SurePower Quick Reference Guide
Frequently Asked Questions

FAQ’S

What do we do if our log-in’s do not work on March 29th?
Contact our Licensing department at: marketing@natlloyds.com

What is the best way to search for a customer besides by Number?
Search by the property address.

• In the Actions box: Click Customer Policy Search.
• In the Customer Lookup section you will search by Name or Address.
• Next to Contains, enter the last name or the risk address, then click Search.
• If too many options appear, you will want to narrow your search criteria.

How do I change my Username? The Username is your Agent number, therefore it cannot be changed.

What if I am locked out of the system?
Please contact customer service at 1-800-749-6419.

Can I log-in SurePower from multiple URL’s or Website’s?
You can access the new site by going to www.agent.natlloydscorp.com or www.NationalLloydsinsurance.com and select “agent log in”, then select “Sure Power” We recommend you book mark the new site

How do we change the email address for our Generic Inbox?
Send your request to the Licensing department at: marketing@natlloyds.com

How do we change the agency’s email address?
This must be handled through our licensing department. Email: marketing@natlloyds.com

How do we change our password on SurePower?
• Click on the Support tab at the top of the screen on the right hand side.
• Select Change password.
• Insert Current Password and New Password.
• Click Change Password.

Can I take a Credit Card for the Down Payment on an 11 Pay Insured Billed policy?
The down payment can be by credit card, ACH from the insured’s checking or savings account or the customer can pay the agent and we will sweep the agent’s ACH account.

How do we process a payment on an 11 Pay Insured bill policy when the insured comes into our office with cash or a check?
If the agency has their own ACH account collect the money from the insured, deposit the money in the agent’s ACH account and we will sweep the account. If the agent does not have an agency ACH account the customer can pay electronically with a check or by credit card.
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What happens if the credit card used for a payment is invalid or can’t be processed?
The insured will need to supply you with another credit card that is valid.

How do we set up our agency on ACH sweep?
Contact accounting at: accounting@natlloyds.com

Does the down payment process change with SurePower?
Under the new process we now offer the following down payment options:
• Insured Pay in Full
• Insured 11 Pay (2 months down and 10 installments)
• Insured EFT 11 Pay (2 months down and 10 installments)
• Mortgage Bill Full Pay
Unless the policy is paid by the mortgage, the customer must provide the down payment by either credit card, electronic withdrawal from their checking or savings account, or it must be pulled from the agent's ACH account.

What credit cards do you accept on SurePower?
Visa
Master Card
American Express
Pre-Paid Cards (Visa / Master Card)
Debit Cards (Visa / Master Card)

Can we pull production reports off of SurePower to review premium and loss information?
We will send a daily activity report via email and a monthly production report at the close of each month.

How can we track Daily activities on SurePower like we do in PAC’s today?
Each day we will email you a daily activity report.

What do we do when we want to insure the property for a different amount than is indicated on the ACV and RCV amounts?
Contact Underwriting at: underwriting@natlloyds.com

How am I notified if my customer is going to be non-renewed?
You will receive a task informing you of the upcoming non-renewal. When the non-renewal notice is generated and sent to the customer (35 to 45 days ahead of the effective date) you will be able to view and print a copy of the notice found in Documents.

In addition, the daily activity report will let you know the customer is being non-renewed.

If one of my customers received a non-renewal notice but the issue is resolved prior to the non-renewal date can we stop the non-renewal?
Contact your underwriter and let them know about the issue and how it has been resolved. The underwriter should be able to rescind the non-renewal notice.
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How does the New Transfer Discount work?
The Transfer Discount, which varies by state, requires the agent to provide us with proof that the insured has had at least 9 months previous insurance with another carrier. The credit is 10% the first year and then reduces to 5% on renewal, and deletes the 2nd year.

How do I determine a Flood Zone?
You can either contact the Underwriting Department or you can contact Floodsmart.gov. If the location is in a High Flood Zone you will be required to exclude Flood Coverage. The customer can purchase Flood Insurance through the WYO Flood program.

Does CLUE use the address or named insured to identify prior losses?
CLUE uses the customer’s name, the risk address, the mailing address and the customer’s date of birth. We underwrite the risk as well as the insured.

What if the address I entered can’t be validated?
Just continue with the quote or application. The system will still allow you to process the quote/application/policy.

How do I rewrite a policy?
Create a new quote and application, using the same process you did when writing the original policy in SPI.

How long will the quotes be saved in SPI?
Quotes will be saved for 60 days. We do not honor quoted amounts on SurePower as there is no coverage until the policy is issued.

