

USER'S
GUIDE



ORCHID
MARKETPLACE





We are excited to introduce you to Orchid's new policy administration application, Marketplace! This new system was designed with **YOU** in mind: to improve your experience with Orchid by providing you with increased efficiency and transparency. For the best experience as you acclimate to this new application, we strongly encourage all members of your agency to participate in the trainings. Please reach out to your Agency Development Manager to find out when they will be hosting a training for your office or visit the Marketplace resource page at orchidinsurance.com/marketplace for tutorials, job aids, and webinars.

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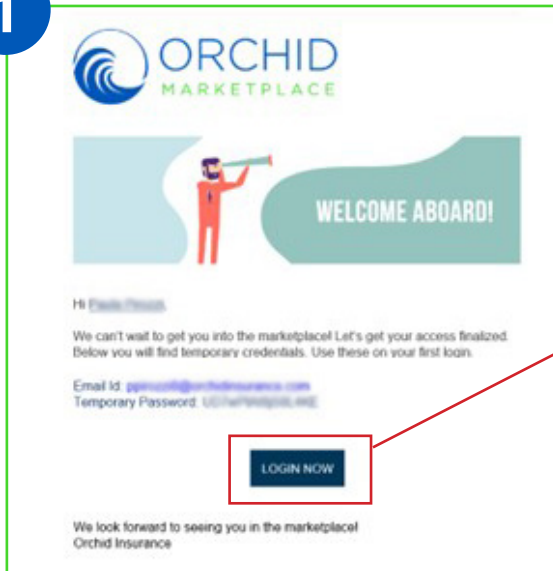
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Login at: marketplace.orchidinsurance.com

For assistance with Marketplace, please reach out to us at 1-866-370-6505 or visit us at orchidinsurance.com/marketplace.

SINGLE SIGN ON

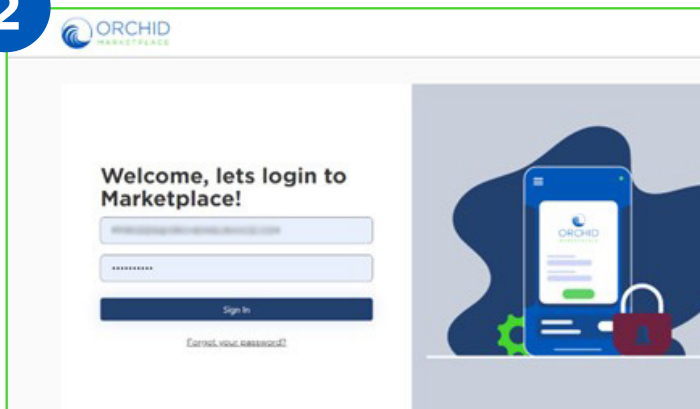
1



Keep an eye out for an invitation emailed from the Orchid Support Team (application.support@orchidinsurance.com) with an ID and temporary password.

Select "LOGIN NOW".

2

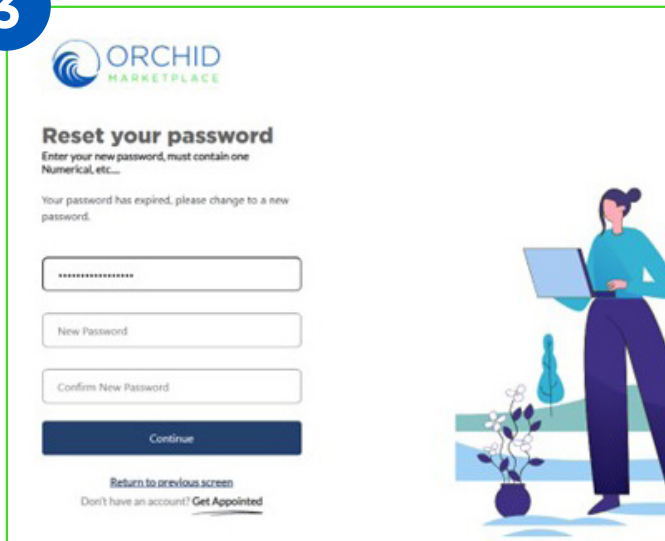


After selecting "LOGIN NOW", use your temporary password to sign in.

Notes:

Single Sign On

3

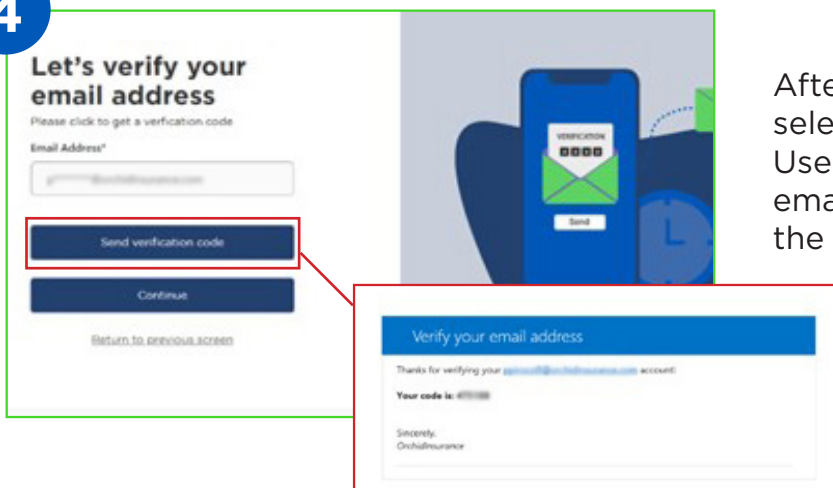


The screenshot shows the 'Reset your password' page for ORCHID Marketplace. It includes a text input field for the current password, a 'New Password' field, and a 'Confirm New Password' field. A 'Continue' button is at the bottom. To the right is an illustration of a person with a laptop. Below the form are links for 'Return to previous screen' and 'Don't have an account? Get Appointed'.

After signing in with your temporary password, you will be prompted to select a new password.

IMPORTANT: Passwords are user specific and can only be reset by the user. Orchid will not manage password resets.

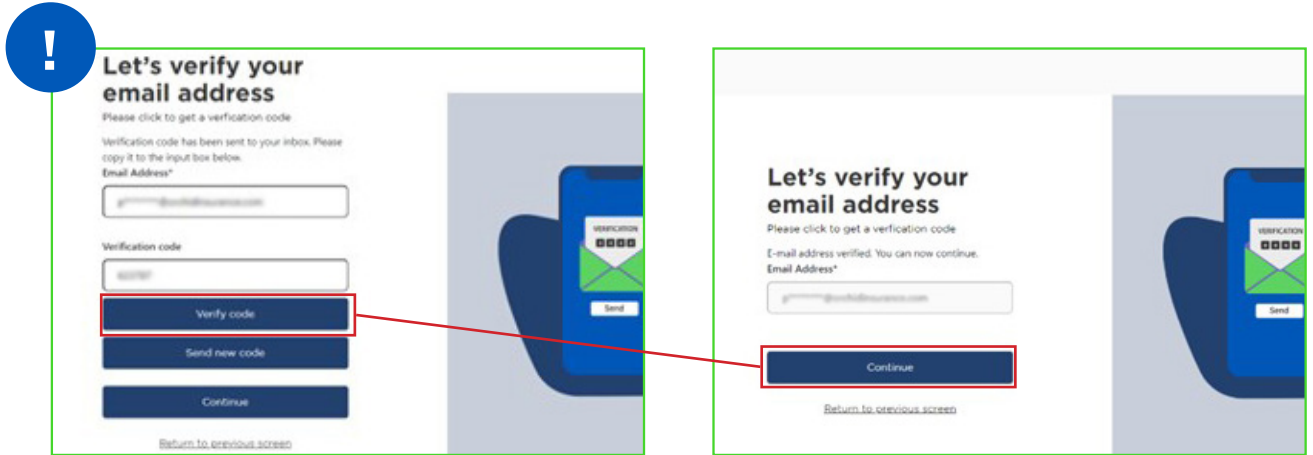
4



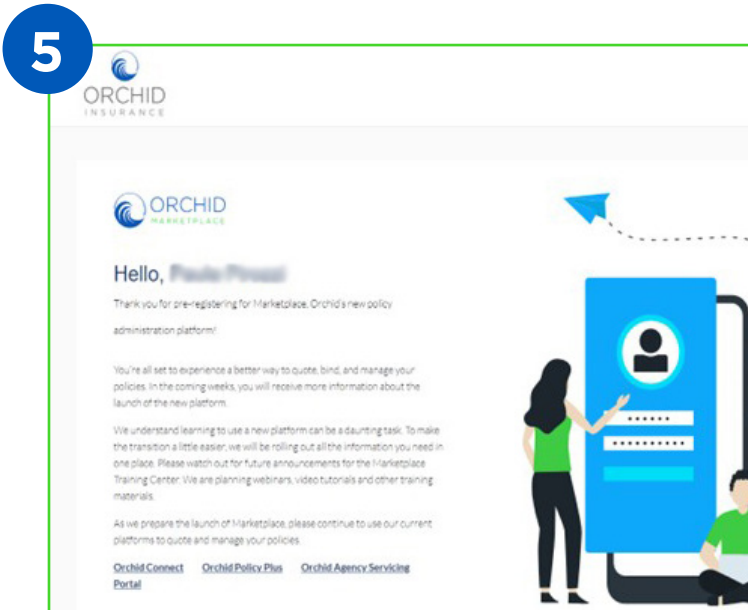
The screenshot shows the 'Let's verify your email address' screen. It has an 'Email Address' input field and two buttons: 'Send verification code' (highlighted with a red box) and 'Continue'. A red line connects the 'Send verification code' button to a separate screenshot of the verification email. The email screenshot shows a 'Verify your email address' header, a thank you message, a verification code field, and a signature from Orchid Insurance.

