



ORCHID

The First Choice.



Welcome to
Orchid Insurance

Consolidation – Making Your Life Easier

- ▶ This change really marks the point in time when the Orchid name should become your household name for E&S products
- ▶ Coastal Agents Alliance never closed, we just didn't really push the Orchid name or process after the acquisition
- ▶ Connect, for new business, marked the first step in the true transition.
- ▶ The next giant leap will be to have renewals in Connect & begin to fully integrate all policies in one place with the same processes
 - ▶ This will be a yearlong transition
 - ▶ Each week the next "batch" of renewals are loaded.
 - ▶ Orchid will be mailing all documents
- ▶ We want you to forget a system login rather than learn yet another
- ▶ Billing is going to be a big piece of the change to Orchid processes. This presentation will assist you in navigating the renewal waters as the change takes place.
- ▶ Please ask questions to clarify anything that isn't making sense.

Compliance

- ▶ Agents are responsible for all compliance documentation. This is for ALL NEW BUSINESS & RENEWAL BUSINESS!
- ▶ Every quote has state compliance documents attached. (NY renewals - contact ELANY for affidavit. Complete online and sign electronically).
- ▶ Imperative to check & fill out documents entirely and upload into Connect.
- ▶ Policy may have a Notice of Cancellation issued if compliance documents are not received within 5 business days.
- ▶ Diligent Effort must be filled out to bind request policy.



Orchid Bill



Overview

- i. CAA/Orchid Comparison
- ii. Agency Bill Vs. Orchid Bill
- iii. Life of An Orchid Bill Policy
- iv. Payments
 - i. After Effective Date
 - ii. Payment Portals & Methods of Payment
- v. Statements
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New/Old Process Comparison

	45 Days Prior	35 Days Prior	15 Days Prior	Renewal Date	10 Business Days After	Policy Tracking
CAA	Agent received Monthly Expiration List	Quotes were billed to insured/mortgagee **Policy is NOT bound until payment is RECEIVED**	Payment reminder sent to Insured	“Renewal Not Taken” letter sent to Insured and emailed to agent	N/A	Agent utilizes renewal Direct Bill expiration list
	45 Days Prior	30 Days Prior	15 Days Prior	Renewal Date	10 Business Days After	Policy Tracking
Orchid Bill	Underwriting quotes are available for review. Agent reviews & requests changes for renewal term.	Bound policy & invoice sent to parties with an interest in risk	Payment reminder sent to Insured & emailed to agent	No payment = “Intent To Cancel” sent	No payment = policy cancelled flat	Weekly Statement & check balance feature (payment portal)

Agency Bill Vs. Orchid Bill

If any of the following are true...the policy is Agency Bill

- ▶ All new business (including AOR/BOR)
- ▶ When a policy is moved to different carrier
- ▶ Upon renewal switching form (ex., HO3 to DP3)
- ▶ All commercial policies
- ▶ Market Scout policies

If any of the following are true...the policy is Orchid Bill

- ▶ Anything that is not in the Agency Bill column

Life of an Orchid Bill Policy

45 Days out	Underwriting quotes & binds renewal.
44 - 31 Days out	Agent may request any necessary changes to renewal
30 Days out	Renewal & invoice issued to interested Parties * Agent is sent email with Policy and Compliance Documentation
Policy paid	Inspection Ordered for Property *Agent Informed of any Changes to Policy Due to Inspection
Policy not paid	10 Business days after renewal date, Policy is flat fancelled *Payment reminders & NOC's are sent to insureds/mortgagees/agents

Payments



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Payment Not Received?

Effective Date

- ▶ Notice of Cancellation (NOC) mailed to parties with interest
- ▶ NOC emailed to the agent

