

# Insurance Compliance

McCracken continues to enhance Insurance Compliance to meet customer and market needs.



# Agenda

- NCB Insurance Story – Jennifer Brown
- Insurance Industry Trends – Russell Richardson
- Refresher on What's New in Release 20



# Insurance Compliance – A Customer's View

Jennifer Brown, National Cooperative Bank

Insurance Compliance Manager

# NCB Experience

- Why we implemented Insurance Compliance
- How NCB is using Insurance Compliance
- Advice for converting/using this system

# Working with NCB and OP

- Additional rules
- Expiration report
- Running Insurance Rules in dayend
- A report identifying missing coverage
- Sending a letter when missing coverage

# Insurance Compliance – Industry Trends

Russell L. Richardson, JD, CMB, CCMS

# What We are Seeing Out There

## Liability

- Rates (excess / umbrella) still higher than anticipated
  - *(squeezing NOI on some deals; “commercially reasonable”?)*
- More exclusions of “standard” risks
  - *(e.g., claims related to firearms, drugs, sexual assault, dog bites)*
- More use of “Programs”
  - *(lack of visibility into shared limits, aggregates, carrier exposure, etc.)*

# What We are Seeing Out There

## Property

- Serious under-insurance, across the board
  - *(Agreed Amount does not cure insufficient limits)*
- IV “4% Inflation Factor” is insufficient
  - *In recent years seeing >15% in some markets*
- Agencies and some Lenders requiring annual IV updates
  - *Question: Is this the current “Servicing Standard”?*
- Hard Market = more E&S
  - *Watch for unexpected exclusions, sub-limits and deductibles*



# What We are Seeing Out There

## ACORDs

- Always Insufficient and Sometimes Misleading
  - *Question: Is it a Servicing Error to rely solely upon an ACORD?*
- “Commercial Property Coverage Amount”
  - *Building limit or TIV? Possible under-insurance (potentially misleading)*
- “Blanket Coverage”
  - *Blanket Policy or Blanket Limit? (potentially misleading)*
- Ord or Law “B” & “C” limits
  - *Individual? Combined? (potentially misleading)*

A decorative graphic on the left side of the slide consists of a grid of white cubes. The cubes are arranged in a staggered pattern, creating a 3D effect. They are set against a light blue background that has a subtle gradient. The top of the slide features a dark blue header bar and an orange horizontal line.

# Changes in Release 20

A decorative graphic on the left side of the slide consists of a grid of white cubes. The cubes are arranged in a 5x5 pattern, with some cubes missing to create a stepped, three-dimensional effect. The cubes are set against a light blue background, and the entire scene is framed by a dark blue header and an orange border at the bottom.

# PDF Reader

# Upload & Store Insurance Documents

- ACORD forms
- Insurance policies
- System stores Forms in Notes
  - Allows any form/document

PDF Upload


Select ACORD Form Type

ACORD 25

Choose File 25\_Loan 21020010\_GL.pdf

UploadReset

Upload Status

		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY)		
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.						
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).						
PRODUCER		CONTACT				
Brown & Brown of Florida, Inc.		NAME:				
1201 W Cypress Creek Rd # 130		PHONE (A/C, No, Ext): FAX (A/C, No):				
P.O. Box 5727 Ft. Lauderdale, FL 33310-5727		E-MAIL ADDRESS:				
		INSURER(S) AFFORDING COVERAGE		NAIC #		
		INSURER A : Columbia Casualty Company				
		INSURER B : Continental Casualty Company				
		INSURER C : Comp Options Insurance Co.				
		INSURER D : Progressive Express Ins. Co.				
		INSURER E :				
		INSURER F :				
INSURED		CERTIFICATE NUMBER:		REVISION NUMBER:		
Northeastern Real Estate Properties, Inc.						
COVERAGES						
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD_WYD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input checked="" type="checkbox"/> CLAIMS MADE <input type="checkbox"/> OCCUR  GENT. AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO <input type="checkbox"/> LOC <input type="checkbox"/> OTHER		R4022749546	01/15/2017	01/15/2018	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COM/OP AGG \$ Included \$
D	<input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS		061283809	01/15/2017	01/15/2018	COMBINED SINGLE LIMIT (Ea accident) \$ 300,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTIONS	<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE				EACH OCCURRENCE \$ AGGREGATE \$ \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/> N/A	AWC1074122	01/15/2017	01/15/2018	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISINF - POLICY LIMIT \$ 500,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)						
Additional Insured Second National Bank						
CERTIFICATE HOLDER				CANCELLATION		
Second National Bank 25 State Street Boston, MA 02109				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.		
				AUTHORIZED REPRESENTATIVE		
ACORD 25 (2014/01)						© 1988-2014 ACORD CORPORATION. All rights reserved.
The ACORD name and logo are registered marks of ACORD						

# Validate Uploaded Data

## New Policys

[Policy Number: R4022749546](#)

[Policy Number: 061283809](#)

[Policy Number: AWC1074122](#)