After choosing a new password, select "Send Verification Code". Use the verification code that is emailed to you to continue with the login process.

Notes:



Note: As part of our dual factor authentication, a verification code will be emailed to you every time you sign in.



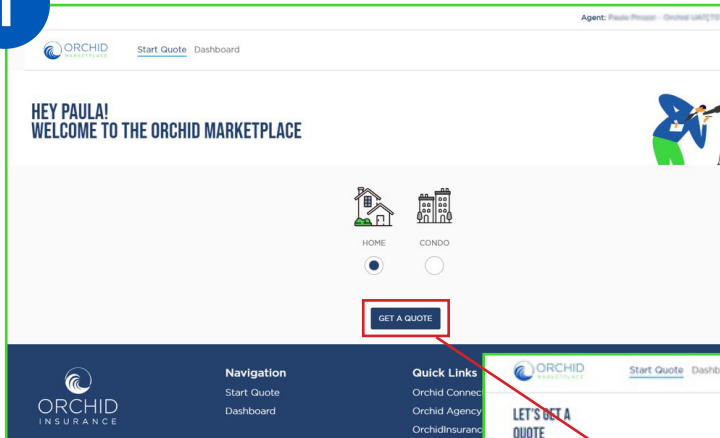
Congratulations, you are now in the Orchid Marketplace!

NOTE: The password you use here will also be your password for the Agency Servicing Portal.

Notes:

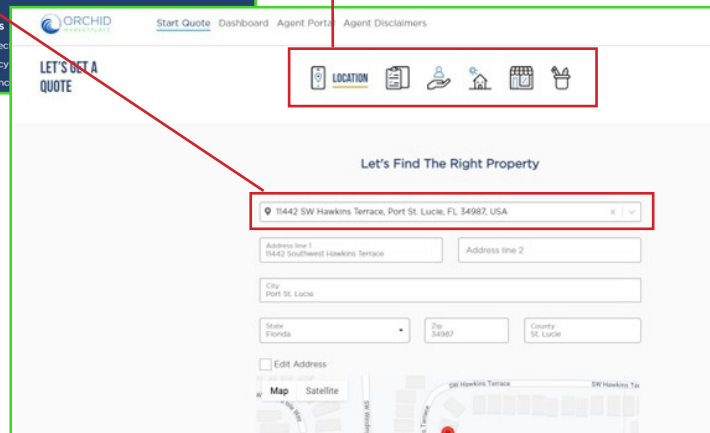
QUOTE TO BIND

1



NOTE: You can track where you are in the quote process with the icons at the top of the screen, currently, you are in the “Location” section.

Once you sign into Marketplace, you will be taken to the “Start Quote” page by default. To start a quote, select the risk type (Home or Condo) and then click on “Get A Quote”.



You will now enter the risk address and confirm the location to ensure that the correct property was found by selecting it from the drop down menu. Once confirmed, select “NEXT”. A confirmation from USPS may appear to verify the address format.

The location should appear in the Google Maps. You have the option to select the check box to edit the address. Once confirmed, select “NEXT”.

Notes:

2

LET'S GET A QUOTE

PHONE

DOCUMENT

POLICY TYPE

PERSON

HOUSE

CALENDAR

TRUCK

Requested Effective Date: 2024-03-08


Tell us about the occupancy of the home.


When would you like coverage to begin?


Home Occupancy Type
PRIMARY


Effective Date
03/08/2024


What kind of policy are you looking for?


HO3


HO5


DP3


HO3-BR


WIND ONLY

☒

☐

☐

☐

☐

BACK

☐ Exclude Wind

NEXT

Now, you can tell us a little more about the type of policy you are looking for. From the drop down menu select the occupancy of the home, then when you would like the coverage to begin.

NOTE: We are not able to back date new business.

Next, Select the kind of policy you are looking for (HO3, HO5, DP3, HO3 Builders Risk, or Wind Only). Be sure to select the check the box to “Exclude Wind” at the bottom if appropriate. Once satisfied with the entries, select “Next”.

Notes:

Quote To Bind

Application Details

3

LET'S GET A QUOTE

Requested Effective Date: 2024-03-08

We need a few details about your applicant.

Ownership Type
Individual

First Name
Paula

Last Name
Test 3.8.24

☒ Same as Property Address

Mailing Address Line 1
1542 Southwest Hawkins Terrace

Mailing Address Line 2

Mailing Address City
Port St. Lucie

Mailing State/Province
FL

Mailing Address Zip Code
34967

Date of Birth
05/02/1957

☒ Applicant authorizes the use of consumer reports from a consumer reporting agency in the underwriting and/or rating of this quote.

BACK LOOKS GOOD

Now, you can tell us more about the applicant. Use the dropdown menu to choose the ownership type (Individual, Trust, LLC, LLP, or Corporation).

NOTE: If ownership is an entity and not individual, please obtain the name and date of birth for the principal of the entity.

Enter the insured's (or principal's) first and last name. Select the

box if the mailing address is the same as the property address. If checked, it will prefill. If there is a different mailing address, please enter it. Be sure to enter the date of birth for the insured or the entity principal and please select the check box authorizing the use of consumer reporting agencies during the underwriting process. Select "Next" to continue.

!

Error: Please Correct All Of The Fields With Info Icon

Requested Effective Date: 2024-02-07

Review these fields for accuracy. We'll need you to fill in any blanks so you can proceed.

Let's review the property details.

Year Built

Square Footage

BACK NEXT

On occasion the year and square footage will not import. If that happens, enter the information and select "Save".

Notes:

4

NOTE: You now have a submission number to reference located in the upper right corner.

Next, we will need some more details on the property. Some of the information is pulled from our 3rd party vendor. The fields that do not

have any information must be filled out. Any field left blank will prevent your ability to move forward.

You may notice that a Replacement Value is automatically generated. You will need to recalculate it if you make any changes to the property details. Once you are satisfied that all the information is correct, select “Next” to view all available markets.

! This property details.

To recalculate replacement value, launch the estimator in the replacement value box and add specific details. Selecting “Calculate Now” will return you to the Property Detail page with an updated Replacement Value.

Notes:

Quote To Bind

Available Markets

5

LET'S GET A QUOTE

Requested Effective Date: 2024-03-08

Submission Number: SN397601

AVAILABLE MARKETS

To create your quote, please select one of the carriers below.

SELL CONFIDENTLY
All Orchid partners maintain an A.M. Best financial stability rating of A- or better.

ADJUST COVERAGES

Dwelling 476000

Other Structure 2%

Content 25%

Loss of Use 10%

Personal Liability 100,000

Medical Payments 1,000

ADJUST COMMISSION

Commission Amount 10%

RESET CALCULATE

CANOPUS

VAVE

GET RATES

Estimated Premium
\$4,545.35

chaucer

Water Damage Sublimit: \$10,000.00
Roofing sublimit: N/A
AOP: \$2,500.00
Windstorm or Hail: 5%

SELECT CARRIER

Estimated Premium
\$4,614.65

ACCREDITED

Water Damage Sublimit: \$10,000.00
Roofing sublimit: N/A
AOP: \$2,500.00
Windstorm or Hail: 5%

SELECT CARRIER

Estimated Premium
\$4,682.90

LLOYDS

Water Damage Sublimit: \$10,000.00
Roofing sublimit: N/A
AOP: \$2,500.00
Windstorm or Hail: 5%

SELECT CARRIER

Now you will be able to see estimated premium for all the carriers available in your market. You have the option to adjust coverages using the box on the left side of the screen. Please remember to click the “calculate” button at the bottom of the box to update all the tiles.

NOTE: You now have the option to adjust your commission. Please keep in mind that any adjustments to commission or coverages may impact estimated premium and even available carriers.

When you find an estimate that is right for your customer, click the “Select Carrier” option at the bottom of that tile to continue with the quote.

Notes:

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Requested Effective Date: 2024-03-08

Excellent Choice!

