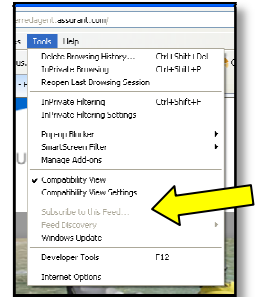


General Information

Compatibility View Settings

Our system is available using **Internet Explorer**. Once at our website turn on the compatibility view settings on your computer(s). Depending on your version of explorer it may be located at the top of the page. You may also find it by clicking on your internet tools menu and selecting “**compatibility view settings**”.



New Business

The following documents need to be submitted to our company within 5 business days:

- Application – Signed & Dated
- UM/UIM Form
- Cover page that prints with the application

New Business supporting Docs

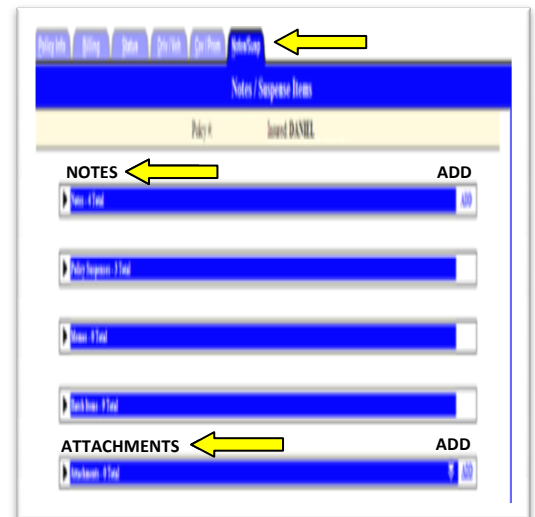
Motorcycle & Watercraft Proof of Discounts, Watercraft Surveys and Motorcycle Umbrella proof for increased limits > than \$250/500 must accompany Signed & Dated New Business Applications.

Scan / Fax / Email

Application and supporting documents can be attached to the PTS policy, see **Uploading Scanned Documents** or you may Fax, Email or USPS Mail to your General Agency representative

Uploading Scanned Apps & Supporting Docs

- Scan application and supporting documents to your computer.
- Click on the lookup policy link to retrieve insured dec page.
- At the top of the dec page click on the notes/ suspense tab.
- Click on the ‘add’ link that is located on the **attachments** box to upload scanned documents from your computer.



Adding Notes to a Policy

Agents can add notes to new and existing policies by clicking on the notes / suspense tab then clicking on “**Add**” on the menu. Notes can be used to document certain discounts or for noting a variety of other information.

Underwriting Guide

All product guides are available on our website aric.recprodins.com, by clicking on the “**Agent**” link located at the top of our homepage.

Invoices, Cancellations & Renewals

All Insured and producer documents are mailed in an **American Reliable envelope** originating from Scottsdale, Arizona. Please let your customers know what to look for in the mail.

Payment Plans *(all plans are direct bill)*

- Full Pay (discount)
- 2- Pay
- 4- Pay
- 11-Pay *(not available for watercraft program)*

Method of Payment

Customers can pay using **Visa or MasterCard credit or debit card***, **insured EFT** or **producer EFT**. Payments can be made by customers in various ways including online (<http://aricpolicyservice.com>).

**Credit cards and debit cards are subject to a \$5.00 service fee (we accept Visa or MasterCard).*