### Policy Information

R4022749547

**Policy Type** Commercial General Liability **Policy Number** R4022749547 **Effective Date** 01/15/2017 **Expiration Date** 01/15/2018 **Continuous Coverage** NO

**Carrier** Columbia Casualty Company

**Rating Agency** A.M. BEST

**Carrier Rating** FAIR B-



**Source of Insurance**

**Paid Receipt**

**Agent** Brown & Brown of Florida, INC.

**Evidence Type**

**Audit Date**

**Status** Active

**Cancellation Date**

**Retro Date**

**Named Insured Includes Borrower**

**Premium** 0

**Claim Trigger**

**Forced Placed** NO

**Evidence Received**

**Statement of Values Received**

**Evidence Expired**

**Days to Cancel** Non-Payment

**Other Reasons**

Edit

View Compliance Checks

View Rules

Add Investors to Policy

View Escrow Information

#### Policy Loan Numbers (Expand +/-)

Loan Number

21020010



Excluded Loans

**Most Recent Note**

Received information from Agent



#### Policy Interests (Expand +/-)

Loan Number(s)	Name	Mortgagee Clause	Type	Description	Effective Date	Additional Interest Is Correct	Status
21020010	Northeastern Real Estate Properties, Inc. [20]		LEAD NAMED INSURED		01/15/2017		Active


Edit

#### Component Coverage (Expand +/-)

General Liability Coverage	General Aggregate Limit	Limit Per Occurrence	Personal and Advertising Injury Limit	Medical Expense Any One Person
01/15/2017	3,000,000	1,000,000	1,000,000	10,000

Status Active

Add Coverage



# Consolidated Compliance letters

# Consolidated Compliance Letter

## Customizable template

- Adjust wording
- Add logo

## Downloaded for Review

## Email to Borrower and/or Agent

05/06/2020

Northeastern Real Estate Properties, Inc.  
28 Western Road  
Billerica, MA 01821

Subject: Please provide insurance information for the building below

Dear Northeastern Real Estate Properties, Inc.:


Your loan agreement obligates you to maintain insurance on the subject property. Our records show that the current insurance reflects the following non-compliance items. Please contact us via one of the options below to provide us with the resolution to the non-compliance items. If we don't receive proof of your coverage no later than 10 days after 2018-01-15, we may have to force place the coverage and you will be responsible for any costs associated with this new policy.

The insurance we buy may be significantly more expensive than the insurance you can purchase yourself and the coverage may not fully protect you or your building. To avoid this, you should provide us with your insurance information right away. The policy should be effective 2018-01-15, or we'll charge you for the policy we'll buy for the period that you don't have your own coverage.

The Mortgagee/Loss Payee should read as follows: Federal Home Loan Mortgage Corporation, as Master Servicer, on behalf of ABC Bank National Association, as Trustee, for the benefit of Holders of XYZ Commercial Mortgage Securities Corp., Multifamily Mortgage Pass-Through Certificates, Series 2019-SB64, as their interests appear c/o 5678e Bank, CRE Lending, 94923 Grove Road South, Suite 3200, Boston, MA 06134.

Name	Loan Number	Policy Number	Effective Date	Expiration Date	Alert	Value
Northeastern Real Estate Properties, Inc.	21020010	15CP987-43-7854	10/1/13	10/1/14	Commercial Property Policy 15CP987-43-7854 0 days notice of cancellation for other than non-payment does	20

Northeastern Real Estate Properties, Inc.	21020010	061283810	1/15/17	1/15/18	Business Automobile Insurance 061283810 0 days notice of cancellation for other than non-payment does not meet minimum requirement	20
Northeastern Real Estate Properties, Inc.	21020010	R4022749546	1/15/17	1/15/18	Commercial General Liability R4022749546 0 days notice of cancellation for other than non-payment does not meet minimum	20

A decorative graphic on the left side of the slide, consisting of a grid of white cubes arranged in a staggered pattern, creating a 3D effect. The cubes are set against a light blue background.

# Consolidated Request for Expired Insurance letters



# Create Expiration Letter

- Creates letter from template
- Displays all insurance policies required for loan

8 Suburban Park Drive, Unit #2, Billerica, MA 01821-3903  
978.439.9000: Main Number 978.439.9068: Fax Number  
www.mccrackenfs.com



June 28, 2019

Ms. Susan Carpenter  
USI Insurance Services  
6100 Fairview Road, 10<sup>th</sup> Floor  
Charlotte, NC 28210

Dear Ms. Carpenter:

This is text that you write in Microsoft Word, setting up a merge document incorporating fields from the system. You give the document a name and associate it with a task in your Insurance Compliance task. This template will be used each time the task is executed to create the request for insurance.

Please provide the following policies for <<street #>> <<street name>>, <<town>>, <<state>> <<zipcode>>.

<<policy type>>  
<<policy type>>  
<<policy type>>  
<<policy type>>  
<<policy type>>  
<<policy type>>  
<<policy type>>  
<<policy type>>  
<<policy type>>  
<<policy type>>  
<<policy type>>

Your closing statement following by signature.

Best regards,

<<username>>

# Expiration Letter

- Generated by Date, Loan, Policy Type
- One letter per Loan
- Create Letter from template

Consolidated Expiration Letter

?