\$4,819.40

Estimated Premium



Additional Coverage Options:

Deductibles:

TYPE OF WIND DEDUCTIBLE
Windstorm or Hail

SELECTED STORM DEDUCTIBLE
5%

ALL OTHER PERILS DEDUCTIBLE
2,500

Coverages:

ADDITIONAL INSURANCE - DWELLING No	ASSIGNMENT OF BENEFITS EXCLUSION Yes	BROADENED HOME SHARE No
EQUIPMENT BREAKDOWN No	GOLF CART No	INCREASED LOSS ASSESSMENT 1,000
MOLD (Property) No Coverage	ORDNANCE OR LAW No Coverage	PERSONAL INJURY No
REPLACE COST FOR CONTENTS No	SCREENED ENCLOSURES No Coverage	SERVICE LINE No
WATER BACKUP No Coverage	WATER DAMAGE LIMIT 10,000	

 CALCULATE

Premium and Other Charges:

Base Premium: \$4,043.00
 Policy Fee: \$350.00
 Inspection Fee: \$195.00
 Stamping Fee: \$2.75
 EMPA Fee: \$2.00
 Surplus Lines State Tax: \$226.65
 Total: \$4,819.40
 Quote Number:

RETURN TO
AVAILABLE MARKETS

GENERATE QUOTE

SHARE QUOTE

GO TO APPLICATION

EXIT

Now, it's time to personalize your quote by adjusting deductibles and coverages. Once you have made the desired changes, select "Calculate" to generate an updated premium. Keep in mind that some changes may not be available with the selected carrier. If that is the case, you can select "Return To Available Markets" to look at other carriers. Once you are satisfied with the potential personalized quote, select "Generate Quote".

Notes:

Quote To Bind

7

Premium and Other Charges:

Base Premium: \$4,043.00
Policy Fee: \$350.00
Inspection Fee: \$195.00
Stamping Fee: \$2.75
EMPA Fee: \$2.00
Surplus Lines State Tax: \$226.65
Total: \$4,819.40
Quote Number: 0251549

NOTE: Document the quote number to make searching for it easier.

RETURN TO AVAILABLE MARKETS | SAVE THIS VERSION | SHARE QUOTE | GO TO APPLICATION | EXIT

Once you have generated the quote, you will see the quote number, premium and other charges. You have the option to “Share Quote”, “Go to Application”, or “Exit”.

NOTE: Do not select “Share Quote”

8

FINAL QUESTIONS Submission Number: SN397601

All fields are required, unless marked Optional.

Agent Questions

Application Completed By: Agent on behalf of Applicant(s) | Where to Send Documents?: 11442 Southwest Hawkins Terrace, Port St. Luc

Other Information

Is the property currently insured? New Purchase

Additional Interest

ADD ADDITIONAL INTEREST

Additional Insured

ADD ADDITIONAL INSURED

Mortgage

ADD MORTGAGE

Agent Details

First Name: Paula | Last Name: Pineda | License Number: 87654321

BACK | CONFIRM & CONTINUE

When you are ready, select “Go To Application” to answer some final questions. You will need to indicate if the agent or applicant is completing the application, if the mailing address is the same as the property address, if the property is currently insured, and if there is currently a mortgage on the property. Please confirm all the information is correct and select “Confirm & Continue” at the bottom.

Notes:

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Escrow Account for Insurance Billing

Yes

Mortgage Name

Loan Depot

Address 1

PO Box 4585

City

Tampa

Loan Number

5546414

Address 2

State

FL

Zip Code

33607

Additional Interest

ADD ADDITIONAL INTEREST

Additional Insured

ADD ADDITIONAL INSURED

Mortgagee

Escrow Account	Name	Loan Number	Address	Actions
Yes	Loan Depot	5546414	PO Box 4585	Edit Delete

ADD MORTGAGEE

Agent Details

Agent Name

Paula Pirozzi

License Number

876545634

BACK

CONFIRM & CONTINUE

If you select Yes, there is a mortgage, additional fields will open to allow you to enter the mortgagee, or mortgagees. Don't forget to select yes if this will be escrow paid on the first mortgage.

Follow the same steps to add an Additional Interest or Additional Insured.

Once completed you will be able to "Confirm & Continue", which will bring you to the Application Detail screen.

Notes:

Quote To Bind

10

Application for Insurance:
Paula Test 3.8.24
Date Of Birth: **/**/1957
11442 SW Hawkins Terrace, Port St. Lucie, FL 34987, USA
Effective Date of Coverage: 03/08/2024

Applicant Detail

Phone Number (561)251-1059	Email ppirozzi@orchidinsurance.com
Properties Owned 0	Marital Status Single
Non-Taxable No	

☐ Do you wish to add a Secondary Insured?

Once on the Application Details screen, you will need to enter additional information about the applicant and secondary insured, if applicable.

11

Property Location Detail

Occupants 1	Number Of Bathrooms 2
----------------	--------------------------

Do you rent any part of your property to others, occasionally or regularly?
☐ Yes ☒ No

Is there a home day care on premises?
☐ Yes ☒ No

Do you have, or will you have, a trampoline?
☐ Yes ☒ No

Smart Home
No

Hot Tub
None

Swimming Pool
None

Solar Panels
None

Flood Zone
X

Underwriting Details

Is the property on the market for sale?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the property under construction or major renovation?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the home have polybutylene, galvanized, lead or cast iron piping?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the property on more than 5 acres?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is there any unrepaired or existing damage to the property?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the electrical system use aluminum or knob & tube wiring?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the property on a historical registry?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the entire electrical system on circuit breakers not made by Challenger, Federal Pacific, Zinsco or Putmatic from any year or Square D Panels from 1988, 2004, 2006 & 2022?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Is any part of the property used for student housing?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Do you use a wood burning stove as a primary source of heat?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is any business with visitors conducted at the property?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Have you ever filed a 1st party lawsuit against your auto insurance or homeowners insurance carrier?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Has the applicant been cancelled or nonrenewed by another insurance carrier for a reason other than nonpayment of premium?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Has any applicant been convicted of a felony in the past 10 years?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is any applicant a high-profile individual or working in a high-profile occupation?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Next, you will need to enter property location and underwriting details.

Notes:

12

Is there a fuel tank on premises?
None

Prior Market
New Purchase

Do you have any animals?
☐ Yes ☒ No

Mobile, Kit home or Prefabricated home?
☐ Yes ☒ No

By clicking 'Confirm', the agent acknowledges that the quoted premium may be adjusted after completion of application questions and loss history report is ordered. If there is a change in premium, your quote proposal will be automatically updated to reflect the changes and may be subject to underwriting review.

BACK

CONFIRM

Please ensure that all fields are complete and select “Confirm” to submit your form.

NOTE: If the “Confirm” button is not blue, more information is needed. Please review the form for any questions you may have missed.

Notes:

Quote To Bind


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Submission #SN397601

Quotes created under this submission:

CREATED DATE ▾	QUOTE NUMBER ▾	CARRIER ▾	PREMIUM ▾	QUOTE STATUS ▾	PROCESS STATUS ▾
05/08/2024	0251549-01	QBE	\$4,819.40	Offered	Pending Application Review

\$4,819.40
PREMIUM

 QBE

STATUS
Offered
Pending Application Review
[REFRESH STATUS](#)

APPLICATION
Initiate the agent and applicant application processes.

DILIGENT EFFORT FORM(S)
Electronic versions of these forms will be generated upon completion. All data inputs will be monitored for compliance with state rules. Please ensure you are providing accurate information.

UPLOAD ALARM CERTIFICATE
If you applied a monitored alarm credit (burglar or fire), you must attach the certificate prior to bind. If you do not have the certificate today, we recommend returning to the quote, removing the credit, proceed to bind, and reapplying the credit as a future endorsement when the certificate is available.

DOCUMENTS ATTACHED FOR UW REVIEW - REFERRED
Any document attached here will cause a referral to underwriting prior to bind. This feature should be used when you need underwriting assistance. Common attachments: 4pt inspections on older homes or photos/supporting documentation on high-value homes.

[COMPLETED](#)
[DILIGENT EFFORT FORM](#)
[ALARM CERTIFICATE FORM +](#)
[UPLOAD DOCUMENT +](#)

1. From the Dashboard, select the quote number.
2. If the “Status” shows “Offered, Pending Application Review”, you will see what forms need to be completed before Binding in the section below.
3. For “Offered” quotes, please complete the Diligent Effort form, upload any accompanying documents, then click the “Refresh Status” button in the Status tile. A “+” symbol indicates the ability to upload several documents.

NOTE: Anytime you upload to “Documents Attached for UW Review-Referred” the quote will go to Underwriting and will have to wait for review.

Notes:



Submission #SN424569

Quotes created under this submission:

CREATED DATE ▾	QUOTE NUMBER ▾	CARRIER ▾	PREMIUM ▾	QUOTE STATUS ▾	PROCESS STATUS ▾
04/30/2024	0272287-01	LLoyds	\$9,449.90	Referred	Pending Underwriter Review

\$9,449.90

PREMIUM

UNDERWRITER AT LLOYD'S AND
VARIOUS NON LLOYD'S INSURERS

Rule Type:
• Underwriting Review Required: Need Rental Details

STATUS

Referred

Pending Underwriter Review

Underwriting review is required to continue with this quote. Please call us at 772-226-5546.

REFRESH STATUS

If the “Status” shows “Referred, Pending Underwriting Review”, please call Underwriting using the provided phone number. Our underwriters will not review the referral without speaking with you first.

