



# Workers' Compensation Automotive Aftermarket Program

## QBE Flyer



### EXCLUSIVE MARKETS

- Automotive Services industry
- National program
- "A" rated carriers

### PROGRAM HIGHLIGHTS

- Online application process through ArrowheadExchange.com
- Instant Quick Quote for accounts \$20,000 or less in manual premium
- Scheduled rating availables

### TARGETED CLASSES OF BUSINESS

- Auto Accessories Store
- Auto Dealers (Resale/Used)
- Auto Dismantling
- Audio Installation/Service/Repair
- Auto Salespersons
- Machine Shops
- Parts Rebuilding
- Repair Shops (Body, Mechanical, Transmission)
- Service Station/Carwash
- Tire Retailers/Wholesalers
- Towing (incidental only)

### GENERAL UNDERWRITING GUIDELINES

- Minimum premium \$5,000 or \$10,000 (subject to class code)
- No lapse; must have continuous coverage for the last three years
- No new ventures (Minimum three year workers' compensation coverage required for QQ)
- Governing class code must include one full-time employee
- X-mod cannot be less than .70 or greater than 1.15 for Quick Quote
- Less than five total claims in last three years for Quick Quote
- Less than three indemnity claims in last three years for Quick Quote
- Three year cumulative loss ratio cannot be more than 50 percent for Quick Quote
- No 24 hour operations
- Current payroll cannot fluctuate by 40 percent or more from preceding year
- Daily driving exposure cannot exceed 100 miles for Quick Quote
- Driving, delivery or towing exposure 10 percent or less of total

### ONLINE TOOLS

ArrowheadExchange.com includes the following resources:

- Policy Inquiry – Policyholder information is accessible 24 hours a day, 7 days a week. Verify policy information, view transaction history and pull policy documents at your convenience. Obtain experience modification worksheets, loss runs, endorsements, billing notices and more.
- Daily Print – Documents of a given date are available to download and print. Policy transactions are available for up to 31 days after it has generated. We will mail invoices, payroll reporting forms, as well as notices of cancellations, reinstatement and non-renewal directly to the policyholder. All other output must be printed from the Daily Print and delivered to the policyholders. Documents will continue to be available in Policy Inquiry by policy number.
- Quick Quote – We offer instant online quotes for eligible accounts under \$20,000.

## Frequently Asked Questions

### IS ONLINE TRAINING AVAILABLE FOR QUICK QUOTE?

Yes. Training videos are available at AftermarketRep.com.

### CAN I SUBMIT ACCOUNTS ONLINE THAT WON'T QUALIFY FOR QUICK QUOTE?

Yes. You can benefit from the ease of doing business online at ArrowheadExchange.com, which provides quick turnaround for all premium levels as long as the account is new business to Arrowhead.

Send all renewal business to our Submissions Department at WCsubmissions@ArrowheadGrp.com.

### WHAT ARE THE PAYMENT OPTIONS?

Based on the premium size of the account, one or more of the following payment plans will be available:

- Annual/Prepay
- 50 percent + 1 installment
- 25 percent + 3 quarterly installments
- 20 percent + 9 monthly installments
- 20 percent + monthly reporting
- 15 percent + 3 quarterly installments
- 15 percent + 9 monthly installments

### INSTANT QUOTING ONLINE

1. Log in to ArrowheadExchange.com with your producer code, username and password.
2. Select Workers' Compensation.
3. Click "Quote & Submit".
4. Answer the questions to determine if your submission is eligible for an instant quote. If the submission is ineligible, submit to an underwriter for review.

### REQUEST TO BIND ONLINE

1. Click "Search Submissions".
2. Search for your client and select "Request to Bind".
3. Confirm information and upload the required documents:
  - System generated signed ACORD 130.
  - System generated general UW questions form.
  - Three years currently valued loss runs (within 90 days of effective date).
  - Copy of deposit check.

## Contacts

**YouZoom Customer Service Center**  
**Loss Runs, Certificates, Broker of**  
**Record Requests, Endorsement**  
**Requests, etc.**

888.240.8803

YouZoom.ServiceCenter@  
 ArrowheadGrp.com

### Online Tech Support

800.333.5553 X6844  
 TechSupport@ArrowheadGrp.com

### Mary Mitchell, Program Manager

Underwriter - Accounts more than  
 \$20,000  
 MMitchell@ArrowheadGrp.com  
 619.325.2310

### Tessie Cox, Select Underwriter

Quick Quote - Accounts more than  
 \$20,000  
 TCox@ArrowheadGrp.com  
 619.325.2300 x2139