Select Letter Type

Policyconsolidated [P1]

Insurance Expiration New.docx

From: 9/1/2021 To: 10/9/2021

☒ All Policies ☐ Loan ☐ Policy Type

Download Letter

Email Letter

05/06/2020

Eastern Real Estate Properties, Inc.

25 Western Road

Billerica, MA 01821

Loan Number: 10020001

Property:

25 Western Road

BILLERICA, MA MA, 01821

All certificates must have the following mortgagee clause:

This is the Mortgagee Clause for Investor 100. First National Bank.

The following policies are expiring:

Boiler & Machinery	BL564763-05	2017-07-01
Commercial Property Policy	15CP987-43-7853TestLongDescrip	2017-07-01

Sincerely,

TEST ANALYST 1

# How to Generate Expiration Letter

Consolidated Expiration Letter

?

Select Letter Type

Policyconsolidated [P1]

Insurance Expiration New.docx

From: 9/1/2021 To: 10/9/2021

☒ All Policies ☐ Loan ☐ Policy Type

Download Letter

Email Letter

Send to Agent

Send to Borrower

Send to Both

A decorative graphic on the left side of the slide consists of a grid of white cubes. The cubes are arranged in a staggered pattern, with some cubes appearing to be raised or floating above others, creating a three-dimensional effect. The background is a light blue gradient.

# Searching for Policies

# Policy Seq # has been add to the Search Window

▼ Search

Search Type

☒ Policy ☐ Collateral

Loan Number

Collateral Number

Borrower Number

Policy Number

MMKK868

Active Date

Name Search

Address Search

Policy Type

Commercial Property Policy ▼

Insurance Analyst

Include

☐ Inactive ☐ Hidden

Show History

☐

☐ Policy Interests ☐ Carriers ☐ Agents

☐ Policy Interests ☐ Carriers ☐ Agents

Search

Clear

Add New Policy

Generate Expiration Letter

Upload PDF

Search Results

Policy Search Results

Lead Named Insured	Type	Policy Number	Effective Date	Expiration Date	Lead Carrier	Forced Placed	Status	Action Date	Policy Seq #
Winston Holdings LLC	Commercial Property Policy	MMKK868	07/01/2018	07/01/2030	ABC Insurance	N	Active	08/05/2019	3

# The Policy Seq has also been to the Policy information window

[Search Results](#) » [Policy Information](#)

## Policy Information

MMKK868



Policy Seq	3	Policy Type	Commercial Property Policy	Policy Number	MMKK868	Effective Date	07/01/2018	Expiration Date	07/01/2030	Continuous Coverage	Status	Active
------------	---	-------------	----------------------------	---------------	---------	----------------	------------	-----------------	------------	---------------------	--------	--------

# Search for Policies by Insurance Analyst

▼ Search

Search Type

☒ Policy ☐ Collateral

Loan Number

Collateral Number

Borrower Number

Policy Number

Active Date

Name Search

Address Search

Policy Type

Insurance Analyst

MFS ANALYST

Include

☐ Inactive ☐ Hidden

Show History

☐

☐ Policy Interests ☐ Carriers ☐ Agents

☐ Policy Interests ☐ Carriers ☐ Agents

Search

Clear

Add New Policy

Generate Expiration Letter

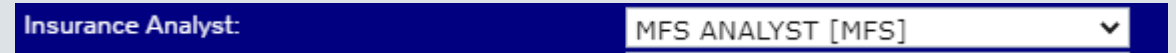
Upload PDF

## Search Results

### Policy Search Results

Lead Named Insured	Type	Policy Number	Effective Date	Expiration Date	
Winston Holdings LLC	Commercial Property Policy	MMKK868	07/01/2018	07/01/2030	A
Winston Holdings LLC	Commercial General Liability	CMM2283	07/01/2019	07/01/2020	E

# More About the Insurance Analyst



- Insurance Analyst can be assigned to a loan in Master 2 Maintenance
- Insurance Analyst values are maintained in System Information
  - Table ID 3Z.
  - Codes are 3 characters long
- You can use the MaTi to load the Insurance Analyst with the Loan Master 2 Template
- Insurance Analyst can be used to create loan sets





# Compliance Checks (Rules)

# Compliance Checks (Rules)

Insurance requirements vary by the following:

- By Policy Type
- By Coverage
- By Property Type
- By Balance
- By Building Characteristics

The rules take all these items into consideration when determining if the Insurance Certificate or Policy is in Compliance

# Insurance Compliance Checks-Rules

- We worked with various customers on additional Freddie and Fannie insurance compliance checks (rules)
- The additional compliance checks involve some very specific requirements on these types of policies:
  - Business income/Rental Income
  - Ordinance & Law
  - Property.

