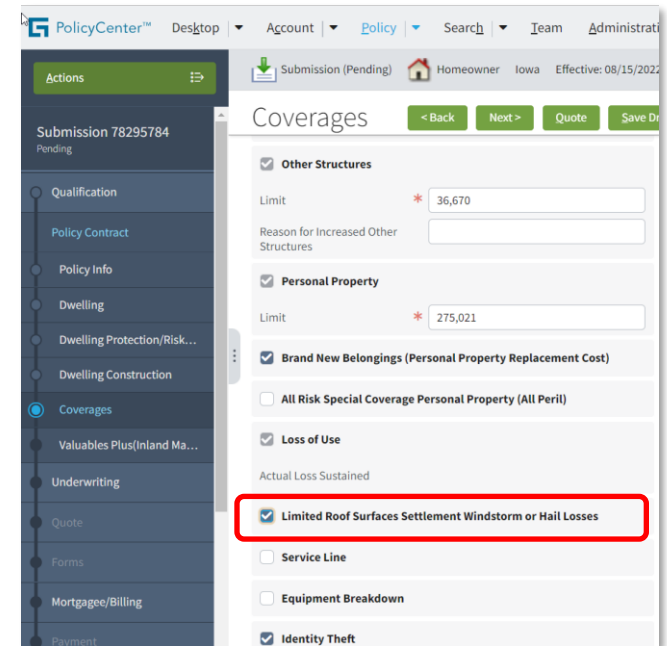




What's Changing in December 2023

Description:

This job aid provides a *high-level overview* of what is changing with the December 2023 Personal Lines Solutions releases for **Independent Agents**.

Limited Roof Surfaces Settlement Windstorm or Hail Losses Endorsement Available in Pennsylvania	Line(s) of Business	Image									
<p>The Limited Roof Surfaces Settlement Windstorm or Hail Losses (Limited Roof) endorsement for Property policies will be available in Indiana and Tennessee.</p> <table><thead><tr><th>State</th><th>New Business Effective Date</th><th>Renewal Effective Date</th></tr></thead><tbody><tr><td>Indiana</td><td>01/17/2024</td><td>02/17/2024</td></tr><tr><td>Tennessee</td><td>02/04/2024</td><td>03/04/2024</td></tr></tbody></table> <p>You will be able to begin quoting with this coverage option effective 12/08/2023 for the above listed new business and renewal effective dates.</p> <p>With its competitive pricing, the Limited Roof endorsement can be a selling point. Rising repair costs driven by labor and material shortages have caused an increase in claim costs, therefore, driving higher insurance premiums in some markets. This endorsement can be utilized to help offset these premium increases, allowing the insured the option to self-insure a portion of their roof coverage. Several major competitors are already using a similar roof product and may even require it.</p> <p>This optional endorsement revises the homeowners policy settlement provisions for roof losses, resulting from windstorm or hail, to a pre-determined schedule of replacement cost based on roof age and roof type as shown on the policy declarations.</p>	State	New Business Effective Date	Renewal Effective Date	Indiana	01/17/2024	02/17/2024	Tennessee	02/04/2024	03/04/2024	<p>Property</p> <p>State(s): PA</p>	
State	New Business Effective Date	Renewal Effective Date									
Indiana	01/17/2024	02/17/2024									
Tennessee	02/04/2024	03/04/2024									



What's Changing in December 2023

EZ Registration Simplification	Line(s) of Business
<p>Effective 12/8/23 EZ Registration will be implemented for PolicyCenter. It is replacing Registration by Proxy for online accounts and Paperless Preference. Agents (and Service ISP's) will no longer consent to the ESDDA (Electronic Services and Document Delivery Agreement) authorization form on behalf of the customer.</p> <ul style="list-style-type: none">• Customers will no longer be required to have an online account registration to enroll in paperless delivery. The customer will be required to complete their NW.com registration and acknowledge the ESDDA prior to the paperless delivery enrollment becoming effective.• There will be a one-time link sent to the customer via email or text so that the customer can register their online account, sign the ESDDA, and select their document delivery preference.• When binding a policy, if agent wants to send the EZ Registration one-time link via email on a US Mail delivery preference, and an email address is not input during bind, then the one-time link will not be sent to the customer for them to register their online account. If this occurs:<ul style="list-style-type: none">○ Send the EZ Registration one-time link via 'text' during bind until the issue is resolved for email address.○ Agent can deliver the EZ Registration one-time link via email or text from Agent Center.• The ESDDA form will no longer be a trailing document in PolicyCenter because we will no longer need this since this new process is replacing the registration by proxy.	<p>All Products</p> <p>All States</p>



What's Changing in December 2023

Update to Privacy and FCRA Language	Line(s) of Business	Image
<p>Effective December 8, 2023, the words “public records-based attributes” will be included in the language of the Privacy, Credit Report, and Insurance Score notice (FCRA).</p> <p>This update applies to all states for Homeowner, Tenant, and Condo policies.</p> <p>This is the message that displays when you select “Yes” to the Give Privacy, Credit Report and Insurance Score Notice field on the <i>Policy Info</i> screen in PolicyCenter. An image of the change is included below.</p>	<p>Homeowner Tenant Condo</p> <p>State(s): All</p>	



What's Changing in December 2023

Maryland Rate Factor Reports Without NOPI	Line(s) of Business	Image
<p>With the December 8, 2023, release, an additional Rate Factor Report (RFR) without surcharges titled Notice of Premium Increase (NOPI) Rate Factor is available when a NOPI letter is generated for the renewal.</p> <ul style="list-style-type: none">The additional NOPI Rate Factor Report will be available in PolicyCenter on the Policy File - Summary screen when Notice of Premium Increase (NOPI) rating data exists for Auto, Powersports (Boat is out of scope), Motorcycle (on-road motorcycles only) and Recreational Vehicle (motorhome type only) business.For Maryland only, a new column will display on the Policy File - Summary screen next to the current RFR titled NOPI Rate Factor Report.The new NOPI Rate Factor Report column and Request links will only be visible for users with the "View Rate Factor Report" permission.The NOPI Rate Factor Report rating data will be retained for 3 years. <p>Note: The NOPI Rate Factor means rating the renewal without a premium increase for accidents, violations, loss of the Accident-Free Discount, loss of 3-year Accident Free or reduction/decrease in the Smart Ride Discount. The NOPI letter also shows premiums if the driver(s) with the new accident or violation was excluded from the policy.</p>	<p>Auto Powersports (Boat is out of scope) RV - Motorhome types only Motorcycle - On Road types only</p> <p>State: MD</p>	



What's Changing in December 2023

Property Precision Plus Enhancements	Line(s) of Business
<p>To help stay competitive with product offerings, enhancements to the Property Precision Plus will begin rolling out in PolicyCenter.</p> <p>Property Precision Plus Enhancements include:</p> <ul style="list-style-type: none">• Full Update of Class Plan Factors• Splitting Wind and Hail Perils• Adding Number of Bathrooms Rating• Adding Year Built rating step <p>In addition to the enhancements above, additional new features will also include:</p> <ul style="list-style-type: none">• Credit Model update – reduces expenses and improves customer experience by using one model across all PL products• Hex Grid (<i>where applicable</i>) <p>Key Information about this change:</p> <ul style="list-style-type: none">• Increases in both the frequency and severity of our non-weather water losses heightened our awareness of the need for this rating variable• Additional segmentation ensures we are accurately priced for our non-weather water claims risk• Starting point for expanded segmentation to align with our competitors• Applied to all Homeowners perils and to Water Non-Weather peril for Condo	<p>Property</p> <p>State(s): UT MA</p>