



# 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 on BOP; 15% on all other lines except Workers' Compensation, which varies by state.
- Workers' Compensation commission varies by state and premium level
- Commission statements available on [ArrowheadExchange.com](https://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](https://ArrowheadExchange.com) (Existing account information not transferable; new sign up is required)

### TECHNOLOGY

- Rate/quote/bind on [ArrowheadExchange.com](https://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](mailto:AHCoreService@ArrowheadGrp.com)

866.401.2111 x6738

#### Marketing Operations

*Contracting and Licensing*

Mon. - Fri. 6 am to 5 pm PST

[Marketinginfo@ArrowheadGrp.com](mailto: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](mailto: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](mailto:NewLossQBE@us.qbe.com)

Learn more about Arrowhead Core Commercial: [ArrowheadGrp.com/products/core-commercial/](https://ArrowheadGrp.com/products/core-commercial/)

## Regional Business Development Leaders

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