# Define Compliance Checks

Fannie Mae Insurance Compliance
5 Rule Sets found for Job Function: Asset Manager 4
Save Assignment Delete

☐ Show Inactive Rule Sets
☒ Show Inactive Rules
☐ Show All Rule Sets

Rule Name	Type	Rule Description	Value	Rule Actions	Status	Alert Button	Severity	
Collateral Address Correct	INSURANCE	Insurance - Collateral Address is Correct on Insurance Policy. Variable Value: none. Logic: For any active Policy Building records associated with a loan, if the field 'Collateral Address is Correct'		Display Alert Send Email	<input checked="" type="checkbox"/> Active	Watch List [v]	Medium [v]	
Named Insured Includes Borrowing Entity	INSURANCE	Insurance - Named Insured Includes the Borrowing Entity. Variable Value: none. Logic: For any active Policy associated with the loan(s), if the field 'Named Insured Includes Borrowing Entity'		Display Alert	<input checked="" type="checkbox"/> Active	Watch List [v]	Medium [v]	
Policy Paid Receipt	INSURANCE	Insurance - Paid Receipt Received. Variable Value: none. Logic: For any active Policy, if the field Paid Receipt PIAUDPOL.IUPRECEIPT is not 'Y', take designated action.		Display Alert	<input checked="" type="checkbox"/> Active	Watch List [v]	Medium [v]	
Flood Coverage Required	INSURANCE	Insurance - Determine whether flood coverage is required and provided. Variable Value: none. Logic: For any building where flood insurance is required (PCBLDGCVR.P2COVAGE = 4), look for an active		Display Alert	<input checked="" type="checkbox"/> Active	Watch List [v]	Medium [v]	
Flood Zone Correct	INSURANCE	Insurance - Flood zone on the policy matches flood zone on the building record. Variable Value: none. Logic: Where building flood coverage is required (PCBLDGCVR.P2COVAGE = 4) and provided		Display Alert	<input checked="" type="checkbox"/> Active	Watch List [v]	Medium [v]	
Property Coverage on Building Required	INSURANCE	Insurance - Determine whether Property insurance is provided. Variable Value: none. Logic: If none of the active Policies associated with the building(s) on the loan have Property Coverage		Display Alert Display Alert	<input checked="" type="checkbox"/> Active	Watch List [v]	Medium [v]	
Property Building Minimum Limit	INSURANCE	Insurance - Property coverage is sufficient. Variable Value: none. Logic: For all buildings on a loan, aggregate the insurable value PCBLDG.P11NSVALUE. For any active Policy on those buildings that include		Display Alert Start Process Start Process	<input checked="" type="checkbox"/> Active	Watch List [v]	Medium [v]	
Business Income/Loss of Rents Coverage Required	INSURANCE	Insurance - Determine whether Business Income/LOR coverage is required. Variable value: none. Logic: For any active Policy associated with the loan with an active Business Income or LOR Subject of Insurance		Display Alert Send Email	<input checked="" type="checkbox"/> Active	Watch List [v]	Medium [v]	
General Liability Additional Insured Clause	INSURANCE	Insurance - Determine whether Additional Insured is correct. Variable Value: none. Logic: For any active policy with active general liability coverage PIPOLCOVER.IPVICV### = 6, if a Loss Payee is		Display Alert	<input checked="" type="checkbox"/> Active	Watch List [v]	Medium [v]	

# Check For Policy/Loan Compliance

Compliance Rule Violations							
<div>Waive Alert   Add Manual Alert   Edit Manual Alert   Export Alerts to Spreadsheet   Generate Consolidated Letter</div>							
Name	Loan Number	Policy Number	Effective Date	Expiration Date	Alert	Rule Number	Rule Description
Northeastern Real Estate Properties, Inc.	21020010	DSLCommWind2	08/07/2018	08/07/2018	Manual alert for loan 21020010 policy DSLCommWind2		Test adding manual alert, then updating it.
Northeastern Real Estate Properties, Inc.	21020010	15CP987-43-7854	10/01/2013	10/01/2014	Commercial Property Policy 15CP987-43-7854 Warehouse business income/loss of rents extended period of indemnity does not meet requirement	327	Business Income BI/LOR Extended POI # Days
Northeastern Real Estate Properties, Inc.	21020010	15CP987-43-7854	10/01/2013	10/01/2014	Commercial Property Policy 15CP987-43-7854 Warehouse total building deductible amount 10,000.00 exceeds maximum requirement	317	Property Building Max Deductible Amount
Northeastern Real Estate Properties, Inc.	21020010	15CP987-43-7854	10/01/2013	10/01/2014	Commercial Property Policy 15CP987-43-7854 0 days notice of cancellation for other than non-payment does not meet minimum requirement	304	Cancellation Notice Provision
Northeastern Real Estate Properties, Inc.	21020010	15CP987-43-7854	10/01/2013	10/01/2014	Commercial Property Policy 15CP987-43-7854 Warehouse building valuation method Actual Cash Value does not match required value	318	Property Building Valuation Method
Northeastern Real Estate Properties, Inc.	21020010	15CP987-43-7854	10/01/2013	10/01/2014	Commercial Property Policy 15CP987-43-7854 Warehouse building property agreed amount required with coinsurance percentage	320	Property Building Co-insurance % Agreed Amount
Northeastern Real Estate Properties, Inc.	21020010	15CP987-43-7854	10/01/2013	10/01/2014	Commercial Property Policy 15CP987-43-7854 Warehouse property building minimum form type Basic Form is less than required	321	Property Building Minimum Form Type
Northeastern Real Estate Properties, Inc.	21020010	15CP987-43-7854	10/01/2013	10/01/2014	Commercial Property Policy 15CP987-43-7854 Warehouse	322	Terrorism Coverage on Building
Northeastern Real Estate Properties, Inc.	21020010	15GL987-43-7854	07/01/2015	07/01/2016	Commercial Property Policy 15GL987-43-7854 Warehouse days notice payment due		
Northeastern Real Estate Properties, Inc.	21020010	15GL987-43-7854	07/01/2015	07/01/2016	Commercial Property Policy 15GL987-43-7854 Warehouse terrorism coverage		
Northeastern Real Estate Properties, Inc.	21020010	15GL987-43-7854	07/01/2015	07/01/2016	Commercial Property Policy 15GL987-43-7854 Warehouse general liability exceeds maximum		
Northeastern Real Estate Properties, Inc.	21020010	15GL987-43-7854	07/01/2015	07/01/2016	Commercial Property Policy 15GL987-43-7854 Warehouse		

