

## Quick Reference Guide

### Coverage:

Type	Infinity Personal Auto
• BI/UMBI	up to \$25/50*
• PD	up to \$25
• Med Pay	up to \$5k
• Comp/Coll	\$225-\$2500
• Lessor Liability	100/300/50
• Roadside Assistance	5 calls in a 12 month period. Towing is to nearest qualified repair facility. Coverage is for covered vehicle only. No more than 1 call for the same disablement.

\*limits of 20/40 and 25/50 are only available if all rated drivers listed on the policy have a verifiable MVR and a valid and current US driver's license or be a Prop 103 Good Driver.

### Fees

	Personal Auto
• Processing	\$25 (\$20 for GDD)
• Installment	\$10 (\$6 for EFT)
• NSF	\$30
• Late Payment	\$6
• Cancellation	\$20 (insured request only)
• SR-22	\$15
• Premium Endorsement	\$5

### Other Coverages

• Rental Reimbursement	Up to \$40/day and \$1200 max
• Special Equipment	Up to \$5,000

### Pay plans:

Type	Down Payment	Number of Installments	1st Bill Due
• 6-Pay Quick Bill	17%	5	20 days then every 30
• 6-Pay EFT/CC	17%	5	30 days then every 30
• 6-Pay	20%	5	30 days then every 30
• 5-Pay	20%	4	30 days then every 30
• 12-Pay Quick Bill	8.5%	11	20 days then every 30
• 12-Pay EFT/CC	8.5%	11	30 days then every 30
• 12-Pay	10%	11	30 days then every 30
• 11-Pay	10%	10	30 days then every 30

### Discounts:

- Good Student Discount
- Good Driver Discount (GDD)
- Mature Driver

### Acceptable forms of Identification

- Active US license
- Suspended (must file a SR-22)
- Cancelled \*
- Revoked (if SR-22 will reinstate)
- Expired\*
- Unverifiable\*
- Out-of-state (customer to provide driving experience)
- Foreign/ Matricula/Foreign ID/passport (no surcharge)\*\*
- Pending\*
- No license\*

The max points you can receive are 30 Infinity points.

\*Does not qualify for GDD

\*\*To qualify for GDD, must have 36 months driving experience (If valid MVR cannot be obtained, a copy of the foreign license must be submitted to the company to receive GDD).

### Unacceptable Vehicles:

- Altered vehicles (lifted/lowered)\*
- Registered to business (this would be a PPA program)
- Cost of vehicle over \$61,000\*
- Vehicles not garaged in California (must be in CA for 10 months out of the year)
- Salvaged vehicles\* (unless they have been certified by the DMV for road use).

\*These rules do not apply if all drivers listed on the policy are Prop 103 CA Good Drivers

### Additional Vehicle Information:

Out of state registration is acceptable.

#### Business or Artisan use guidelines:

- Cannot have more than 3 stops per day
- No operator has more than 5 Infinity points
- Vehicles must solely be owned by individual
- No employee operators
- No sign, racks or logos on vehicle
- Radius must not exceed 100 miles for business

Photos are encouraged for vehicles with physical damage but are not required.

Transferring coverage to a rental car:

When used as a temporary substitute auto\*, all coverages will transfer over. When not used as a substitute vehicle\*, liability will transfer over for 14 days and no physical damage will transfer over. All coverages subject to all terms and conditions of the policy.

## General Information:

**Payment methods:** cash, personal check, eCheck, IEFT, credit card (Master Card, Visa, American Express)

**Reinstatement guidelines:** 1 day to reinstate without lapse.

**Rewrite:** A renewal policy is eligible for rewrite within 30 days. A new policy within 6 days.

**EFT Endorsement options:** Agents can add EFT as well as change EFT account information.

## Infinity Policy Contacts

### Sales Team

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### Departments

Customer Service .....	customer.service@ipacc.com .....	800.782.1020
Help Desk and Technical Support .....	agenthelpdesk@ipacc.com .....	800.264.7516 ext 35802
Claims .....	claims@ipacc.com .....	800.334.1661
Agency licensing .....		800.258.8915
Agency commission .....		800.782.1020 ext 38338
Roadside .....		877.512.6964

### Correspondence

Payment mailing address ..... Infinity Insurance, Drawer 2537, P.O. Box 2153 Birmingham, AL 35287-2537

## Infinity Online

Your customers can download the Infinity Auto app to make payments, display ID cards, find preferred repair shops, or submit claims information.

Get a Quote at [infinityagents.com](http://infinityagents.com)

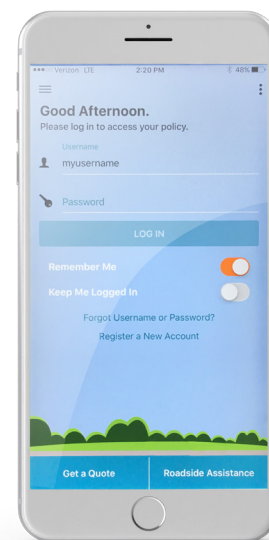
Infinity online allows you to quote policies, upload new business, and print quotes and applications.

Online Features: Quote and process changes to active policies in **Real Time**, 24 hours a day, 7 days a week! Current features available online include:

- Add or delete vehicles
- Change driver information
- Change insured's address or phone
- Add a new driver
- Change driver status
- Add or delete a lienholder
- Change lienholder information
- Cancel policy-insured's request
- Add or change SR-22 information
- Add, change or delete coverages

\* *View a Policy (Policy Access Link): View online account info & make payments*

\*\* *Agency Reports: Run reports to help manage your book of business*



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