

SureLC

**Licensing & Contracting
Automation for the L&H
Insurance Industry**

877-264-6888

info@surancebay.com

Frequently Asked Questions

Q. How much does it cost?

A. Email or call us for our current price list.

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Frequently Asked Questions

Q. Are volume discounts available?

A. Yes. Call or email us and we will be happy to discuss this with you.

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Frequently Asked Questions

Q. Do you integrate with Agency Management Systems (AMS)?

A. Right now, we do not, but we want to. We suggest you contact your AMS provider to request they integrate with us. We have also spoken with the primary AMS providers.

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Frequently Asked Questions

- Q. What carriers do you currently have included in SureLC?**
- A. The list changes daily. Currently, 90+ carriers are included in SureLC. Email us if you would like the most recent list.**

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Frequently Asked Questions

Q. How do you save me money?

A. Our prices are guaranteed to be cheaper than any alternatives you may find. Secondly, and perhaps most valuable, is the amount of time we will save you and your producers. Producers' profiles can be completed in 5-7 minutes, and one set of contracting paperwork can be completed in 20 seconds.

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Frequently Asked Questions

Q. Is SureLC really as fast as it appears?

A. Yes.

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Frequently Asked Questions

Q. Are producers required to download SureLC to get set-up with my agency?

A. No, your staff can set up producers. However, the producers are required to manually sign 2 pages ... FCRA Disclosure and Signature authorization page. Contact us for more information.

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Frequently Asked Questions

- Q. Can you perform a 'batch upload' of my producers to SureLC so I don't have to add each producer individually?**
- A. Yes. When you get started with SureLC, we can upload as many of your producers as you want. Then, as you recruit new producers, you can add them individually.**

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Frequently Asked Questions

- Q. What happens if a producer does not know how to scan, or have the ability to scan, the required documents for input into SureLC?**
- A. An electronic image of the necessary documents is required. The producer can fax these documents to the agency office, and the agency can input these documents into the producer's profile for them.**

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Frequently Asked Questions

Q. Can I include my agency's specific forms in SureLC?

A. Yes. Contact us for more details.

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Frequently Asked Questions

Q. Can you tell me more about SureLC from an IT perspective.

A. Sure. SureLC is technology agnostic. Therefore, for both agencies and producers, SureLC will work on Mac's, PC's, and Linux computers. If you can open a .pdf file, you already has everything they need to run SureLC.

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Frequently Asked Questions

Q. Can I transfer my producers from our current system to SureLC?

A. Yes, you can, but you don't want to. Contact us for more details.

- It will take you more time to transfer then to set up the producer in SureLC.**

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Frequently Asked Questions

- Q. What is NIPR and what is the PDB®, and how does it help my agency?**
- A. NIPR stands for the National Insurance Producer Registry. PDB® stands for Producer Database. SureLC ‘pulls’ producer information from this database to streamline the producer set up process. For each producer you add to SureLC, you get approximately 50-60% of their needed information automatically populated in SureLC.**

*** Visit www.nipr.com to learn more about NIPR and PDB®**

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Frequently Asked Questions

Q. If I need a carrier's contracting forms included in SureLC, and its not already included, how long does it take to get them uploaded?

A. Approximately 48 hours per carrier.

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Frequently Asked Questions

- Q. What does it take to get started using SureLC?**
- A. Request our license agreement, sign, & return it to SuranceBay. Pay the required fees. If you are not satisfied during the 30 day trial period, let us know and we will refund your set up and license fees.**

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Frequently Asked Questions

- Q. Does SureLC receive automatic downloads from carriers related to appointment request status?**
- A. Not yet, but we already have the ability to. Your carrier partners have informed us that this is desirable, but they want to hear from you requesting this feature.**

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Additional Questions?

www.surancebay.com

• **877-264-6888 (toll free)**

• **813-283-0136 (direct)**

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