From this screen you can:

- Waive Alerts
- Add Manual Alerts
- Export to Spreadsheet
- Generate Consolidated



# Policy Status

# Possible Status Codes

- The following is a list of all possible statuses for policy-related data. Records in the insurance files are made inactive and a copy of the record is made with the new status applied.
  - A Active
  - U Updated
  - I Inactivated (by the subsequent row)
  - X Inactive (also cancelled as respects a policy)
  - R Reinstated (as respects a policy, reactivated as respects master files)
  - H Hidden (by subsequent row)
  - Z Hide
  - E Expired
  - N Non-renewed
  - L Renewed

# Expired Status Update

- A new program has been created to update the status of all Active status policies past their expiration dates to Expired status. This will exclude expired policy data from cross-policy compliance tests.
  - The program (CINSPOLEXP) will run once as part of the Release installation process and should be added to the day end job stream before the Rules Engine, to continuously review for expired policies.
  - The program (CINSPOLEXP) will select all active policies with expiration dates
    - a) equal to or earlier than the system date if run time is after noon or
    - b) equal to or earlier than the day before the system date if run before noon.
- Strategy currently allows 'A' Active policies to be renewed. Expired policies with a status 'E' Expired can be renewed as well.



# Other Statuses

- Renewed Status-
  - A Renewed policy record, based on the original policy, will be added (status = 'L') for all policy files.
  - The Renewed policy file records will be created with the same sequence numbers as the original.
- Hidden Status-
  - Hides the policy from view, unless you select to include in search
- Cancelled Status- Policy that has been cancelled
- Reinstated Status- Reactivated a cancelled policy
- Non-renewed Status-
  - When the policy will never be renewed, and you want to remove it out of active or expired status



# Policy Updates

# Policy Interests

- Changes to Policy Interests - To improve the process for adding Interests to a Policy, Building or Blanketed Insurance, the Insurance widget has been enhanced to improve how Interests are selected and display when the Interest is an Investor.
- When searching for the correct Investor, the Search drop down now displays both the Investor Name and the Investor Number

The screenshot displays a web application interface for managing Policy Interests. At the top, a window titled "Policy Interests (Expand +/-)" contains a table with three columns: "Loan Number(s)", "Interest Source", and "Interest". The "Interest Source" column has radio buttons for "Name" and "Investor". The "Interest" column shows search results with magnifying glass icons. Below the table are "New", "Save", and "Cancel" buttons. To the right, a "Select an Investor" dropdown menu is open, showing a list of investors with their names and numbers in brackets. A "Select" button is located to the right of the dropdown.

Loan Number(s)	Interest Source	Interest
	<input checked="" type="radio"/> Name <input type="radio"/> Investor	Opal Management Company [120]
	<input type="radio"/> Name <input checked="" type="radio"/> Investor	Freddie K deal (CME) 1/CREFC [78501]
	<input type="radio"/> Name <input checked="" type="radio"/> Investor	

New Save Cancel

Select an Investor

[0]  
Bank of Chicago [900]  
Bank of McCracken [520]  
Bank of Miami [500]  
Freddie K deal (CME) 1/CREFC [78501]  
Freddie K deal (CME) 1/CREFC [79505]  
Freddie K deal (CME) 1/CREFC [79506]  
Freddie Mac A2 [610]

Select

# Policy Information

- Non- Renew button  
Structure of the policy  
has changed

► Search

[Search Results](#) » [Policy Information](#)

Cancel

Apply

Associate with Primary Escrow Record

Policy Type

Umbrella Liability

▼

Policy Number

1942-15-02

Carrier	Lead Carrier?
<div>ABC Insurance</div>	YES

Agent

ABC Insurance

🔍

Premium

Claim Trigger

▼

Days to Cancel

Non-Payment

Other Reasons

Cancel Policy

Hide Policy

Renew Policy

Non-Renew Policy

# Update Agents on Expired Policies (21982)

[Search Results](#) » [Policy Information](#)

