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# Instructions for Using Cluett's Agent Secure Site

**Introduction**
Cluett Commercial Insurance Agency, Inc.'s Agent Secure Site is available to all agents submitting Workers' Compensation and other Program Applications. The site currently applies to just new business quotes only. Agents can access the site by registering at www.cluettinsurance.net.

The site is available 24/7 to submit new business. Underwriting responses are only sent during regular working hours.

We encourage all agents that have Internet access use the agent site for all new submissions. Faxing should only be used when the Internet is not available. By using the Agent Site our Underwriters can provide quicker turnaround and tracking of each submission. In many cases we can provide same day responses through this system.

Our site is secure and only you and our Underwriters can view your submissions. Our recent updates now allow agents to submit an application, receive a quote and request to bind in just a few easy steps!

**Registration**
Minimal agency information is required to register on the Agent Site. We suggest that one username and password be assigned per agency so agencies can track all their submissions under one screen. Some agencies may prefer that each individual register because of separate offices or departments which are also acceptable. Any contact changes or updates can be made by clicking Update My Info. The Username and Password is assigned by you, the agent.

**Login**
Username and Password is required. Once entered, this will automatically bring you to the User Home Screen.

# Section I
# New Submissions

**Submitting New Business**
Agents have 3 options for electronically submitting new business: Quick Quote, Acord 130 or Upload Your Acord Application.

1) Quick Quote application requires minimal information to pre-qualify a risk. In some cases we are able to provide a quote contingent upon receipt of required information and completed Acord Application.

2) Acord 130 form is initially set up in an HTML format for entry purposes. Once completed and submitted a Printable PDF is available for agents. The Acord can be completed by clicking the red arrow ↰ Acord to the right of Quick Quote under the User Home Screen. Please note that if you originally submitted a Quick Quote, information is automatically converted to the Acord to minimize data entry duplication.

**Section I - New Submissions (Cont'd)**

3) Upload Your Acord Application requires only an Insured Name and upload of your Acord 130. This option allows agents to avoid duplication of information and all it takes is a click to attach. We encourage agents to submit applications through the Agent Site versus attaching to a specific Underwriter's Email. This way we are able to provide quicker turnaround and easier tracking of all submissions.

**Upload Your Acord Application It's *Fast & Easy!***

# Section II
## All Submissions

**Your Submissions**
This section lists all submitted Quick Quote or Acord Applications. If several individuals in an agency are registered under different Usernames and Passwords submissions will be listed separately. The most recent submissions or activity are listed at the top by reference number, date submitted and applicant name. The column in the lower right labeled Key Code Definitions provides you with a status update on your submission.

**Key Code Definitions**

| | | | |
|---|---|---|---|
| **E**-Applicant Eligible | **IP**-Ineligible Premium | **IF**-Further Information Required | **BR**-Binding Request Sent to Underwriting |
| **I**-Applicant Ineligible | **IS**-Ineligible State | **Q**-Quote Offered by Underwriting | **B**-Bound |
| **IC**-Ineligible Class | **IO**-Ineligible Other | **BO**-Binding Offered by Underwriting | |

A Reference # is assigned for every submission. If a Quick Quote is originally submitted and the agents logs on to submit an Acord, a new Ref. # is assigned with the original in number in ( ).

Save Option is available when agent is filling out an application but does not want to complete or send. This can be done by clicking Save For Submission at a Later Time which appears at the end of the application. If this option is selected then the submission will appear under your submissions as Saved but will not be quoted by our Underwriter. The purpose of this feature is to allow additional changes to an application prior to submitting.

# Section III
## Submission Details

Clicking on the Ref. # will bring you to this page. This page lists the Underwriter Reply Date and any quotes if available. To view the underwriter's comments or additional requirements for this submission click on Underwriting Department.

**Application Status**
• Applicant eligible for one or more of our programs
• Applicant ineligible criteria
• Further information required before program qualification is determined

Additional Underwriting Requirements may also be listed under Required Applications.

By clicking on the Discuss Submission agents can forward notes to underwriter regarding the submission.

**Quoting & Binding Coverage**
If a risk is eligible a **Q** appears in the Keys Field and the word **QUOTE** appears at the bottom of the page.
Click on View Print Summary and Download/View Carrier Quote to view or print Cluett Summary Page and Carrier Quote.

To bind coverage for this risk click on Request to Bind and complete the form. Once you click submit, notification is sent to our Underwriting Department.

**Section III - Submission Details (Cont'd)**

A formal Bind Confirmation Form is available to view and print once Underwriting has approved the request. Some carriers provide Bind Confirmations which are available to view and print. When the request is received and approved by underwriting a Bind Confirmation is sent to you.

Please note that if you submit a bind request and do not hear from our Underwriter please call ASAP to confirm.

**Additional Attachments**
Our underwriters may require additional information such as loss runs, MOD Sheets or other state specific forms. At initial submission time or while submission is still open you can attach additional files by going to the reference number and clicking Attach File to Submission. State Specific forms are also available under the Download Apps link on the top of the page.

# Section IV
# Download Apps

This section provides many state specific forms that may be required to complete a submission or upon binding coverage. Forms can be uploaded, completed and then submitted to our Underwriting Department by clicking the attach file link under each submission reference number.

# Section V
# Update My Info

**Updating Agent Registration Information**
If you want to change your username, password or contact email address, click on the Update My Info link at anytime.

**Notification to Agents**
Agents will receive email notification from info@cluettinsurance.net confirming the submission has been received as well as subsequent emails on application status. In order to review detail such as the Underwriter's Response or Download a Quote agents must log back on to the Agent Site and view the specific submission. Quotes will not be faxed unless otherwise indicated by underwriter. Information such as a signed page of the Acord Application can be scanned and attached to the reference number; however, if an agency does not have scan capability then it must be faxed.

# Section VI
# Help

**We're Here To Help**
If you can't find the information you're looking for, or if you are having difficulty submitting an application, please feel free to contact us:

## Phone: 781-582-1600    Toll-Free: 800-926-6771
## Visit Us: www.cluettinsurance.com    Join Us: www.cluettinsurance.net