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File	Size
Alarmcert.docx	11.70 kB

Drag and drop your files here Browse Maximum each file: 20MB

UPLOAD CANCEL

When uploading files, you can drag and drop your files or browse your computer. The file names should be alphanumeric and should not contain any spaces or special characters.

Notes:

Quote To Bind

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SEND ESIGN REQUEST

We'll need to send an email request with a secure link for the agent and insured to Esign before binding the quote.

EMAIL AGENT: ppm228@orchidinsurance.com

EMAIL INSURED: ppm228@orchidinsurance.com

SEND ESIGN REQUEST

SEND EMAIL

After completing the Diligent Effort form and uploading accompanying documents, the Quote Status should now show Offered and the Processing Status is Pending Agent & Insured eSignature

You are now ready to select “Send mail” to the insured and yourself to sign the required documents.

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Your application is ready to be accepted. Just an e-signature away!
Next step: [Sign My Application](#)

Quote ID: 0251549-01
Property Address: 11442 Southwest Hawkins Terrace

Agency Name: Orchid UAT
Agency Phone:

SIGN MY APPLICATION

SL. #	List of Documents to Sign	Status	Signed Document
1	Application	NCT SIGNED	
2	Disclosure	NCT SIGNED	

[Click here to Sign](#)

Above is a sample of the email that is sent to both the agent and the insured.

Both parties will review all documents to ensure accuracy, then sign it electronically by clicking on the yellow arrow.

INSURED'S Signature Information

NAME: Paula Test 2.7.24

Sign

Signing Reason: INSURED'S Signature for Insurance Application

Signatory's Current Location (City, State ZIP):

Sign

Notes:


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Submission #SN397601

Quotes created under this submission:

CREATED DATE ▾	QUOTE NUMBER ▾	CARRIER ▾	PREMIUM ▾	QUOTE STATUS ▾	PROCESS STATUS ▾
05/06/2024	0251549-01	QBE	\$4,819.40	Offered	eSignature Completed

\$4,819.40



STATUS

Offered

eSignature Completed

Once all signatures are completed you will return to the Agent Dashboard and search for your submission number.

The Process Status now shows eSignature Completed.

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ESIGN REQUEST

Applications and diligent effort forms must be signed by esignature by you and the applicant. You must initiate the esign request here.

COMPLETED

BIND QUOTE

Request a binder and allow for payment to be accepted. Policy issuance occurs automatically after payment is received.

BIND QUOTE

Inspection Contact details

First Name

Paula

Last Name

Test

Phone Number

(0800) 200-1000

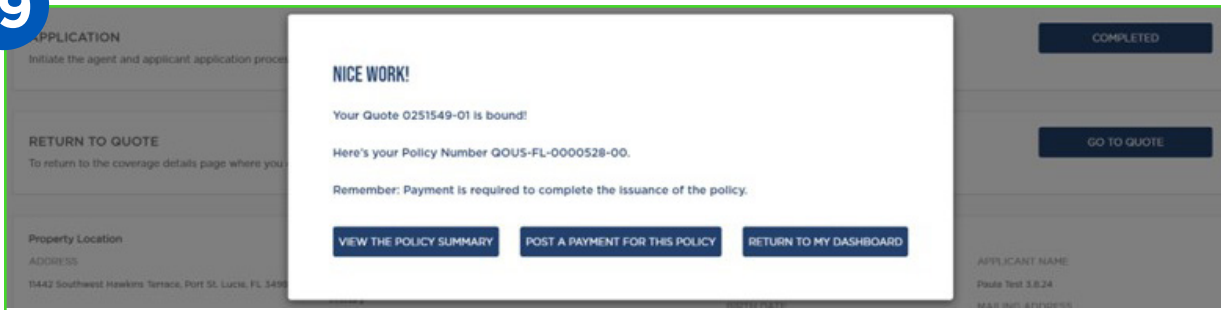
You are able to select “Bind Quote” and enter the contact information for the inspection.

NOTE: When you select “Bind Quote” you will not receive policy documents. Bound status will provide a confirmation of coverage. The policy will not be issued until payment has been received.

Notes:

Quote To Bind

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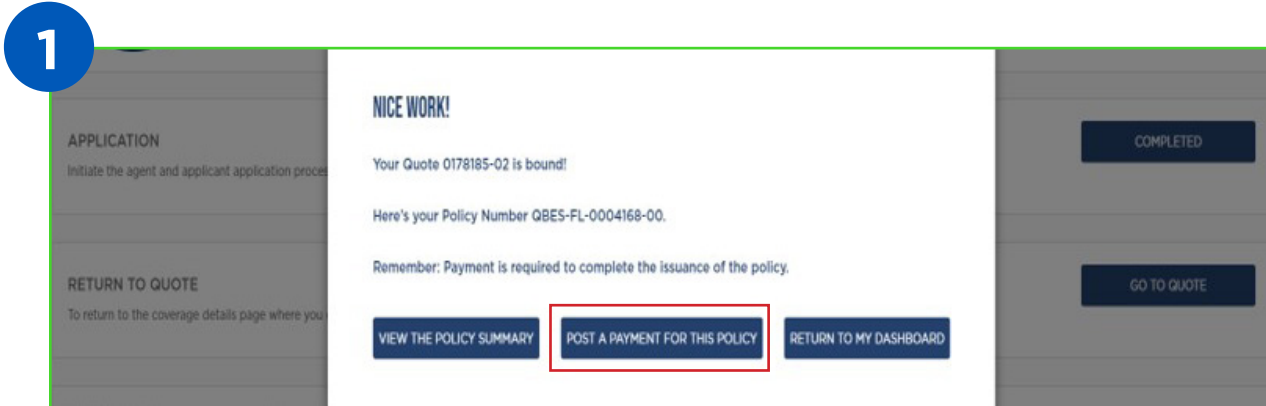


After binding the quote, you will see this pop-up screen. Selecting “Post A Payment” will allow you to make a payment on the insured’s behalf. Selecting “Return To Dashboard” will bring you back to your dashboard and allow the insured to make a payment through Orchid’s Payment Portal.

NOTE: Payment is required to complete the issuance of the policy. Please see the next section on how to make a payment.

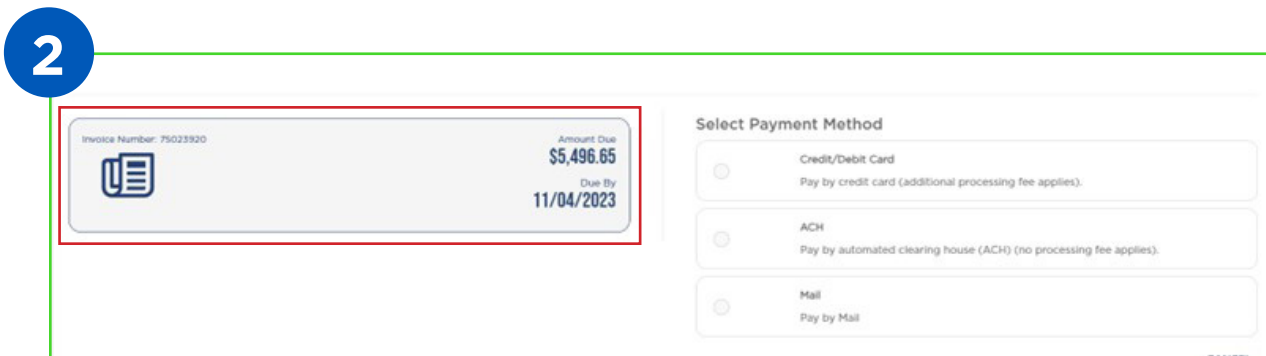
Notes:

MAKING A PAYMENT



Once the Binder has been issued, you will have the opportunity to make a payment on behalf of the insured or direct the insured to the Orchid Payment Portal to process on their own.

First, we will look at the steps you would follow to make the payment. From the screen, select “Post A Payment For This Policy”.



It will bring you to a page that shows the pending invoice outlined in blue.

Notes:

Making A Payment

3

PAYMENT DETAILS
Select Invoice and choose payment method

Insured
Paula Pinizzi
642 Southwest Starflower Avenue, Port St. Lucie, FL 34983

Policy Number
QBE5-FL-0003854-00

Due By
12/01/2023

Balance Due
\$5,458.85

Invoice Number
75025856

Effective Date
11/01/2023 - 11/01/2024

Total Invoice Amount
\$5,458.85

Select Payment Method

- ☐ Credit/Debit Card
Pay by credit card (additional processing fee applies).
- ☐ ACH
Pay by automated clearing house (ACH) (no processing fee applies).
- ☐ Mail
Pay by Mail

CANCEL

Select the invoice by clicking on the box. The box will become blue and the radio buttons for the payment methods will be activated. Select the payment method by clicking the corresponding radio button.

4

MAKE A PAYMENT CLOSE

Dear Paula Pinizzi, welcome to your payment center. Make your payment choices below to keep your Insurance Policy active.