## Policy Information

236LB1606547

[Cancel](#) [Apply](#) [Associate with Primary Escrow Record](#)

**Policy Type** Commercial Property Polk **Policy Number** 236LB1606547 **Effective Date** 11/01/2014 **Expiration Date** 12/01/2018 **Continuous Coverage**

Carrier	Lead Carrier?	Percentage of Coverage	Status		
ABC Insurance	YES	100.00000000000000%	Updated	<a href="#">+</a>	<a href="#">x</a>
ABC Insurance	YES	100.00000000000000%	Expired	<a href="#">+</a>	<a href="#">x</a>
ABC Insurance	YES	100.00000000000000%	Inactivated	<a href="#">+</a>	<a href="#">x</a>

Agent ABC Insurance  Retro Date

Premium 15000.00  Claim Trigger  Forced Placed NO

**Days to Cancel**

Non-Payment

Other Reasons

Source of Insurance BORROWER  Paid Receipt YES

Evidence Type  Audit Date

Evidence Received 12/04/2017  Named Insured Includes Borrower YES

Evidence Expired 12/04/2018  Statement of Values Received

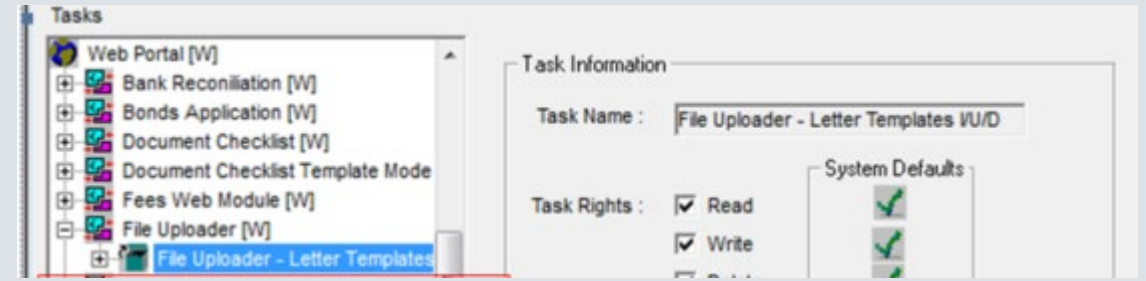
[Renew Policy](#) [Non-Renew Policy](#) [Update Agent](#)

A decorative graphic on the left side of the slide consists of a grid of white cubes. The cubes are arranged in a staggered pattern, with some cubes appearing to be raised or floating above others, creating a three-dimensional effect. The background is a light blue gradient.

# Insurance Letters Setup

# Letter set-up

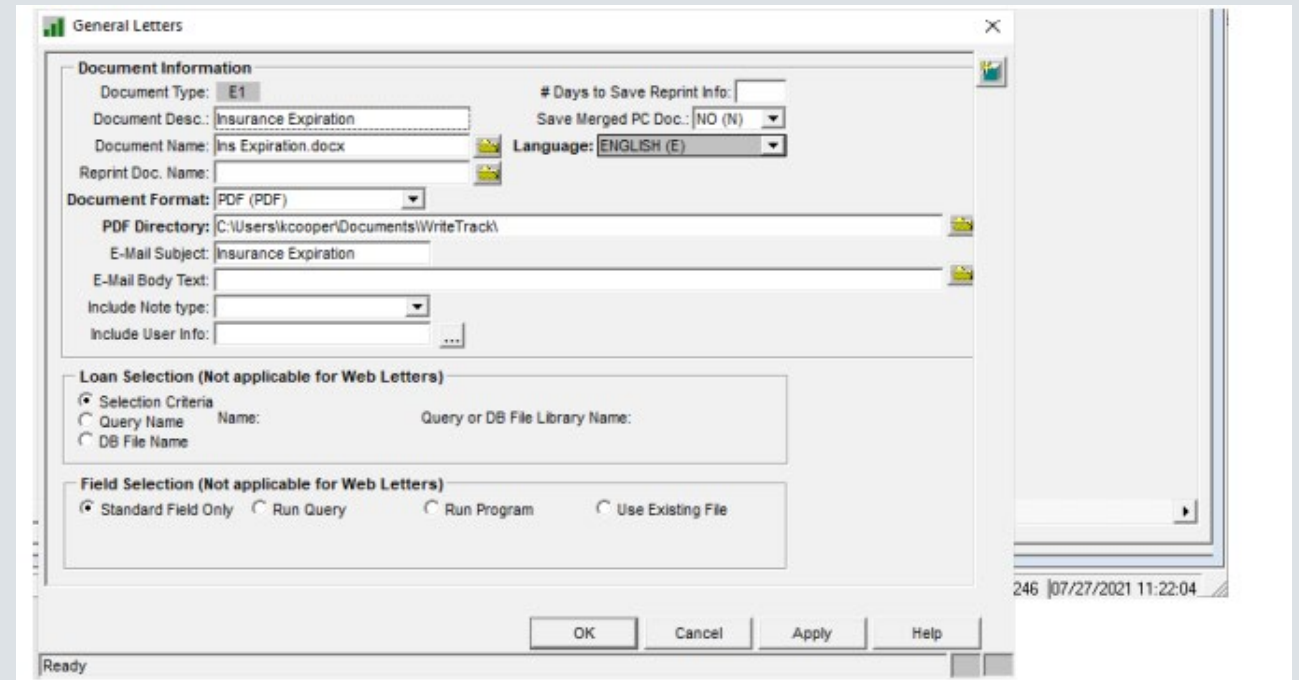
## 1.Security (one time set-up)



