



CORE COMMERCIAL RESOURCES

Submission resource sheet: Everything you need to start submitting business

PROGRAM HIGHLIGHTS

- Broad Appetite across marketplace including targeted industries; Real Estate, Contractors, Retail, Manufacturing, and Restaurants
- Tougher classes such as Contractors and Convenience Stores also considered
- New industry-specific package endorsements with increased limits
- Account level offering including difficult-to-place coverages such as Cyber, EPLI, Crime and Work Comp
- Dedicated underwriter by office, providing answers and assistance long-term
- Submissions up to \$100,000 in total account premium accepted

FINANCIAL

- 18% Commission for BOPs
- Workers' Compensation commission varies by state and premium level
- Commission statements available on ArrowheadExchange.com
- New industry standard fees introduced:
 - \$7.00 Installment Fee
 - \$10.00 Late Fee
 - \$25.00 NSF Fee
 - State exceptions apply in FL, IN, KY, NY, WV
- Agency bill and direct bill options
 - Single account invoices generated per policyholder (Account current no longer offered)
- Check & credit card recurring payments available
 - Sign up on ArrowheadExchange.com (Existing account information not transferable; new sign up is required)

TECHNOLOGY

- Rate/quote/bind on ArrowheadExchange.com
- Intuitive underwriting technology limits the amount of data entry
- Bind a high percentage of submissions without underwriter intervention
- Review transaction history, make payments, verify and download policy documents
- Make payments and check policy status 24/7 via phone at 844-719-5170

CONTACTS

Customer Service

Billing and Payment Inquiries

Mon. - Fri. 5 am to 5 pm PST

AHCoreService@Arrowheadgrp.com

866.401.2111 x6738

Marketing Operations

Contracting and Licensing

Mon. - Fri. 6 am to 5 pm PST

Marketinginfo@ArrowheadGrp.com

800.669.1889 x8733

Technical Support

Password and Online Portal Assistance

Mon. - Fri. 6 am to 5 pm PST

TechSupport@ArrowheadGrp.com

800.669.1889 x6844

Claims Reporting

Program Carrier:

General Casualty Company of Wisconsin and Regent Insurance Company (Parent Company QBE)

QBE North America

PO BOX 975

Sun Prairie, WI 53590

Claims Service Center:

1-844 QBE CLAIMS (1.844.723.2524)

New losses can be emailed to:

NewLossQBE@us.qbe.com

Learn more about Arrowhead Core Commercial: ArrowheadGrp.com/products/core-commercial/

Regional Business Development Leaders

West
Brett Barnsley
509.591.5109
BBarnsley@ArrowheadGrp.com

Central
Rich Dern, CLU, ChFC
414.377.3660
RDern@ArrowheadGrp.com

Central/Southeast
Vivian Carballo-Brown, CIC
312.519.8484
VCarballo@ArrowheadGrp.com

Northeast
Rob McLaughlin
860.306.1028
RMcLaughlin@ArrowheadGrp.com