1 PAYMENT AMOUNT

CURRENT AMOUNT DUE
\$5,458.85 EDIT

Split payment between two cards ☐

REVIEW CANCEL

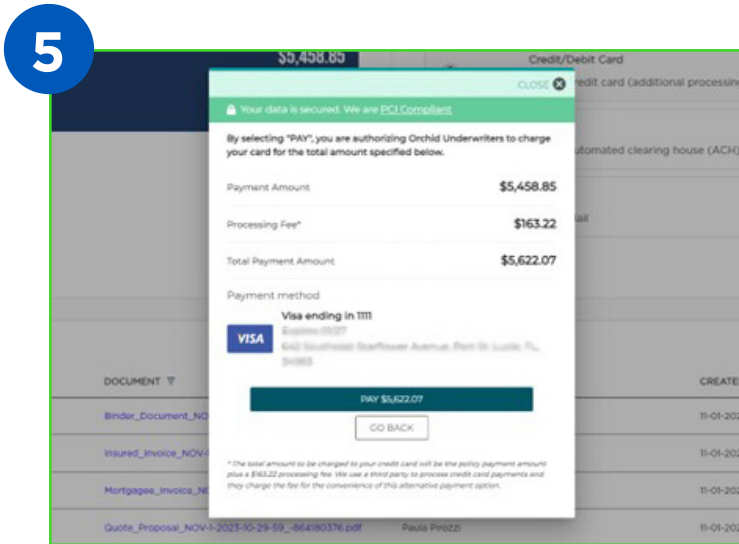
Once a payment method is selected, a window will open for you to complete your payment.

The option to split a payment between two cards has been added. You can also select "Edit" to adjust the amount.

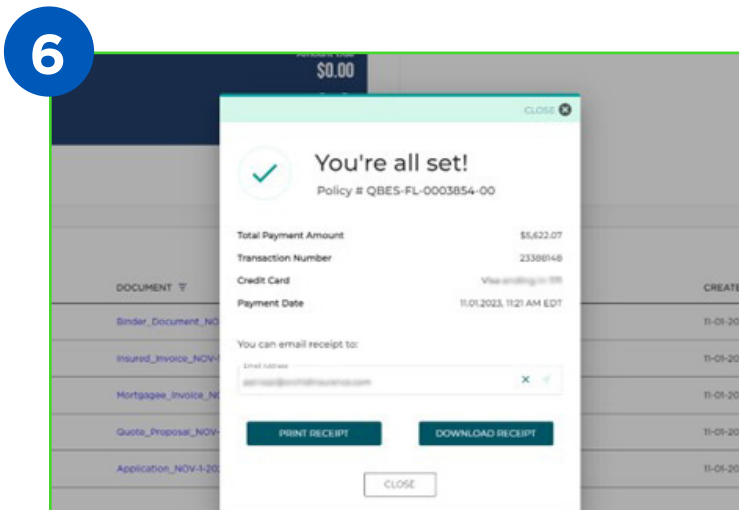
NOTE: There is an additional fee added by the processing vendor for payments made with credit or debit cards.

Notes:

Making A Payment



After entering your ACH or credit card information, you will see this screen showing the payment amount, processing fee (if any), and total payment. Select “Pay \$5,622.07” to proceed with payment or “Go Back” to choose another method.



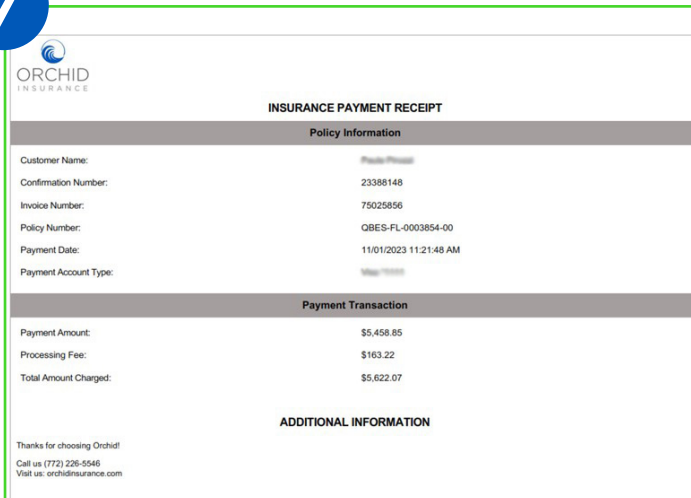
After your payment has been processed, you will have the option to email, print, or download a copy of your receipt.

NOTE: Once the window is closed, there is no way to retrieve your receipt.

Notes:

Making A Payment

7



ORCHID INSURANCE

INSURANCE PAYMENT RECEIPT

Policy Information	
Customer Name:	Paula Pirozzi
Confirmation Number:	23388148
Invoice Number:	75025856
Policy Number:	QBES-FL-0003854-00
Payment Date:	11/01/2023 11:21:48 AM
Payment Account Type:	Major 10000

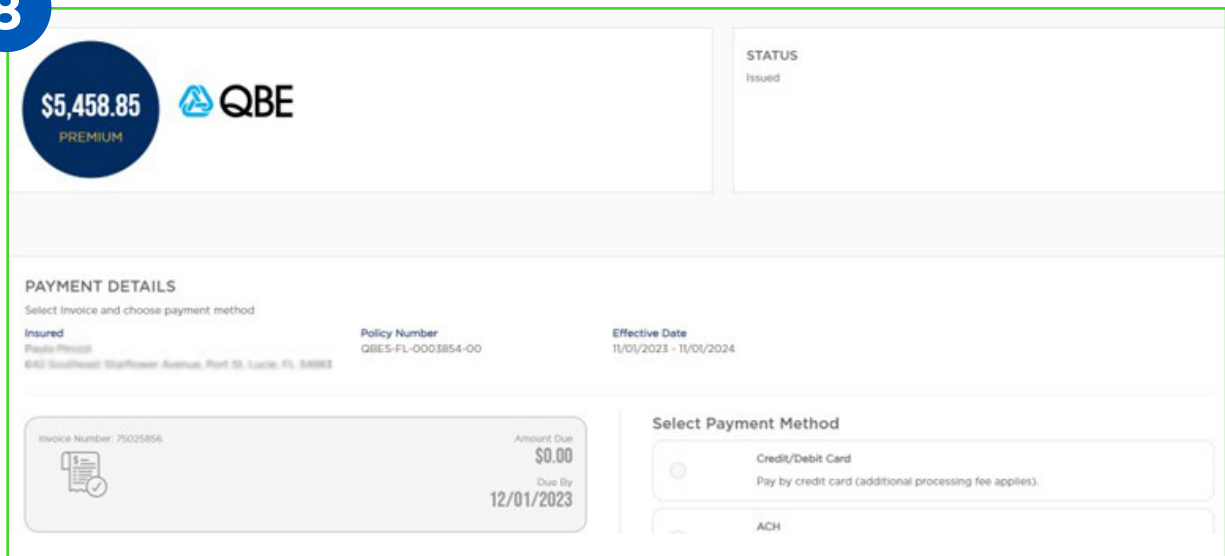
Payment Transaction	
Payment Amount:	\$5,458.85
Processing Fee:	\$163.22
Total Amount Charged:	\$5,622.07


ADDITIONAL INFORMATION

Thanks for choosing Orchid!
Call us (772) 226-5546
Visit us: orchidinsurance.com

Your receipt will look like this.

8



\$5,458.85 PREMIUM 

STATUS
Issued

PAYMENT DETAILS
Select invoice and choose payment method

Insured Paula Pirozzi 642 Southwood Starflower Avenue, Port St. Lucie, FL 34983	Policy Number QBES-FL-0003854-00	Effective Date 11/01/2023 - 11/01/2024
--	--	--

Invoice Number: 75025856

Amount Due: **\$0.00**
Due By: **12/01/2023**

Select Payment Method

☐ Credit/Debit Card
Pay by credit card (additional processing fee applies).

☐ ACH

Once the payment has been posted, the status will change to “Issued” and the amount due will show \$0.00.

Notes:

9

If the insured prefers to make the payment themselves through Orchid's Payment Portal, they will need the policy number and the invoice number.

10

The insured will select the payment method by clicking the radio button.

NOTE: There is an additional fee added by the processing vendor for payments made with credit or debit cards.

Notes:

Making A Payment

11

Amount Due
\$5,458.85
Due By
12/01/2023

Credit/Debit Card
Pay by credit card

ACH
Pay by automated

MAKE A PAYMENT CLOSE

Dear **Paula Pirozzi**, welcome to your payment center. Make your payment choices below to keep your Insurance Policy active.

1 PAYMENT AMOUNT
CURRENT AMOUNT DUE
\$5,458.85 EDIT

Split payment between two cards ☐

REVIEW

CANCEL

If paying by credit or debit card, the insured will be able to split the payment between two cards by selecting the button. To make the payment on one card select “Review”.

12

YOUR DATA IS SECURED. WE ARE PCI COMPLIANT. CLOSE

By selecting "PAY", you are authorizing Orchid Underwriters to charge your card for the total amount specified below.