## 2.Create a new Doc Type (one time Set-up)

3.Open WriteTrack. Select the Setup tab. Select Doc. Type = General Letters. Click the add button and create a new Document Type.

- In CS, Select Tools, Maintenance> System Information> System Information Maintenance. Filter on “All” and open the “D1” PINFO code. Verify the new P2 code was added.



# Letter Format Example

1. Create you Letter template and save the letter to you network.( Create as many Letter templates as you need, you will need at least one letter)

a. These are the fields available for expiration letters.

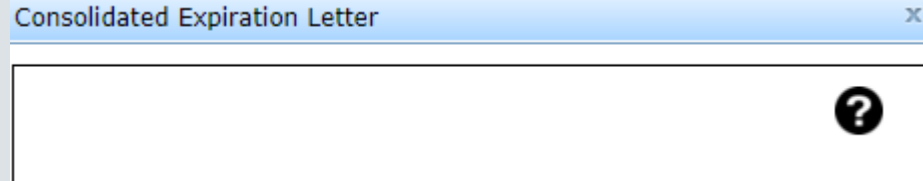
- \${currentDate}
- \${LKfmtAD1}
- \${LKfmtAD2}
- \${LKfmtAD3}
- \${LKfmtAD4}
- \${LKfmtAD5}
  
- Loan Number:           \${CMLN}
- Property:               \${PQNAME}
- \${PQHOS1} \${PQSTR1}
- \${PQVILG} \${PQSTAT}, \${PQZIP}
- Mortgagee clause:
- \${IVMTGECLS}
  
- The following policies are expiring:

\${@policy.IPTYPE]	\${@policy.IPNUMBER]	\${@policy.IPEXPD]
--------------------	----------------------	--------------------



# Fields available in the letter

- Click on the Question Mark



The Following Fields are available for use in the header. Please use the syntax as shown:

`${currentDate}`

`${LKFMAD1}`

`${LKFMAD2}`

`${LKFMAD3}`

`${LKFMAD4}`

`${LKFMAD5}`

`${CMLN}`

`${PQNAME}`

`${PQHOS1}`

`${PQSTR1}`

`${PQHOS2}`

`${PQSTR2}`

`${PQVILG}`

`${PQTOWN}`

`${PQSTAT}`

`${PQZIP}`

`${IVMTGECLS}`

`${O5INSANYT}`

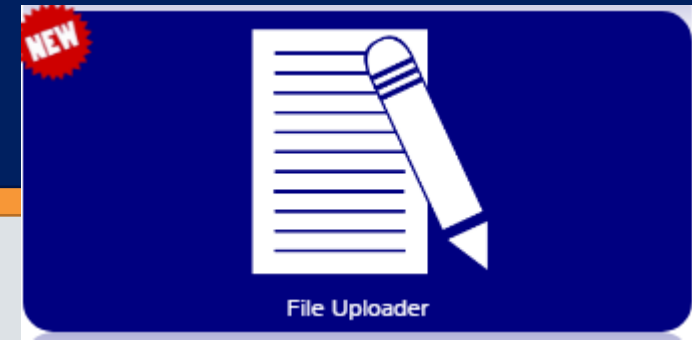
The Following Fields are available for use in the Policy Information Grid. Please use the syntax as shown:

`$[@policy.IPTYPE]`

`$[@policy.IPNUMBER]`

`$[@policy.IPEXPD]`

# File Uploader



1. The File Uploader assists with uploading templates
2. Selecting the Letter Type and the document to upload and make the template available for selection for the appropriate letter.

## Upload Letter Templates

### Files List

Letter Type Code	File Name	Last Modified
Policyconsolidated (P1)	Non Compliance Letter.docx	10/30/2019 01:01:08
Policyconsolidated (P1)	Insurance Expiration.docx	10/30/2019 00:34:42
1ST DELINQUENT NOTICE (01)	Test_Uploader.docx	10/18/2019 09:03:57
Document Checklist Letter (43)	Test_Uploader.docx	10/16/2019 09:32:44