10 Business Days from Effective Date

- ▶ Policy is flat cancelled



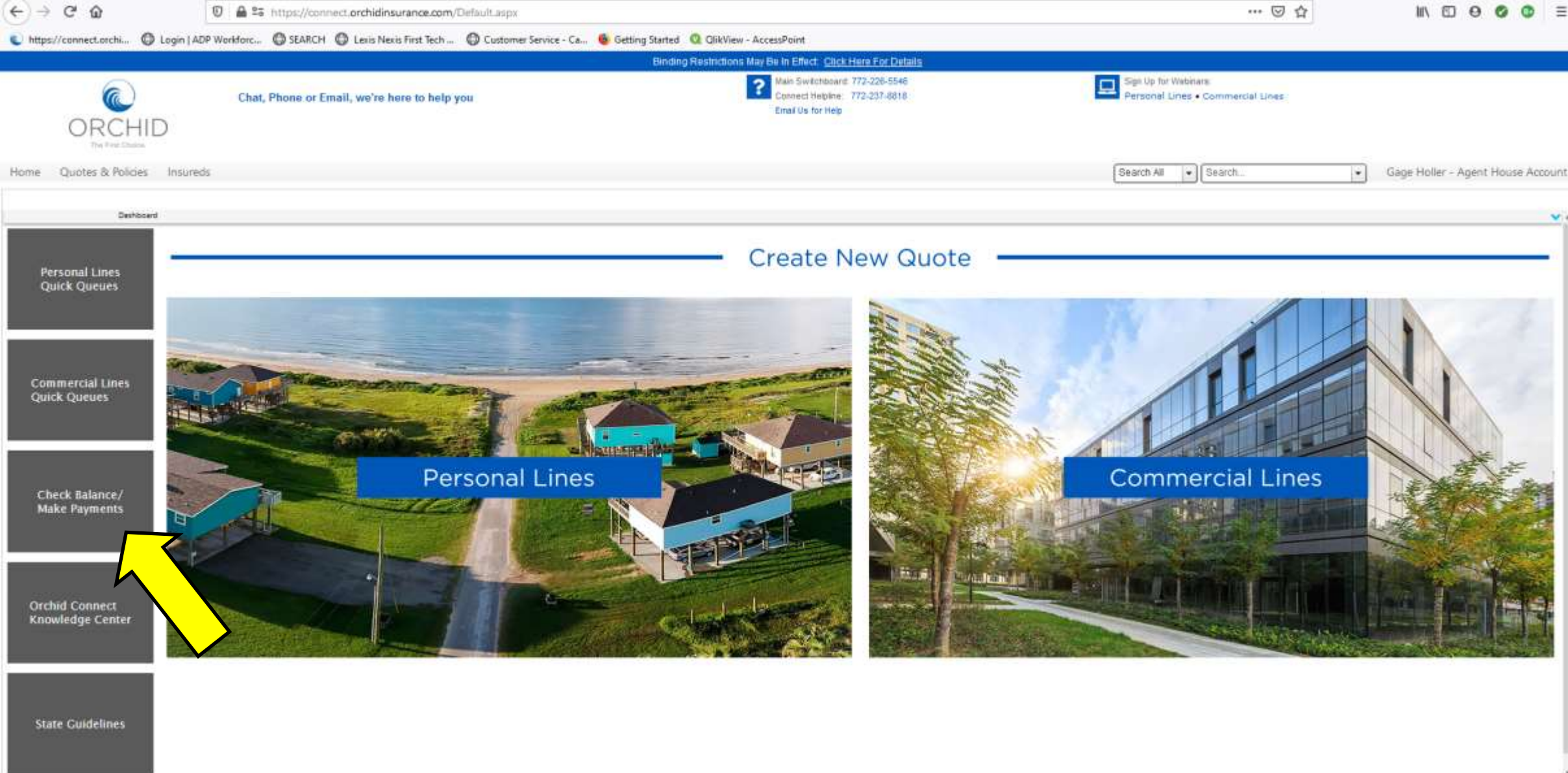
Payment Received After Effective Date?

Prior to Cancellation

Orchid Underwriters **MAY** rescind NOC if payment is received.

