
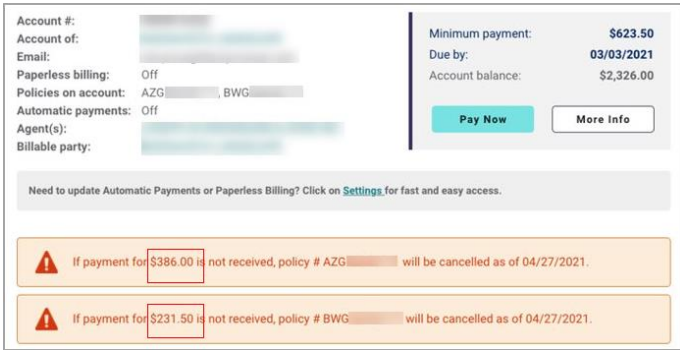


Auto and BOP in eCLIQ[®] Simple[™]

Enhanced capabilities



The following new features are available when processing auto and/or BOP business in eCLIQ Simple.

Coverage/New Functionality	Description of Change	How to Access
Auto and BOP		
Description of operations	<ul style="list-style-type: none"> Description of operations is a new free-form text field that requires input. Up to 60 characters can be entered. 	<ul style="list-style-type: none"> A new Description of operations field displays on the Basic Info (Account Create) screen and requires input before navigating to the next screen. 
Two new non-automatic payment plans	<ul style="list-style-type: none"> Monthly: 10% down and nine equal installments Quarterly: 25% down and three equal installments 	<ul style="list-style-type: none"> To provide customers with a better billing experience, two new non-automatic payment plans have been added <ul style="list-style-type: none"> Monthly: 10% down, 9 equal monthly installments billed (invoiced by mail or via paperless by email notice), of equal dollar amounts, and due every 30 days. Service fees do apply. Quarterly: 25% down, 3 equal installments billed (invoiced by mail or via paperless by email notice), of equal dollar amounts, and due every 90 days. Service fees do apply. View details about all of our payment plan options here.
Billing message updated to include Direct Notice of Cancellation amount due	<ul style="list-style-type: none"> Within the Billing Online Self Service Portal, if a payment is overdue, the pop-up message now displays the amount due and the date of cancellation. 	<ul style="list-style-type: none"> If a payment is overdue, the pop-up message that displays on the Summary screen, now includes the amount due and the date of cancellation. 
IVR billing capabilities	<ul style="list-style-type: none"> Enhanced IVR integration with Majesco 	<ul style="list-style-type: none"> The IVR billing phone system has undergone enhancements to provide better self-serve functionality for our customers. In addition to utilizing IVR to obtain the status of a billing account, users can now use IVR to make a credit card or EFT payment through the automated phone line. This change reduces the overall call volume and hold times, as well as provides 24/7 access for customers.

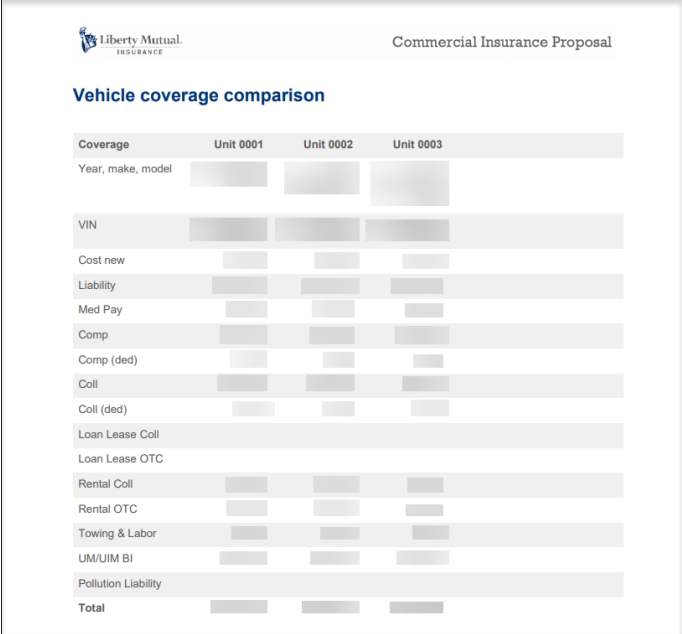
Auto and BOP in eCLIQ[®] Simple[™]