Payment Amount: **\$0.05**

Payment method:
VISA Visa ending in 888
Expires 03/24
MORE DETAILS

PAY \$0.05

GO BACK

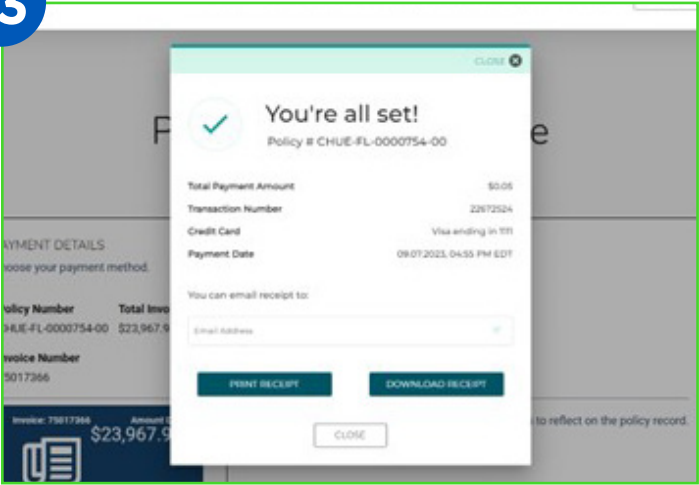
Amount Due
\$23,967.98

Credit/Debit Card
Pay by credit card (additional processing fee applies)

After entering their credit card information, the insured will see this screen showing the payment amount, processing fee (if any), and total payment. Select “Pay” to proceed with payment or “Go Back” to choose another method.

Notes:

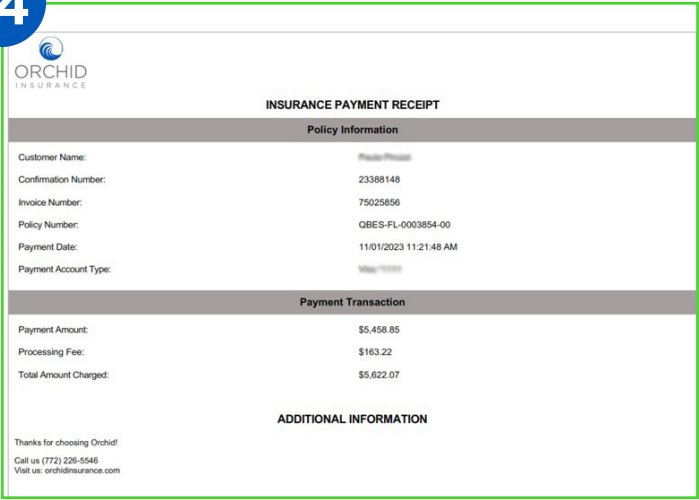
13



After their payment has been processed, they will have the option to email, print, or download a copy of your receipt.

NOTE: Please advise the insured that once the window is closed, there is no way to retrieve their receipt.

14



Their receipt will look like this.

Notes:

DASHBOARD

1

Open Quotes
View and manage new business quotes or binds that require your attention.

Processing Status	Count
Pending Application Review	97
Pending Agent and Insured eSignature	20
Pending Agent eSignature	3
Pending Insured eSignature	6
Pending Payment	3227
Pending Underwriter Review	94

Note: Quotes with no activity for more than 30 days will be lapsed.

Policies
Policies that require your attention or awareness.

Processing Status	Count
Pending Cancellation	369
Pending Non-Renewal	3
Pending Payment	373
Pending Stamping(NY Only)	165
Offer Withdrawn (in the past 30 days)	2387
Renewal Not Taken (in the past 30 days)	1620

Upcoming Renewals
Upcoming renewal offers that need your attention.

⌚ Pending Agent Action: **3697**
⌚ Pending Payment/Compliance Documents

[View All Upcoming Renewals](#)

Orchid has introduced the new Dashboard to assist with managing your book of business. When you log in to Marketplace you will still land on the page to start a quote. Select “Dashboard” to navigate to this screen.

Let’s take a look at the function of each tile:

Open Quotes allows you to view any quotes that are pending additional action such as e-signatures, or payments. Simply hover over the pending action and select it, this will bring you to the list of quotes.

Policies allows you to see the processing status on policies that need your attention such as pending cancellations.

Upcoming Renewals provides you with of upcoming renewals that need attention. You will also be able to select the button “View All Upcoming Renewals” soon to see what renewals are coming up.

Notes:

VIEW POLICY DETAILS

1

The screenshot shows the 'Policies' page in the ORCHID Insurance system. The page has a navigation bar with links: Start Quote, Dashboard, **Quotes & Policies** (highlighted with a red box), Agent Portal, and Agent Disclaimers. There is also an 'Orchid Accounting' dropdown menu.

The main content area is titled 'POLICIES' and shows a 'Query Result: 3000'. It includes search filters for Name Insured, Address, Effective Date (From/To), Policy Type, and Policy Number. A 'Search' button and a 'Clear Search' link are present.

EFFECTIVE DATE	INSURED NAME	POLICY#	ADDRESS	STATUS	TRANSACTION TYPE
2024-12-30	2024-12-30 2024-12-30	BMSA-HS-000004-01	2024-12-30 2024-12-30	Renewal Not Taken	Renewal
2024-12-12	2024-12-12 2024-12-12	2024-12-12 2024-12-12	2024-12-12 2024-12-12	Policy Cancelled	Renewal

From the agent landing page, select Quotes & Policies. You are able to search by scrolling through the policies or by selecting “Filter” and entering the policy number or risk address then select “Search”. Once you select the policy, it will direct you to the policy where you can view the policy details, documents, and can initiate an endorsement.

NOTE: If a policy is not in an issued and active status, It will not show the Endorsement button.

Notes:

View Policy Details

2

Quote #: 0401885
Renewal Policy #: 0401885-00 Insured: Greg T Smith Address: 936 Lindh Road, Gulfport, Harrison, MS 39501 US

RENEWAL OFFER LIST

QUOTE NUMBER	EFFECTIVE DATE	CARRIER	PREMIUM	PROCESS STATUS
0400008	04/23/2025	Lloyds GA	2773.49	Renewal Not Taken
0401885	04/23/2025	Lloyds GA	2773.49	Renewal Offer Received

\$2,773.49
PREMIUM

LLOYDS

STATUS
REFRESH STATUS

Inspection Contact details
Below is the inspection contact information we have on file. Please review and update if needed.

First Name: Greg Last Name: Smith
Phone Number: (228) 263-5436

COMPLETE PAYMENT
Click here to view completed payments. [VIEW PAYMENTS](#)

POLICY HISTORY
[VIEW POLICY HISTORY +](#)

POLICY INFORMATION
[POLICY INFORMATION +](#)

DOCUMENTS
[POLICY DOCUMENTS +](#)

The new policy view makes it easier for you to locate the information you need. You can view the payment history, policy history, policy information (all insured, risk, and coverage details), and documents.

Notes:

3

DOCUMENTS			
			COLLAPSE DOCUMENTS +
NAME	DOCUMENT	CREATED BY	CREATED
Insured Invoice	Insured_Invoice_DEC-21-2024-6-4-10_-1927033460.pdf	Policy_Migration	12-21-2024 06:04:10
Cover Letter	Cover_Letter_DEC-21-2024-6-4-10_1238482484.pdf	Policy_Migration	12-21-2024 06:04:10
Renewal Offer Document	Renewal_Offer_Document_DEC-21-2024-6-4-10_3500211.pdf	Policy_Migration	12-21-2024 06:04:10

Use the blue hyperlinks in the Documents section to download documents that have been generated for the policy.

Notes:

ENDORSEMENTS

1

CREATED DATE	NAME	SUBMISSION #	ADDRESS	STATUS
11/01/2023	Fho3 Accredited1	SN268492	1301 River Reach Drive, Fort Lauderdale, FL 33315	Submission in Progress
11/01/2023	Jonathan Modi	SN268453	5268 Boca Raton Avenue, Sarasota, FL 34234	Submission in Progress
11/01/2023	Jonathan Modi	SN267547	2055 Sikes Road, Green Cove Springs, FL 32043	Submission in Progress
11/01/2023	Rate35 Testip	SN267514	Bayou Drive, Pensacola, FL 32505	Submission in Progress
11/01/2023	Fake Name2	SN267827	786 Regency Reserve Circle, Naples, FL 34109	Submission in Progress

From your Dashboard, search for the policy you need to endorse and select it by clicking on the row with the name of the insured.

2

\$2,672.80

PREMIUM

LLOYD'S

STATUS

Issued

COMPLETE PAYMENT

Click here to view completed payments.

VIEW PAYMENTS

ENDORSEMENTS


NEW ENDORSEMENT

When the policy loads, you will see any previous endorsements that have been completed. Select “New Endorsement” to initiate an endorsement.