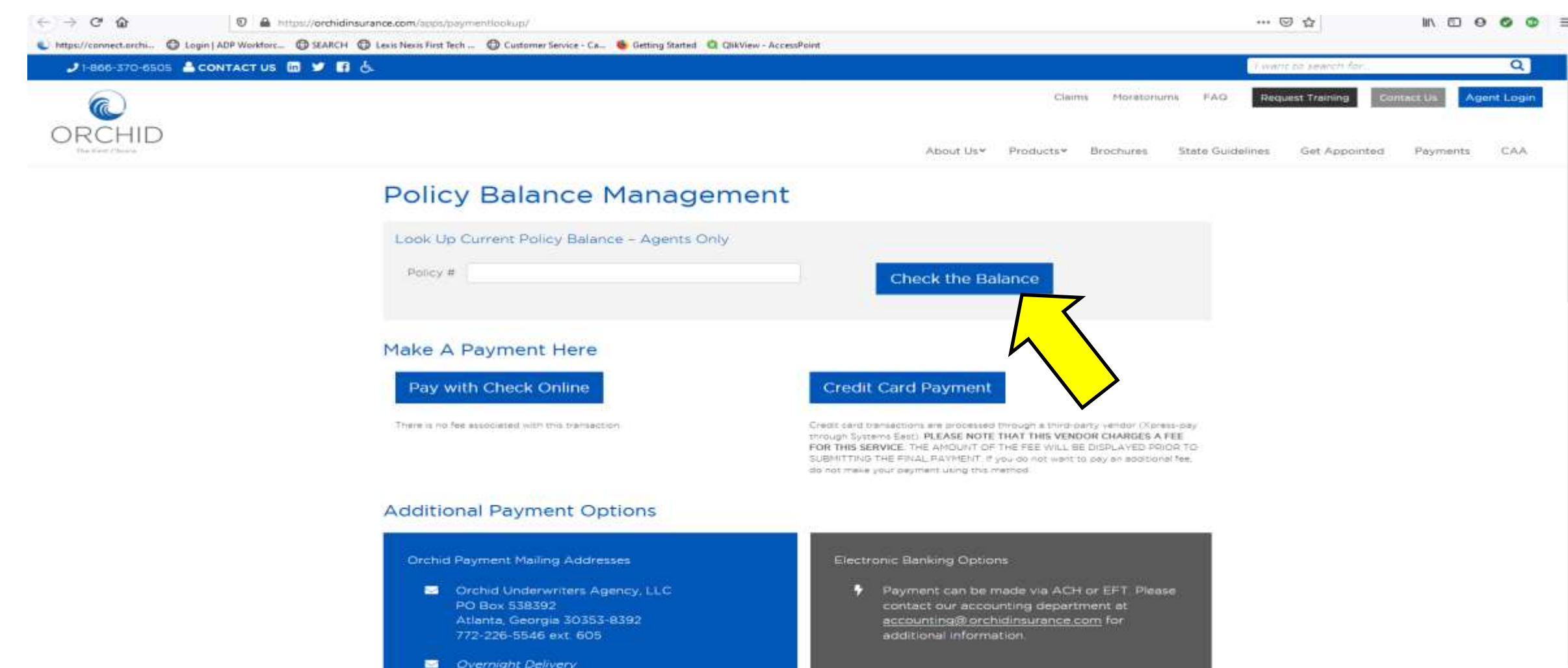
Post Cancellation

Orchid Underwriters **MAY** reinstate policy with no lapse in coverage if payment and no loss form are received 30-days from the effective date



Connect

Payment Portal



Policy Balance Management

Look Up Current Policy Balance - Agents Only

Policy #

Check the Balance

Policy #	OUA
Insured Name	
Effective Date	2020-08-12
Expiration Date	2021-08-12
Customer Number	
Amount Due	\$0.00

Please note that the balance shown is the agency's NET amount due to Orchid and is current as of the end of the *previous* day.

Make A Payment Here

Pay with Check Online

Credit Card Payment

Connect

Payment Portal

Balance
Look Up Tool

Payment Options - Online Payments (OrchidInsurance.com)

- ▶ Agents & insureds can make payments
- ▶ For security purposes use your Orchid AGY or LMA code – found on your invoices or statements
- ▶ If payment needs to be made on a financed premium, we will be able to accept partial pay on any financed policy (full payment is still required to avoid cancellation)

Are you the policy holder or an agency representative?

☐ Policy Holder ☒ Agency Representative ☐ Remember Me

CAA Insured or Agency Representative [click here](#).

ENTER INFORMATION | CHOOSE AMOUNT | MAKE PAYMENT | CONFIRMATION

Agency Payment

Please fill out all required fields to apply your payment correctly.

- **To pay multiple policies**, enter your AGY/LMA code to see the complete A/R for your agency. From here, you will be able to select/deselect the policies you wish to pay. Your AGY/LMA code can be found on your weekly statement or on any invoice that has been sent to your office.
- **To pay a single policy**, enter the policy number below.

Agency Name	<input type="text"/>
Agency Code	<input type="text"/>
	<small>Enter your AGY/LMA code to pay multiple policies.</small>
Policy Number	<input type="text"/>
	<small>Enter a policy number to pay a single policy.</small>
Email Address*	<input type="text"/>
Confirm Email Address*	<input type="text"/>
Contact Phone Number*	<input type="text"/>
Comments	<input type="text"/>
	<small>Additional information about the payment (optional)</small>

Payment Options - Online Payments (OrchidInsurance.com)

- ▶ Agents will be able to process the payment of multiple policies with one transaction
- ▶ For security purposes use your Orchid AGY or LMA code – found on your invoices or statements

