

FAQs

Program Questions

- 1. Who is the carrier being offered and what is their rating?**
Hudson Specialty, which has an AM Best rating of A Excellent XV and is a member of the Odyssey Re Group.
- 2. Is this personal umbrella admitted or surplus lines in Florida?**
Surplus lines.
- 3. Is this personal umbrella available monoline over other acceptable carrier underlying coverages?**
Yes.
- 4. Can this product be written in states other than Florida?**
Yes, but it requires underwriting review prior to quoting.
- 5. How do I get a copy of the sample policy form?**
It is shown on the products dropdown on our website, www.ciusolutions.com, and will appear after you log in.
- 6. Is there a self-insured retention amount?**
No.
- 7. Is worldwide coverage provided?**
Yes.
- 8. Is excess personal injury liability included in the umbrella?**
Yes, as long as the named insured is not a high-profile insured eligible only in the Target Umbrella program.
- 9. Is excess Uninsured Motorist coverage included within the umbrella?**
Yes, \$25,000 for each accident is included automatically at no additional premium but the insured must have some limit of underlying underinsured motorist liability to be eligible. Additional coverage limits of \$1M and \$2M are available for additional premium.
- 10. Is a Motor Vehicle Report (MVR) required?**
No. The carrier will run the MVR upon binding and adjust the premium if necessary based on any discrepancies noted.

This document is a reference tool only. Please refer to the policy terms, conditions and exclusions for exact wording.

FAQs

Agent/Commission Questions

11. How do I become appointed?

Go to our website at www.ciusolutions.com and click the Become a Broker link at the top of the page. Once you complete the application, Coastal will review and respond within two business days (if not sooner).

12. What is the commission rate for new and renewal policies?

10%.

13. How often do I receive commission?

Monthly for new business. Renewals are agency billed and commission is retained by the agency before the net premium payment is sent to Coastal.

Policy Issuance Questions

14. When is the policy bound?

New Business: Once you upload the signed application, complete the online diligent effort, and make payment, a bind request is sent electronically to the carrier. Coverage is bound once the carrier reviews and approves the application (typically the same day). The application status will change to “issued” in the system but the policy is not issued until the carrier reviews and provides an issued policy.

Renewals: Once the signed renewal schedule is uploaded, a bind request is sent electronically to the carrier. Coverage is bound once the carrier reviews and approves (typically the same day). The diligent effort form is completed online after the bind order has been received.

15. What are the payment options?

New Business: Coastal offers annual secure online payments and accepts Visa, MasterCard and Discover credit cards. Additionally we offer an electronic check option for use of your agency or customer checking account.

Renewals: Coastal will bill the agency for the net premium due (less commissions). The invoice will be included as the first page of the renewal policy declarations PDF.

16. Does Coastal mail the policy to the insured?

No, we provide the policy in an electronic format to the agent via our website. Our agents have the freedom to deliver to their clients either electronically or by providing a printed copy.

This document is a reference tool only. Please refer to the policy terms, conditions and exclusions for exact wording.

FAQs

Diligent Effort Form Questions

17. Is this an admitted form or surplus lines?

Surplus lines.

18. Who makes the surplus lines filing?

Coastal will make all surplus lines filings for you.

19. Is the Florida Diligent Effort form required for this product?

Yes, since it is a residential insurance coverage line it is required.

20. Will the Florida Surplus Lines Service Office accept the retail agent's electronic signature on the Diligent Effort form?

Yes, and Coastal has made this form part of the application process online.

21. What if I don't find a carrier on the electronic Diligent Effort form drop down list?

Select "Other" from the list and you will be allowed to input the name of the carrier that you aren't able to find on the listing.

Policy & Underlying Limits

22. What umbrella limits are eligible amounts for the umbrella in Florida?

\$1M, \$2M, \$3M, \$4M, and \$5M primary umbrella limits can be quoted on our website with an additional \$5M available as a referral for underwriting approval.

23. Is excess umbrella coverage available providing limits above a primary umbrella policy?

Yes. Please call CIU directly for a quote.

24. What is the comprehensive personal liability underlying limit required for this umbrella?

CPL minimum is \$300,000 for all carriers except Citizens Property Insurance Corporation and Universal Property & Casualty. For those two carriers the minimum limit is \$100,000. There is a surcharge of \$75 where either Citizens or Universal are the underlying carrier.

This document is a reference tool only. Please refer to the policy terms, conditions and exclusions for exact wording.

FAQs

25. What are the other minimum underlying limit requirements?

- Auto / motor vehicles : \$500/500/100 or \$500,000 CSL is the basic limit but \$250/500/100 or \$300/500/100 can be accepted for an additional premium.
- Rentals homes and condo units \$300,000.
- Watercraft Liability including jet-skis \$300,000 except higher limits may be required for certain larger watercraft particularly if the HP exceeds 400.
- Recreational vehicles including ATVs, motor homes, golf carts and motorcycles \$500/500/100 or \$500,000 CSL is the basic limit but \$250/500/100 or \$300/500/100 can be accepted for an additional premium.

