

Suspension and Reinstatement of Coverage due to Held Military Vehicle (Virginia Only) - Auto

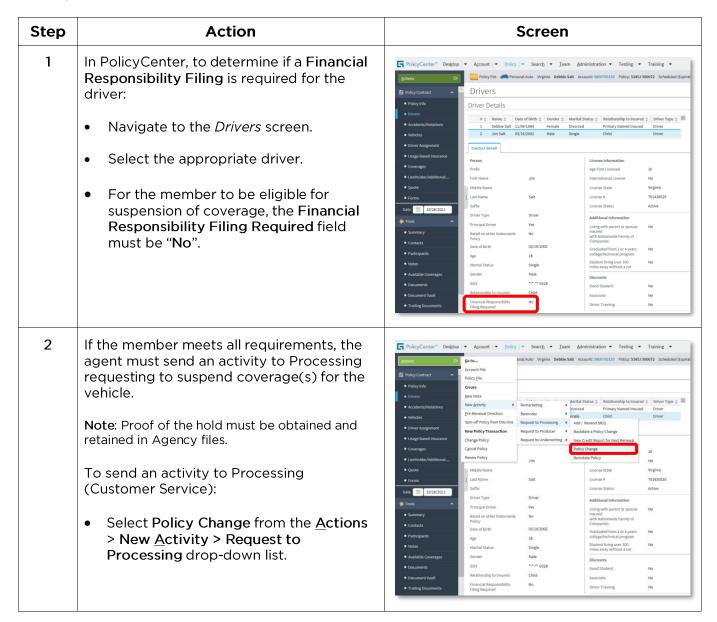
Description:

This job aid outlines the steps an agent needs to take when a suspension and reinstatement of Auto coverage is required, as soon as a member deploys over 30 days and leaves their vehicle on the military base. The process is completely manual. This only affects policies written in Virginia.

For a member to qualify for suspension and reinstatement of coverage, two conditions must be met:

- o Financial Responsibility Filing is not required for the driver/member.
- o The vehicle is held on the base for 30 days or more.

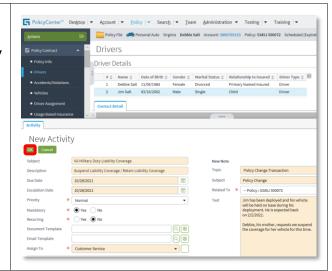
If the member does not meet *both* conditions, they are not eligible for suspension and reinstatement of coverage.





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- The New Activity pane opens.
 - Update the Subject field to "VA Military Duty Liability Coverage".
 - Update the Description field to either suspend or retain liability coverage.
 - Enter all required information and a detailed explanation of the request in the Text field.
 - Click the **OK** button.



The Processor reviews the request and completes a new Policy Change to remove the coverages from the held vehicle, uploads the completed form to Document Vault, and sends appropriate documentation to the member.

If a policy has suspended coverage for a held vehicle and the member would like the coverage reinstated, the Agent must repeat the above steps to send a new activity to Processing (Customer Service). The Processor reviews the request and completes a new Policy Change to add the coverages back to the held vehicle, uploads the completed form to Document Vault, and sends appropriate documentation to the member.

Note: If there is only one vehicle on the policy, the coverage can be changed to comprehensive coverage only while the vehicle is held on the military lot. The processor will need to Request Approval. Upon Underwriting reviewing the request and notes, Underwriting will approve the request. This eliminates the need for the member to cancel the policy during this period.