

PRODUCER BULLETIN -10/17

Enhancements to the NJIUA Website.

The New Jersey Insurance Underwriting Association continually strives to provide the necessary tools and information to enable you to work more efficiently when doing business with the Association. This bulletin will outline the changes being made to our website and the Producer Portal that will take place on **October 9, 2017.**

Prior to this update, there was one login if you wanted to submit and endorsement change and another login to conduct any other type of business such as a quote, new business application or make a payment. Now, there is only one login required to perform any type of transaction you want to do. In addition, you will have access to policy payment information with the introduction of a new Policy Financial Summary Page enhancement.

Your login credentials are not changing; however, after you login in the first page will look different than before. On the Producer Home Page, you will see a policy lookup field and at the top page, there are 5 icons that are the same icons from the legacy home page. Hovering over the icon will identify what it supports. To look for an inforce policyholder, enter a policy number where indicated to take you to the policy information page. If you want to see all your policies, leave the space blank and click the "Load" box. Select a policy and click on it to go to the information page.

Once you get to the policy information page you will find key information including the policy status and transaction type. When you hover over the abbreviations, the full text of the category will appear for you to determine the status and transaction type. The major enhancements are the 3 action boxes to the right containing a **P**, **E** and **F**. The **P** stands for payment, **E** for endorsements and **F** for policy financial information.

P -Now, to make a payment simply click on the "P" box and you will be taken to the payment screen currently in use. Fill in the information as you do today and process the payment.

E-When you open the E or endorsement box, you will have 2 choices that correspond to what you want to do .After you enter the effective date of the change click on the "MTG" box for a mortgagee change only or "Endorse " box to request any type of policy change including a mortgagee change and something else.

Select the "MTG"box to make a mortgagee only change where you can add, delete or change the mortgagee information. Detailed instructions are at the bottom of the page to assist you in making the requested change. To simply add a new mortgagee, select the new mortgagee box and the Add/Edit New Mortgagee page will open. Add the new information in the fields as indicated and click "DONE" to submit the endorsement. If changing mortgagees, delete the existing mortgagee first before adding the new mortgagee information.

To make any other policy change or a mortgagee change combined with another change, select the **“Endorse”** box. This page is similar to the one currently in use. Again, instructions are at the bottom of the page for easy reference. Click the ‘Submit’ box when the information is completed.

F – The Policy Financial Summary page provides a snapshot of the payment history including amounts paid, date received, how it was paid, and any amounts being returned as an overpayment. In the near future there will be a **“commission”** field added to the screen.

If you have any questions about the contents of this bulletin, please call the customer service department at 973-622-3838 or your underwriter.