ENTER INFORMATION

CHOOSE AMOUNT

MAKE PAYMENT

CONFIRMATION

Choose Payment Amount

Agency Name

<input checked="" type="checkbox"/>	Invoice Date	Invoice #	Policy #	Amount Due	Payment Amount
<input checked="" type="checkbox"/>	4/9/2018	353455	<input type="text" value=""/>	\$522.01	522.01
<input checked="" type="checkbox"/>	4/3/2018	352706	<input type="text" value=""/>	\$5,785.95	5785.95
<input checked="" type="checkbox"/>	4/4/2018	352186	<input type="text" value=""/>	\$6,975.26	6975.26
<input checked="" type="checkbox"/>	4/3/2018	351919	<input type="text" value=""/>	\$2,033.24	2033.24
<input checked="" type="checkbox"/>	3/31/2018	351276	<input type="text" value=""/>	\$3,797.41	3797.41
<input checked="" type="checkbox"/>	3/31/2018	351275	<input type="text" value=""/>	\$3,747.01	3747.01
<input checked="" type="checkbox"/>	3/29/2018	350635	<input type="text" value=""/>	\$4,951.93	4951.93
<input checked="" type="checkbox"/>	3/26/2018	349530	<input type="text" value=""/>	\$1,109.86	1109.86
<input checked="" type="checkbox"/>	3/22/2018	348853	<input type="text" value=""/>	\$1,592.95	1592.95
<input checked="" type="checkbox"/>	3/14/2018	348339	<input type="text" value=""/>	\$3,201.49	3201.49
<input checked="" type="checkbox"/>	3/8/2018	335851	<input type="text" value=""/>	\$8,812.92	8812.92
Totals				\$24,904.19	\$24904.19

Comments

cancel

back

next

Alternative - Payment Options

- ▶ Mail payment to:

Orchid Underwriters Agency, LLC,
P O Box 538392, Atlanta, GA 30353-8392

- ▶ Premium Finance:

- ▶ Orchid has partnered with P1 Finance to bring insureds flexible options.
- ▶ Contact Accounting at accounting@orchidinsurance.com to sign up.

Policy Statements (Wednesday)

Orchid Underwriters Agency, LLC
PO Box 538392
Atlanta, GA 30353-8392
Email: DirectBill@orchidinsurance.com

AGY9999
Your Insurance Agency
123 Main Street
Anytown USA, ST 99999

DIRECT BILL STATEMENT



Date
9/23/2020

DO NOT PAY

Status	Transaction Type	Effective Date	Customer #	Customer Name	Policy #	Invoice #	Additional Insured	Original Receivable	Premium	Taxes & Fees	Comm %	Comm Amt
Paid	Renew	9/9/2020				721564	First State Bank	\$9,058.35	\$8,342.00	\$716.35	10.0%	\$834.20
Owed	Cancel	8/9/2020				730352	PNC Bank, National...	(\$3,705.45)	(\$3,244.00)	(\$285.00)	10.0%	(\$324.40)
Unpaid	Endorse	6/11/2020				727813	CENTRAL LOAN A...	\$0.00	\$0.00	\$876.35		\$49.70
Unpaid	Renew	9/30/2020				723243		\$1,551.80	\$1,391.00	\$160.80	10.0%	\$139.10
Unpaid	Renew	9/30/2020				723246		\$1,550.76	\$1,390.00	\$160.76	10.0%	\$139.00
Unpaid	Renew	10/10/2020				721710	Quicken Loans Inc ...	\$1,883.70	\$1,509.00	\$374.70	12.5%	\$188.63
Unpaid	Renew	10/24/2020				732660	Wells Fargo Bank N.A	\$8,263.51	\$7,585.00	\$678.51	10.0%	\$758.50

PLEASE NOTE

Direct Bill Statements are as of previous day's activities. If there are any pending payments, this will be reflected on your next Direct Bill Statement along with any other pending/outstanding transactions.