Upload a File

Upload

Letter Type

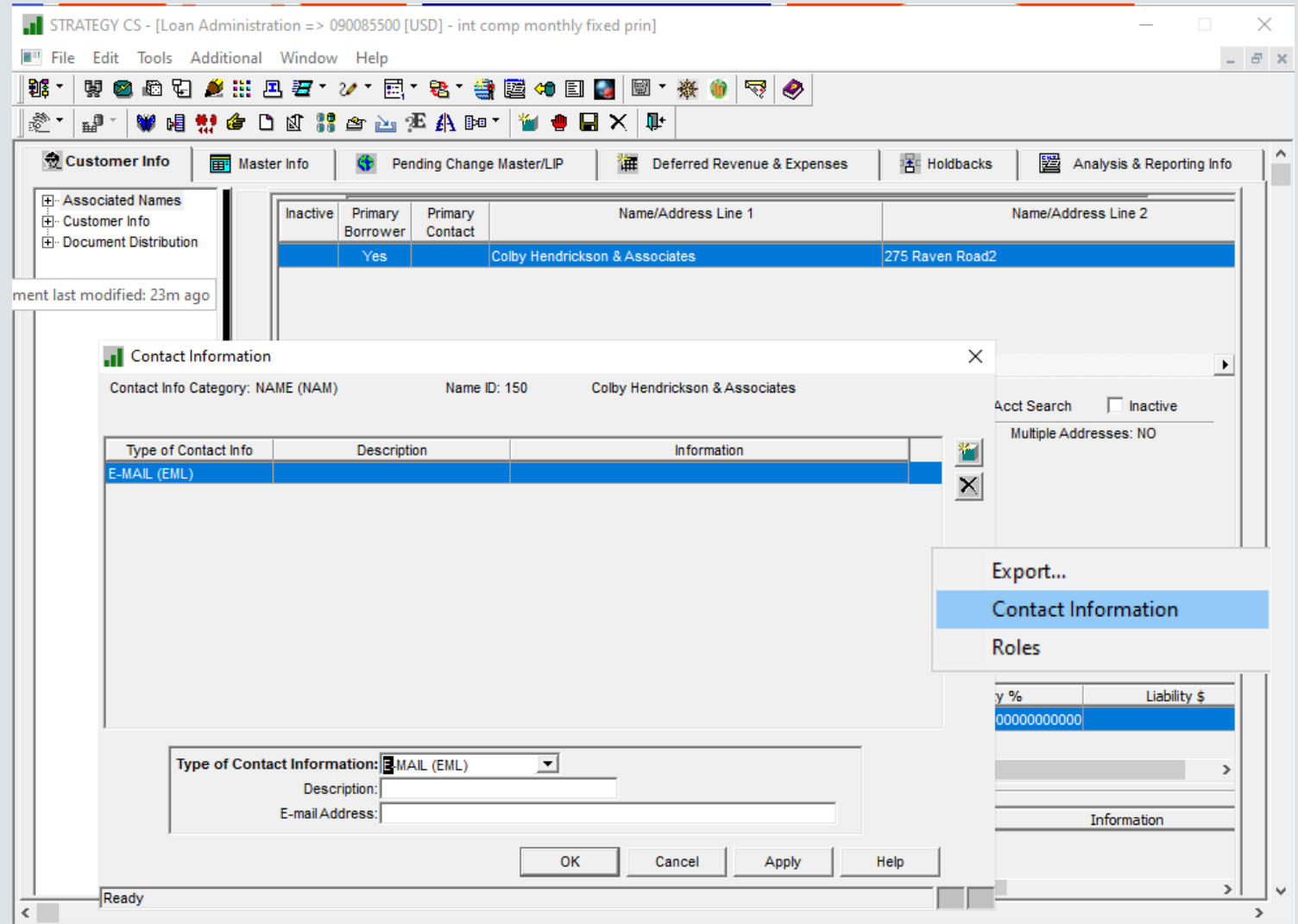
Select a file to upload

Choose File

No file chosen

# Borrower's Email

For the borrower's email to be available for emails, use the right mouse option from the Associated Names panel to add a Contact Information record with the email address.



# Agent's Email

for Maintenance

#/Co#	Agent/Co Name	Type Of Coverage	Contact	Payment Address Line 1	Payment Address Line 2	Payment Address
10	YORK INTERNATIONAL	HAZARD/LIA (H)				
11	AON RISK SERVICES INC	HAZARD/LIA (H)	KAREN/ CINDY	2711 NORTH HASKELL AVENUE	SUITE 800 - LOCK BOX# 8	DALLAS, TX 752
12	SAMUEL WEISMAN & SONS	HAZARD/LIA (H)		12 BROADWAY	P.O. BOX 905	LYNBROOK NEV
13	CHUBB INSURANCE GROUP	HAZARD/LIA (H)		P.O. BOX 1615	WARREN, NJ 07061-1615	
14	LOCKPORT					DENVER, CO 802
15	BERNARD					
16	SERRA					
17	JOSE					
18	PARK					
19	CRUISE					DALLAS, TX 752
20	LAW					
21	CASS					

Contact Information

Contact Info Category: VENDOR (VEN) Vendor Type: INSURANCE AGENTS & COMPANIES Vendor: D & T BRO

Type of Contact Info	Description	Information
E-MAIL (EML)		

Type of Contact Information: E-MAIL (EML) Description: E-mail Address:

OK Cancel Apply Help

Ready

lect OK Cancel Apply Help

- Update the Contact Information for the Agent to include their email address

Questions?