Notes:

3

\$5,962.85
PREMIUM

 QBE

STATUS

In Progress

Endorsement Reason

Additional Insured/Interest Changes

Insured Detail Changes
Location Detail Changes
Underwriting Detail Changes
Coverage Changes
Deductible Changes
Inspection Updates
Mortgagee Changes
Billing Changes
Additional Insured/Interest Changes
Others

The Endorsement screen will appear. The status in the top right tile will show “In Progress”. Use the drop down menu below “Endorsement Reason” to select the reason for the endorsement.

Notes:

Endorsements

4

1. Enter all relevant information for the endorsement.
2. Enter the effective date of change.
3. Click on “Quote It”. If your endorsement results in a change in premium, that will display now, along with the new full annual premium.
4. When you are satisfied and ready to proceed with the endorsement, click on “Looks Good”.
5. Upload any supporting documents, then scroll down and select “Submit Changes”.
6. Once you select “Submit Changes” you will see a pop-up window letting you know that you are all set. An underwriter must review and finalize the request. You will receive a notification once the endorsement is processed, as well as a copy of the endorsement Declaration page via email.
7. Once you return to the Agent Dashboard, you can find the new Declaration page in the Documents section. You can also make a payment for any endorsements that resulted in additional premium.

Notes:

5

\$8,887.10 PREMIUM

VARIOUS NON LLOYD'S INSURERS

Endorsement Reason
Others

Other Endorsement Reason
Update Mailing Address

MAILING ADDRESS

Mailing Address Search
ENTER ADDRESS

Mailing Address Line 1
701 B Street

Mailing Address Line 2

New Total Premium
\$-.-

Prorated Change
\$-.-

Effective Date of Change
MM/DD/YYYY

QUOTE IT

LOOKS GOOD

To update a mailing address, your endorsement reason will be “Others”. You will then type in the change, “Update mailing address”.

6

Endorsement Reason
Additional Insured/Interest Changes

MAILING ADDRESS

SECONDARY INSURED DETAILS

FIRST NAME
Test

LAST NAME
Endorsement

DATE OF BIRTH
06/05/1969

COVERAGE DETAILS

WIND/HAIL STORM DEDUCTIBLE

ADDITIONAL COVERAGE DETAILS

New Total Premium
\$-.-

Prorated Change
\$-.-

Effective Date of Change
11/02/2023

QUOTE IT

LOOKS GOOD

Secondary Insured Details – This is where you will be able to add an individual. The endorsement reason selected should be “Additional Insured/Interest Changes”.

Notes:

Endorsements

7

\$9,095.00
PREMIUM

STATUS
In Progress

Endorsement Reason
Coverage Changes

MAILING ADDRESS

SECONDARY INSURED DETAILS

COVERAGE DETAILS

DWELLING
685000

PERSONAL LIABILITY
100,000

MEDICAL PAYMENTS
1,000

LOSS OF USE
10%

CONTENTS
25%

OTHER STRUCTURE
2%

New Total Premium
\$-.-

Prorated Change
\$-.-

Effective Date of Change
11/02/2023

QUOTE IT

LOOKS GOOD

Coverage Details, your endorsement reason should be Coverage Changes.

8

\$8,887.10
PREMIUM

VARIOUS NON LLOYD'S INSURERS

Endorsement Reason
Deductible Changes

MAILING ADDRESS

SECONDARY INSURED DETAILS

COVERAGE DETAILS

WIND/HAIL STORM DEDUCTIBLE

TYPE OF DEDUCTIBLE
Windstorm or Hail

SELECTED STORM DEDUCTIBLE
10%

ALL OTHER PERILS DEDUCTIBLE
2,500

ADDITIONAL COVERAGE DETAILS

New Total Premium
\$-.-

Prorated Change
\$-.-

Effective Date of Change
10/31/2023

QUOTE IT

LOOKS GOOD

Wind/Hailstorm Deductibles, endorsement reason should be "Deductible Changes".

Notes:

9

Endorsement Reason

Coverage Changes

MAILING ADDRESS

SECONDARY INSURED DETAILS

COVERAGE DETAILS

WIND/HAIL STORM DEDUCTIBLE

ADDITIONAL COVERAGE DETAILS

WATER DAMAGE LIMIT

10,000

WATER BACKUP

No Coverage

SERVICE LINE

No

ORDINANCE OF LAW

No Coverage

ADDITIONAL INSURANCE - DWELLING

No

BROADENED HOME SHARE

No

New Total Premium

\$-,-

Prorated Change

\$-,-

Effective Date of Change

10/31/2023

QUOTE IT

LOOKS GOOD

Additional Coverage Details, your endorsement reason should be Coverage Changes.

10

Endorsement Reason

Location Detail Changes

MAILING ADDRESS

SECONDARY INSURED DETAILS

COVERAGE DETAILS

WIND/HAIL STORM DEDUCTIBLE

ADDITIONAL COVERAGE DETAILS

PROPERTY DETAILS

Type Of Home

Single Family

Construction Type

Solid Brick Construction

Exterior Siding

Siding - Vinyl

Foundation Type

Basement

Garage/Carport

1.5 Car (281 - 396 sq ft)

HVAC

Central Air Conditioning

HVAC (Heating)

Forced Air Heating System

No. of Stories

2 Stories

Protection Class

1

New Total Premium

\$-,-

Prorated Change

\$-,-

Effective Date of Change

10/31/2023

QUOTE IT

LOOKS GOOD

Property Details, your endorsement reason should be Location Detail Changes.

Notes:

Endorsements

11

\$9,095.00 PREMIUM

STATUS
In Progress

Endorsement Reason
Mortgage Changes

MAILING ADDRESS

SECONDARY INSURED DETAILS

COVERAGE DETAILS

WIND/HAIL STORM DEDUCTIBLE

ADDITIONAL COVERAGE DETAILS

PROPERTY DETAILS

New Total Premium
\$-.-

Prorated Change
\$-.-

Effective Date of Change
11/02/2023

QUOTE IT

Underwriting Details, your endorsement reason should be Mortgagee Changes.

To add or edit a mortgage, you will need to select “Underwriting Details”. Scroll to the bottom and enter the mortgagee information. Once entered, scroll back to the top and select “Quote It”.

Notes:

12

Other Information

Is the property currently insured?

New Purchase

Mortgage?

Yes

Mortgage Name

Loan Depot

Mortgage Address 1

PO Box5696

Mortgage City

Charlotte

Mortgage State

NC

Loan Number

78965121

ADD ANOTHER MORTGAGEE

DELETE MORTGAGEE

Escrow Account for Insurance Billing

No

Address Search

Mortgage address Search

Mortgage Address 2

Mortgage Zip Code

45564

The first mortgagee on the policy will define if the policy is mortgagee or insured billed, please select accordingly. Also note that Orchid will only be able to place two mortgagees on file.

NOTE: You can make multiple endorsements in the same transaction. For example, adding a mailing address and changing the Wind Deductible. Since you are only able to select one reason from the Endorsement Reason drop down, you would select “Deductible Changes” since that is the most impactful and may generate a change to the premium.

Notes:

AGENT RENEWAL

1

The screenshot shows the ORCHID Marketplace Dashboard. The top navigation bar includes 'Start Quote', 'Dashboard' (highlighted), 'Quotes & Policies', 'Agent Portal', and 'Agent Disclaimers'. The user is logged in as 'Agent: Paula Pineda - Orchid Accounting/ADMINISTR'. The dashboard is divided into three main sections:

- Open Quotes:** View and manage new business quotes or binds that require your attention.

Processing Status	Count
Pending Application Review	40
Pending Agent and Insured eSignature	12
Pending Agent eSignature	0
Pending Insured eSignature	1
Pending Payment	3163
- Policies:** Policies that require your attention or awareness.

Processing Status	Count
Pending Cancellation	30
Pending Non-Renewal	1
Pending Payment	333
Pending Stamping(NY Only)	95
Offer Withdrawn (In the past 30 days)	2039
- Upcoming Renewals:** Upcoming renewal offers that need your attention.
 - Pending Agent Action: 21
 - Pending Payment/Compliance Documents

Once logged in select “Dashboard”. You will see active quotes, policies and renewals. From this dashboard you can select any item to drill down further.

2

The screenshot shows the ORCHID Marketplace 'POLICIES' screen. The top navigation bar includes 'Start Quote', 'Dashboard', 'Quotes & Policies' (highlighted), 'Agent Portal', and 'Agent Disclaimers'. The user is logged in as 'Orchid Accounting'. The 'POLICIES' section shows a 'Query Result: 3000'. There are search filters for 'Name Insured', 'Effective Date - From', 'Effective Date - To', 'Status', 'Address', 'Policy Type', and 'Policy Number'. The 'Policy Number' field is highlighted with a red box and contains the value '20UAE04250007613-00'. A 'Search' button is also highlighted with a red box.

Search by “Policies” from Quotes & Policies form the Marketplace landing page. From the” Policies” screen select “Filters”, enter the policy number and select “Search”.