Enhanced capabilities



<p>Combined billing reminder</p>	<ul style="list-style-type: none"> Combined billing is available for all eCLIQ Simple and eCLIQ lines of business (excluding farm and Your Way Pay for workers compensation) 	<ul style="list-style-type: none"> When issuing an eCLIQ policy (multi-line with an eCLIQ Simple policy or as new business and added to an existing eCLIQ Simple account), you can link the billing accounts for these policies on the Majesco billing platform. The eCLIQ Simple billing account must be established first. When issuing the eCLIQ line(s) of business select Attach to Existing Account on the first billing screen in eCLIQ. View this document for additional details about combined billing and available payment plan options.
<p>Direct bill commission statement print suppression</p>	<ul style="list-style-type: none"> Beginning June 2021 direct bill commission statements for policies issued in eCLIQ Simple and billed in the Majesco billing platform will no longer be printed or mailed 	<ul style="list-style-type: none"> In February 2021 we introduced online direct bill commission statements for policies issued in eCLIQ Simple and billed in the Majesco billing platform. Because commission details are now available online via the Agents' Portal, you will no longer receive paper copies of commission statements.







Auto

<p>Quote Recap</p>	<ul style="list-style-type: none"> A Vehicle coverage comparison section has been added to the quote proposal and provides a detailed overview of all coverages, vehicles, and premiums present on the quote, similar to the auto quote recap in eCLIQ. A maximum of five vehicles display per table. If more than five vehicles are present on the quote, additional 	<ul style="list-style-type: none"> The Vehicle coverage comparison is located right below the My Vehicle Coverage section of the quote proposal. 
--------------------	---	--

Auto and BOP in eCLIQ[®] Simple[™]

Enhanced capabilities



	<p>tables will display.</p>	
<p>Vehicle (VIN) Upload</p>	<ul style="list-style-type: none"> You can now add vehicles to an auto quote in eCLIQ Simple using the new vehicle (VIN) upload capability, reducing the amount of time spent manually entering vehicle schedules. 	<ul style="list-style-type: none"> While on the Auto Details screen, click Get Started within the Garage and Vehicle Information section to open the Choose a tool modal. <div data-bbox="656 516 1471 879"> <p>Garage and Vehicle Information</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p> Add vehicles faster by uploading or searching for VINs! Get Started</p> </div> <div style="border: 1px solid #ccc; padding: 5px;"> <p> Garaging location  </p> <p>+ Add Vehicle</p> </div> </div> <ul style="list-style-type: none"> Select Vin Upload and click NEXT to begin uploading your vehicle schedule. <div data-bbox="656 947 1471 1434"> <p>Choose a tool to use</p> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid #ccc; padding: 10px; width: 45%; text-align: center;">  <p>VIN Upload</p> <p>Upload any CSV, XLS, SLSX file with VIN information from your computer</p> </div> <div style="border: 1px solid #ccc; padding: 10px; width: 45%; text-align: center;">  <p>VIN Search</p> <p>Populate a list based on garage locations and business information</p> </div> </div> <p style="text-align: right; color: #0070c0;">NEXT</p> </div> <ul style="list-style-type: none"> Click here for additional details.

Please visit our [eCLIQ Simple Resources](#) page for more details including an coverage overviews, system video demonstrations, and billing details.

Questions?

Training: Contact your agency interface specialist.

System: Contact our agency Interface Support Group (AISG) at 1-888-451-8414.

Billing: View the online Billing Self-Service portal (from within the Agents' Portal), [email](#) our Billing Department or call 1-844-961-0334.

Material intended for agent/broker use only. Do not copy or disclose without prior permission of Liberty Mutual Insurance. Insurance underwritten by Liberty Mutual Insurance Co. or its affiliates or subsidiaries.

©2020 Liberty Mutual Insurance, 175 Berkeley Street, Boston, MA 02116.