26. What are the minimum homeowner carrier underlying financial ratings for the Personal Umbrella product?

Demotech A or better, or AM Best B+ V or better.

27. Is an identity theft option available in the personal umbrella and, if so, what is the limit?

Yes, it is available for \$25 and the limit is \$25,000.

28. What limits of Automobile Excess Uninsured Motorist are available in the umbrella?

\$1M and \$2M limits are available for an additional cost.

Qualification/Underwriting

29. Can the named insured be (1) an individual, (2) Trust, (3) Estate, or (4) an LLC?

Yes, all are considered, however, the primary residential location must be listed on the policy (and it must be in Florida). We cannot write policies for LLCs, Trusts, or Estates with rental properties only.

30. Is a corporately titled vehicle of the named insured eligible as an underlying auto?

Yes, they are considered but only if the corporation is owned by our individual such as for real estate agents, doctors etc. We would attach an endorsement called "entity controlled by named insured".

31. Can you consider high-profile individuals such as actors, sports personalities, musicians etc.?

Yes, but they require underwriting review prior to quoting and the rates will be higher.

32. What is the maximum number of rental properties that are eligible?

A maximum of 12 can be quoted through the system. If the applicant has more than 12, please call contact CIU directly for a quote.

This document is a reference tool only. Please refer to the policy terms, conditions and exclusions for exact wording.

FAQs

33. Are farms eligible as an underlying coverage?

Yes, but not if a commercial operation. They only desire what is called a gentleman's farm. See eligibility guidelines for more details.

34. How many acres of vacant land can you consider?

We will consider all sizes.

35. Is a medical exam required for drivers over 70 years old?

No

36. How many Alcohol/Drug related convictions (DUI, OWI, etc.) in the past 36 months for all drivers in the household combined?

Maximum of 1 Major Alcohol/Drug related conviction per driver in the household. If a household, has more than one driver with a Major Alcohol/Drug related conviction you will need to contact CIU directly for a quote.

37. How many At-Fault accidents can you consider in the past three years?

One per driver can be rated on the website barring any other violations. Any additional may require underwriting review.

38. How many other moving violations can you consider in the past three years?

Maximum of 4 all other minor moving violations per household. More than (1) member per household may have one. You will need to contact CIU directly for a quote if there are more than 4 minor moving violations.

39. Can you write an "excess" personal umbrella over another carrier's umbrella?

A. Yes, but it will require underwriting review prior to quoting and the form is follow form of the underlying.

Premium/Endorsement/Cancellation Questions

40. What is the Florida base charge for a \$1M umbrella limit if the insured has a clear MVR, one residence and two vehicles?

\$210 plus surplus lines tax and fees.

41. Is there a minimum premium on this personal umbrella policy?

No.

This document is a reference tool only. Please refer to the policy terms, conditions and exclusions for exact wording.

FAQs

42. How do I make changes to the mailing address of an insured?

Login and search for the client, which will have a section for mailing address changes.

43. How can I endorse a policy?

You can change customer phone, email and mailing address information today online without requiring underwriting approval. All other endorsement requests must be submitted online using the notes feature. Click [here](#) for a short tutorial and quick reference sheet to assist you.

Claims Question

44. How do I report a claim?

You can submit the completed Acord Loss Notice via email to: claims@ciuins.com.

Renewal Questions

45. Will renewals be agency or direct billed?

Coastal will bill the agency for the net premium due (less commissions). The invoice will be included as the first page of the renewal policy declarations PDF.

46. How will the agency receive the renewal quote/offer?

The renewal quote/offer will be uploaded into the system. Once uploaded, the agent will receive an email alerting them to view it online.

47. When are the renewal offers processed and made available to the agent?

The carrier typically releases the renewal offer 90-120 days prior to the expiration date.

48. Who sends the renewal quote/offer to the insured?

The agency.

This document is a reference tool only. Please refer to the policy terms, conditions and exclusions for exact wording.

FAQs

49. What is required to bind renewal coverage?

A completed, signed renewal schedule (2nd page of the renewal quote/offer) must be uploaded into the system.

NOTE: The diligent effort form must be completed online. The agent will receive an email to complete the form once the renewal has been processed.

50. What is the workflow for processing these renewals?

- CIU creates the renewal term and uploads the renewal offer letter.
- Agent sends renewal offer to insured and reviews the exposures, driving history and schedules with the insured.
- Insured signed the renewal schedule (page 2 of the offer).
- Agent uploads the signed renewal schedule onto renewal term.
- CIU uploads the policy onto the renewal term.
- Invoice for the net premium will be attached to the policy. Agent remits net payment to CIU.

Additional details can be located [here](#).

This document is a reference tool only. Please refer to the policy terms, conditions and exclusions for exact wording.