Notes:

3

POLICIES

Query Result: 1

Filters

Name Insured

Effective Date - From

Effective Date - To

Status

All Policies

Address

Policy Type

Policy Number

Search

Clear Search

EFFECTIVE DATE ▾	INSURED NAME ▾	POLICY# ▾	ADDRESS ▾	STATUS ▾	TRANSACTION TYPE ▾
2024-12-04	2011077 102020 HONGKONG LIFE 10201960	20UADE04250007613-01	201107702020 HONGKONG LIFE, DE 10201	Pending Payment / Compliance Docs	Renewal

Renewal Offer List:

QUOTE NUMBER ▾	EFFECTIVE DATE ▾	CARRIER ▾	PREMIUM ▾	PROCESS STATUS ▾
0404769	04/25/2025	Lloyd's Chaucer	8327.55	Pending Payment / Compliance Docs

\$8,327.55
PREMIUM

LLOYDS

STATUS

Pending Payment / Compliance Docs

REFRESH STATUS

Thank you for your continued partnership with us! We are pleased to present you with a renewal offer. Please take a moment to review this offer and proceed with completing the necessary compliance documentation and payment for the renewal policy to be issued successfully.

The results should include the policy you searched for. Once you select the policy you will see the renewal offer and its status. You will notice the Processing Status is Pending Payment/Compliance Docs. To view the renewal package, scroll to the bottom of the page.

NOTE: If you need to make any revisions to the quote, please contact our Renewal Underwriting team by emailing renewals@orchidinsurance.com or calling (772)226-5546.

Notes:

Agent Renewal

4

DILIGENT EFFORT FORM(S)

Electronic versions of these forms will be generated upon completion. All data inputs will be monitored for compliance with state rules. Please ensure you are providing accurate information.

DILIGENT EFFORT FORM

ESIGN REQUEST

Your compliance documents require electronic signature. Verify the emails for you and your policyholder. Then click "eSign" to send the email to request signatures.

EMAIL AGENT

ppmccar@orchidinsurance.com

EMAIL INSURED

adrian55@bellouth.net.daw

ESIGN

Inspection Contact details

Below is the inspection contact information we have on file. Please review and update if needed.

First Name

Amey

Last Name

Cunningham

Phone Number

(954) 952-2155

EDIT

COMPLETE PAYMENT

There is a payment due on this policy. Please click here to view your options.


PAY POLICY NOW

By selecting "Diligent Effort Form" you will complete any compliance documents required and obtain electronic signatures. Selecting "Pay Policy Now" allows you to make a payment on behalf of the insured. The policy will not issue unless both are completed.

Once the Diligent Effort is completed you will need to obtain the required e-signatures. Ensure the email address is correct, select "ESIGN". Once the e-signatures are completed the button will show "Completed" and be inactive.

NOTE: You are able to edit the Inspection Contact details on this page.

Notes:


ORCHID
INSURANCE

40

5

Documents		
NAME ▾	DOCUMENT ▾	CREATED BY ▾
Signing Disclosure	ESigned_Surplus Lines Broker Notice to Insured-eSign_NOV-12-2024-11-42-2.pdf	ESignature
Signing Diligent Effort Agent	ESigned_Statement of Diligent Effort - eSign_NOV-12-2024-11-40-52.pdf	ESignature
Insured Invoice	Insured_Invoice_NOV 5-2024-11-5-45_1786322273.pdf	Orchid_Underwriter
Renewal Offer Document	Renewal_Offer_Document_NOV-5-2024-11-5-44_945869549.pdf	Orchid_Underwriter

Below the policy details you will find the Document section. You can download the quote to review and present to your insured by selecting the links in blue.

6

Quote #0354576
Renewal Policy Number: #20UAD04250007613-01 Insured: [BIO 3007 TROIAN-RENOVABLE-007-1021786](#) Address: [107 Lombard St, Baltimore, MD 21201, USA](#)

Policy History:

POLICY NUMBER ▾	TRANSACTION TYPE ▾	EFFECTIVE DATE ▾	CARRIER ▾	PREMIUM ▾
Not found				

Renewal Offer List:

QUOTE NUMBER ▾	EFFECTIVE DATE ▾	CARRIER ▾	PREMIUM ▾	PROCESS STATUS ▾
0354576	2024-12-04	Accredited Specialty Insurance Company	\$2,926.23	Policy Active

R/Q ACCREDITED
RENEWAL QUOTE
RuleType:

- Underwriter Review Required: Validate Coverage A(\$8000000) to RCE Value(\$3950000)
- Underwriter Review Required: Backdated Coverage Request

STATUS
Policy Active

Thank you for your continued partnership with us! We are pleased to present you with a renewal offer. Please take a moment to review the offer and proceed with completing the necessary compliance documentation and payment for the renewal policy to be issued successfully. If you wish to make any adjustments to the offer, click on "Go to Quote" below to initiate the revision process.

Once all compliance docs are received, and the payment has been made and processed, the Policy Status will change to “Policy Active” and the policy documents will be issued.

Notes:

FAQs

Where do I start a quote in Orchid Marketplace?

Once you log in using your single sign on, you will start a quote from the page you land on. It is important to take note of the submission and the full quote number as the status will change throughout the process. For example, it may start as 0218383, and once you complete the application, it will become 0218383-01. If you generate the quote and go back to select a different carrier, a new quote number will be generated. Please be sure to update the Replacement Cost Estimator and the risk information.

How can I get an additional quote?

From “My Dashboard” search for the submission number. Select the desired result. On the top line select the quote number. Scroll down and select “Go To Quote”. Then select “Return To Available Markets”. Please be sure to update the Replacement Cost Estimator and the risk information on the new quote.

What do I do if I am not able to navigate to the next page?

Verify that each field has a valid response, these are mandatory fields. Once all are completed you will be able to move forward.

Where do I go to see a policy status?

From Orchid Marketplace, select “My Dashboard” from the top left corner of the page. Search for the policy in question. The status will determine the next steps. If it is referred contact Orchid at 866-370-6505. Please check the Agent Dashboard frequently for any updates.

Notes:

What do I do if my application is referred or there are no open markets?

Contact Orchid at 866-370-6505 for further assistance. Please have the quote number available. Once the issue has been reviewed, you will receive an email notification.

What is the difference between the status of “Bound” and “Issued”?

“Bound” indicates that an offer of insurance has been made and generates a binder. Once the payment has been received and processed, the status will update to “Issued”, and the policy package will be available.

How do I enter a claim?

When you select “Go To Application”, there is a section called “Agent Questions”. Select “Add Claim” under “Claims History”.

How do I make a payment?

Login to the Orchid Marketplace and select My Dashboard to search for the policy that needs payment. Select “Pay Policy Now”. On the right side you will see the options to make payment. You MUST select the invoice – in the gray box on the left – before you can select a payment option (credit card, ACH, or mail a payment). It may take up to 24 hours to reflect the payment. You may also direct your insured to the Payments tab on our public website www.orchidinsurance.com. Orchid does not provide a payment plan, but you may seek financing from external sources.

NOTE: If the invoice has already been paid, it will remain gray rather than changing to blue when you attempt to click on it to make payment.

There is an additional fee applied on payments made by credit card.

Notes:

When does payment need to be made?

Insured billed policies must be paid in 15 days and mortgagee billed policies must be paid in 30 days.

What is the new overnight payment address for Orchid?

Orchid Insurance
SL-MO-R1LB #956397
3180 Rider Trail S.
Earth City, MO 63045

If a mortgage exists on a policy, will it automatically bill the mortgagee?

Yes, as long as escrow billed was selected.

Are declarations pages being hard copy mailed to the insured?

Yes

Why am I having a problem uploading a document?

File names cannot contain special characters or spaces.

How far in advance can I quote?

Quotes are good for 30 days. If a change is made to the quote, it will be good for 30 days after the change.

Can my new business policy be agency bill?

No, all policies will be insured billed or escrow billed.

Notes:

How do I find Policy Documents?

Login to the Orchid Marketplace, select My Dashboard to search for the policy you want the documents for. From the Policy details screen scroll down to the Document section. There may be multiple pages be sure to use the scroll on the bottom left of the screen.

How do I make an endorsement?

From My Dashboard, search for the policy. Once you are at the policy details screen scroll down. You will see a list of any processed endorsements. Below that select “Add Endorsement”. Please note that the policy must be in the “Issued” status for you to initiate an endorsement. Issued means that we have received payment. The endorsement will refer to our underwriting team for completion. Once completed you will receive notification.

You may also submit a case for the endorsement in the Agent Servicing Portal.

How do I cancel a policy?

A cancellation request must be made through the Agent Servicing Portal. Please include the Lost Policy Release (LPR) signed by the insured along with any supporting documentation such as closing documents for a sale of a home, or proof of other coverage. Once completed you will receive notification.

How do I reset my password for Orchid Marketplace?

Select “Forgot Password” after entering your User ID.

Please contact Orchid by phone, 866. 370. 6505 for further assistance.

How do I obtain credentials for a new user at my agency?

The principal for the agency will need to submit a request through the Agent Servicing Portal.

Notes:



www.orchidinsurance.com 1-866-370-6505

Corporate Office: 1201 19th Place, Suite A110, Vero Beach, FL 32960
Tampa Office: 4030 W Boy Scout Boulevard, Suite 200, Tampa, FL 33607