Can we do a Loss Experience letter?
Please contact customer service at 800-749-6419 or send an email to: info@natlloyds.com

Can we write multiple risks on one policy?
In Arizona, we only offer single risk policies.

How do I make a payment in SurePower?
Log into: www.agent.natlloydscorp.com. Pull up policy # and Click on Make a Payment.

What features are available in the Insured Portal?
The INSURED PORTAL can be used by the INSURED to make payments, view policy documents and more.

Please advise the INSURED to go to: www.nationalLloydsinsurance.com and click on Make a Payment. The INSURED’S customer number which is found below the policy number on the policy declaration page will be required.

The INSURED will be welcomed to the INSURED PORTAL, and asked to “sign up for new account” or “sign in”. The INSURED can make a payment by credit/debit card or electronic check using their banking account information.

If the INSURED has any questions or problem please advise them to call or Service Center at 1-800-749-6419. They will to glad to walk them through the process.
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How to Override the Risk Location Address if the ISO Address Verification will not Validate the Risk Address?

1. After selecting the Product type from the Product Selection List that will be used for the Quote/Application. On the following page, answer all of the required policy questions as shown below. (See Fig. A)

2. In the Insured Information section answer the following:

3. Insured Type
4. Name
5. Birth Date - Enter manually or use the convenient drop-down calendar.
6. Insured Mailing Address - You must verify the address by clicking on the “Verify Address Icon”.
7. If the address cannot be verified, you will get the following error message “Could not locate address: street not found” in a pop up window. (See Fig. B)
8. Click OK.
9. Click Save and Go to Next Page when finished.

QUICK TIP

All fields with an *Asterisk are REQUIRED and must always be filled in.
How to Override the Risk Location Address if the ISO Address Verification will not Validate the Risk Address?

In the **Homeowners General**, **Mobilehome General** or **Dwelling General** tile answer all of the required questions.

**Homeowners General** (See Fig. A)

- Square Footage
- Year Built
- Construction Type
- Occupancy

- **Risk Address**
1. Click the **Verify Address** icon.
2. If address error occurs, (See Fig. B) **CLICK OK**, then manually select the **County**.
3. Click **Calculate RCV/ACV**.
4. Next, answer all required questions in the **Homeowners Detail** tile.
5. When complete, Click **Save**.
6. Click **Save and Go to Next Page**.
7. The **error message should now be removed** and you can proceed with the completion of your quote and application.
How to Override the Risk Location Address if the ISO Address Verification will not Validate the Risk Address?

Fig. A

Fig. B
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Frequently Asked Questions

How to Override the Risk Location Address if the ISO Address Verification will not Validate the Risk Address?

In the Mobilehome General tile answer all required questions.

Mobilehome General (See Fig. C)
- **Square Footage** - Length, Width
- **Year Built**
- **Occupancy**
- **Risk Address** - City, State, Zip

1. Click **Verify Address** icon.
2. If address error occurs, (See Fig. D) **CLICK OK**, then manually select the **County**.
3. Click **Calculate RCV/ACV**.
4. Next, answer all required questions in the Mobilehome Detail tile below. (See Fig. E)
5. Next, answer all required Risk Questions.
6. When complete, Click **Save**.
7. Click **Save and Go to Next Page**.
8. The error message should now be removed and you can proceed with the completion of your quote and application.

**QUICK TIP**

Please Click **Save 1st**, then Click **Save and Go to Next Page**.
How to Override the Risk Location Address if the ISO Address Verification will not Validate the Risk Address?

**MOBILEHOME GENERAL**

**MOBILEHOME DETAIL**
**SurePower**
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How to Override the Risk Location Address if the ISO Address Verification will not Validate the Risk Address?

For *Dwelling* policies, on the Risks chevron in the Risks/Location List section choose **Add Risk** to continue.

In the *Dwelling General* tile answer all required questions.

**Dwelling General** (See Fig. F)
- **Square Feet**
- **Year Built**
- **Construction**
- **Primary Residence**
- **Risk Address** - City, State, Zip

1. Click **Verify Address** icon.
2. If address error occurs, (See Fig. D) **CLICK OK**, then manually select the **County**.
3. Click **Save**.
4. Next, answer all required questions in the *Dwelling Detail* tile below. (See Fig. G)
5. Review Coverage List.
6. When complete, Click **Save**.
7. Click **Save and Go to Next Page**.
8. The error message should now be removed and you can proceed with the completion of your quote and application. Note *If needed, continue adding any additional risks relating to this particular quote or application. When finished Click, **Save and Go to Next Page** to continue processing the quote or application.*
How to Override the Risk Location Address if the ISO Address Verification will not Validate the Risk Address?

Fig. F

Fig. G