
EDIT COVERAGE

Bridger Home Page - Click the "POLICY SEARCH" Button





Input Policy Number or Insured Last Name in corresponding field and click the "SEARCH" Button





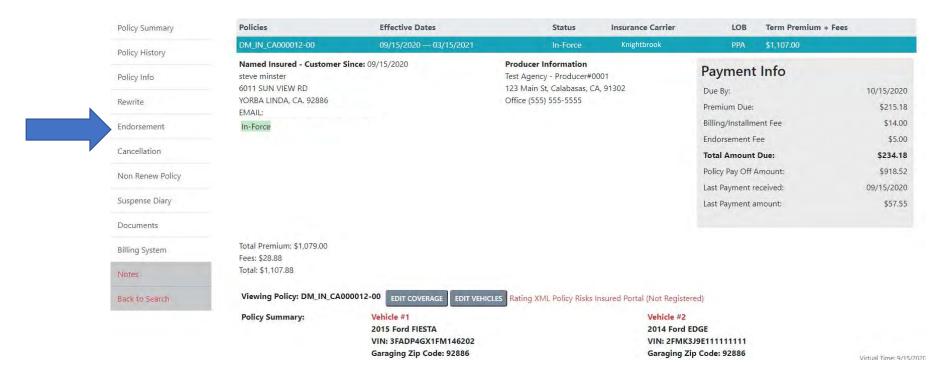
Click the **VIEW POLICY** button





POLICY SUMMARY SCREEN

Click the **ENDORSEMENT** link on the left side of the screen.





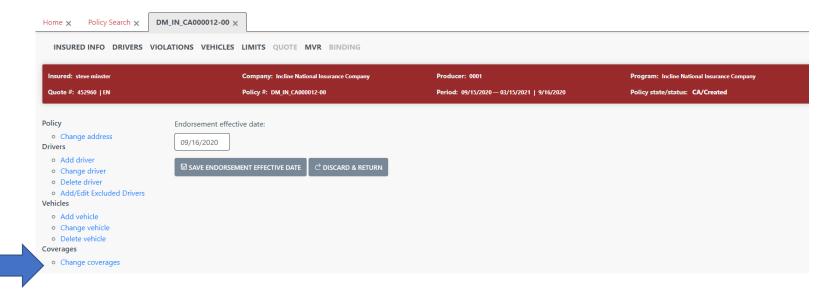
ENDORSEMENT OPTION SCREEN

Input the **Effective Date** of the endorsement.

Click the **SAVE ENDORSEMENT EFFECTIVE DATE** button.

Select the **Transaction Type** you wish to process, and click the **LINK** for:

- Change Coverages





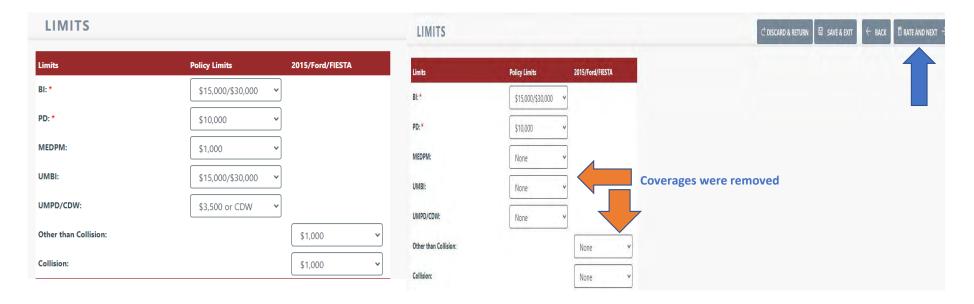
LIMITS SCREEN

The **Limits** shown will be the **Limits** the insured currently has on their policy. If the insured wishes to change their **Coverage(s)**, you may make those changes now.

Screenshots below show removal of MED, UMBI/UMPD and OTC/COLL

Once all changes have been entered, click the **RATE AND NEXT** button.

If no changes to **Limits** are desired, click the **RATE AND NEXT** button.