Commission Statements

Orchid Underwriters Agency, LLC
PO Box 538392
Atlanta, GA 30353-8392
Email: DirectBill@orchidinsurance.com

Direct Bill Commission Statement



Date
10/13/2020

Due To Agent
\$7,234.82

AGY9999
Your Insurance Company Name
123 Main Street
Anytown USA, ST 12345

Status	Transaction Type	Effective Date	Customer #	Customer Name	Policy #	Invoice #	Original Receivable	Premium	Taxes & Fees	Comm %	Comm Amt
Paid	Endorse	4/22/2020				639143	\$108.25	\$103.00	\$5.25	10.0%	\$10.30
Paid	Endorse	5/29/2020				639144	\$1,142.00	\$1,087.00	\$55.00	10.0%	\$108.70
Paid	Endorse	6/19/2020				671228	\$62.01	\$59.00	\$3.01	12.5%	\$7.38
Paid	Endorse	8/4/2020				740856	\$567.00	\$540.00	\$27.00	10.0%	\$54.00
Paid	Renew	5/29/2020				634658	\$8,824.94	\$8,113.00	\$711.94	10.0%	\$811.30
Paid	Renew	9/4/2020				725426	\$3,633.00	\$3,425.00	\$208.00	12.5%	\$428.13
Paid	Renew	9/10/2020				725651	\$2,452.80	\$2,301.00	\$151.80	12.5%	\$287.63
Paid	Renew	9/12/2020				721740	\$5,279.30	\$4,741.00	\$538.30	10.0%	\$474.10
Paid	Renew	9/15/2020				726045	\$6,513.05	\$5,916.00	\$597.05	10.0%	\$591.60
Paid	Renew	9/26/2020				727342	\$814.80	\$741.00	\$73.80	12.5%	\$92.63
Paid	Renew	9/28/2020				722014	\$3,591.95	\$3,134.00	\$457.95	10.0%	\$313.40
Paid	Renew	10/5/2020				728639	\$5,261.45	\$4,724.00	\$537.45	10.0%	\$472.40
Paid	Renew	10/6/2020				728705	\$6,228.50	\$5,645.00	\$583.50	10.0%	\$564.50
Paid	Renew	10/14/2020				730009	\$14,216.90	\$13,253.00	\$963.90	10.0%	\$1,325.30
Paid	Renew	10/15/2020				730108	\$6,603.35	\$6,002.00	\$601.35	10.0%	\$600.20
Paid	Renew	10/20/2020				731375	\$5,093.45	\$4,589.00	\$504.45	10.0%	\$458.90
Paid	Renew	10/25/2020				733606	\$10,411.70	\$9,629.00	\$782.70	10.0%	\$962.90
Owed	Cancel	9/4/2020				734695	(\$3,672.15)	(\$3,283.00)	(\$389.15)	10.0%	(\$328.30)
Owed	Cancel	9/10/2020				735150	(\$2.10)	(\$2.00)	(\$0.10)	12.5%	(\$0.25)

Endorsements & Cancellations

- ▶ Additional premium endorsements:
 - ▶ Billed directly to entities with an interest in the risk
 - ▶ Transaction documents are mailed to insured & mortgagee(s) and emailed to agent
- ▶ Return premium endorsements
 - ▶ Sent to parties with an interest in the risk
 - ▶ Transaction documents are mailed to insured & mortgagee(s) and emailed to agent
 - ▶ Funds mailed directly to insured, to mailing address on file.
- ▶ Cancellations
 - ▶ Updated mailing address MUST be reflected on the Cancellation Request
 - ▶ Funds mailed directly to insured, to mailing address on file, or to the premium finance company, if applicable.

Commissions

- ▶ Commissions period closes on/after the 10th of each month
- ▶ Commission statements are generated & emailed to the accounting contact
- ▶ Disbursements:
 - ▶ Checks are mailed with a copy of the statement
 - ▶ ACH transmission is highly encouraged for security purposes

***Link for ACH signup is sent with your emailed statement.**

Differences

- ▶ All personal lines agency bill policies transition to Orchid Bill upon renewal.
- ▶ From the time the renewal is bound to the time it is issued changes can be made to the policy. (44-31 days prior to effective date)
- ▶ Broker cannot make the changes in the period from binding to issuance, these changes must be made by an Orchid representative.
- ▶ Orchid mails all documents to all interested parties.
- ▶ Statements – both weekly and commission.

Contacts

Customer Experience	Available on Live Chat		772-237-8818
Processing		processing@orchidinsurance.com	866-370-6505 option 2 + 2
Accounting		accounting@orchidinsurance.com	866-370-6505 option 2 + 1
Direct Bill		directbill@orchidinsurance.com	866-370-6505 option 2 + 1
CT, MA, NY & RI	Mandy Spivey	aspivey@orchidinsurance.com	772-257-7966
DE, NJ & MD	Gage Holler	gholler@orchidinsurance.com	785-418-5850
VA	Lindsay Moore	lmoore@orchidinsurance.com	904-305-2729
Direct Bill Coordinator	Jennifer Lewis	jlewis@orchidinsurance.com	772-226-5546, ext.195