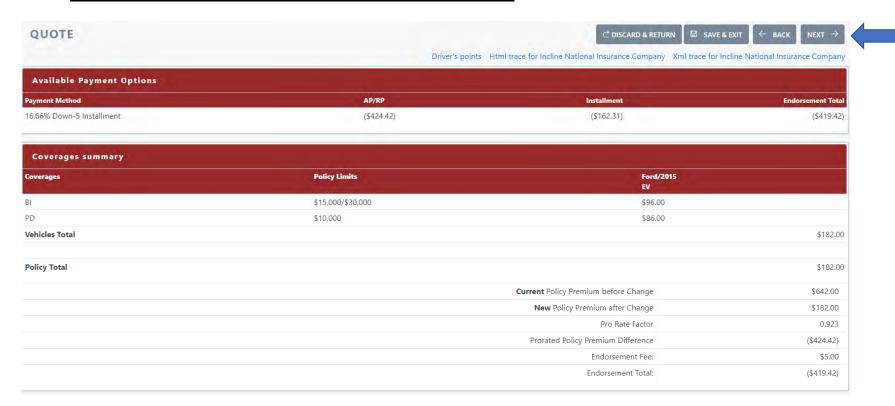
QUOTE SCREEN

This page will show:

Additional / Return Premium, Installment Change, Endorsement Total, Summary of Changes, Coverage Summary, Current and New Premium. If the insured agrees with the **New Premium** and wishes to process the **Endorsement**, click the **NEXT** button.

If the insured **DOES NOT** want to proceed with the changes, click **SAVE & EXIT** button.

Be sure to advise the insured that the changes have not been processed or bound.





BINDING SCREEN

This screen provides a **Premium Summary** of the requested changes.

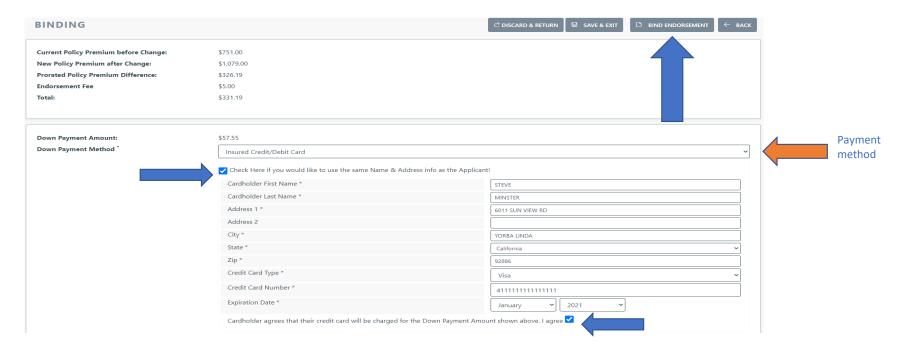
The system will determine if any **Down Payment** is due as a result of the transactions.

If money is due, select the **Payment Method** in the drop-down field and input the **Payment Information**.

You can check the box on the left to pre-populate the insured's existing policy information.

The Cardholder Agreement Box at the bottom of the screen <u>must</u> also be checked.

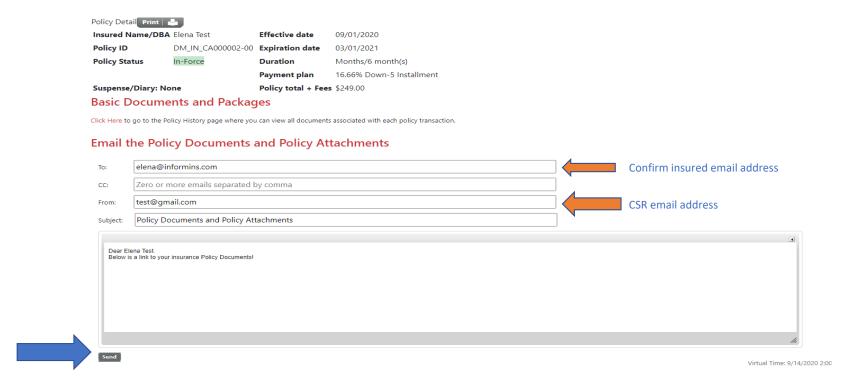
Click the **BIND ENDORSEMENT** button to complete the endorsement process.





POLICY DETAILS SCREEN

This screen allows the **Broker / CSR** to email the new **Policy Documents** (*ID CARD - Declaration Page - Applicable Forms*) to the customer. **CONFIRM** the **Insured's Email Address** prior to emailing documents, then click the **SEND** button. The **Endorsement Transaction** is now complete.





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E-Mail: ExistingClaims@BridgerIns.com