



FSC Manager November Newsletter

Coming Soon

Version 8.0

This version is currently under construction. It will include the following features:

- » Commercial Business Auto download. We are in the process of contacting carriers so we can test and certify the download for this line of business
- » Updated home ACORD application
- » Several miscellaneous fixes and improvements

We are also working on other improvements and new features. Some of the items that are being considered for development in 2008 are:

- » New password interface for Service Link. Standard user id and password reset for all carriers. Single entry rather than multiple entry for each type of inquiry.
- » Adding new features to Companies area:
 - Attaching of images
 - Multiple Agency ID's
 - Website field that automatically integrates to the Service Link carrier website hyperlink.
- » Improved handling of brokered business. Allow users to classify Carriers as Brokers in the System Defaults. Place the carrier providing the coverage in the plans. Then the Auto ID, Certificates, Binders, Changes etc can pull in the carrier name from the Plan rather than the Company field.
- » Many more features in discussion!

FSC Rater RT

FSC Rater RT, our web-based, real-time comparative rating platform, is now live in Wisconsin! FSC Rater RT will be replacing MI-Rater in the Midwest over time. This platform provides carrier direct, real-time rates for those carriers that have it available, as well as manufactured rates for carriers that do not yet supply real time rates. The beta period is over! Additional agencies are being contacted to get setup.

Communication

Carrier Download

New carriers available for download:

Mercury – Personal Auto, Personal Home, Personal Dwelling Fire, Direct Bill Commissions

Grinnell – Personal Inland Marine, Personal Umbrella, Direct Bill Commissions

Farmers Insurance Group – Personal Auto and Personal Home

Working on:

Celina – Personal Auto, Personal Home, Personal Inland Marine, Personal Umbrella and Direct Bill commissions

Service Link

The number of Service Link inquiries is growing steadily. Since January of 2007, the average number of Service Link inquiries requested daily has more than doubled! Recently after attending regional Resource Group Meetings where we discussed the importance of using this new workflow, we have seen a 34% increase in the highest number of inquiries completed in a day.

New Service Link Carriers Available:

Allstate
Celina
Columbia
Continental Western
Kemper

Working On:

Society
Mercury (Available in California and Illinois only)

Please contact Customer Service if your agency needs assistance adding these carriers.

Holiday Season

It's that time of year again.....holidays. Around this time of year, agencies start thinking about sending holiday letters to clients. Does the FSC Manager have the ability to create a holiday letter that is customized to have each client's name and address? Does the FSC Manager have the ability create mailing labels? The answer is yes to both. If your agency needs a refresher on how to create marketing letters, we have scheduled two training sessions in the upcoming weeks.

Friday, December 7th at 2:30 pm Central Daylight Time
Tuesday, December 18th at 2:30 pm Central Daylight Time

Please visit our website to register for these training sessions:

<https://fiservfsc.webex.com/mw0304/mywebex/default.do?siteurl=fiservfsc&service=7>

These training sessions are designed to teach users how to create marketing letters. If you simply need assistance setting up your own letter, please contact Customer Service. A brief manual with instructions on how to create, modify and print Marketing letters was also attached to the newsletter email.

Version 7.1

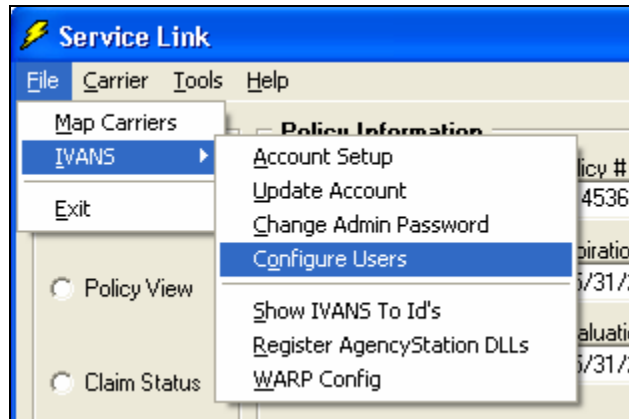
All agencies have been notified to run the 7.1 update. If your agency has not run the update, please do so. It is important to keep your system up-to-date.

From the Tech Support Archives

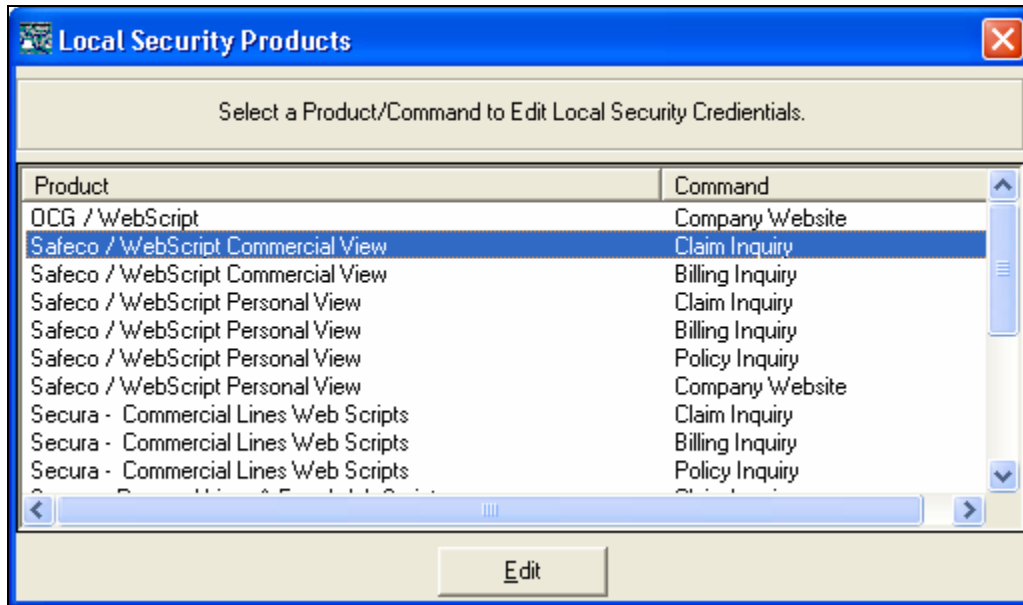
Service Link Functionality

Service Link can play a vital role in improving agency efficiency. However, it only improves efficiency if it works. If Service Link is not working properly, below is a list of things to try:

- » Add the carrier website as a trusted website in Internet Explorer (Tools->Internet Options->Security tab->Trusted Sites)
- » Allow pop-ups from the carrier website in Internet Explorer (Tools->Internet Options->Privacy tab->Pop-up Blocker->Settings)
- » Update the carrier website user name and password in Service Link. There are different places to update this information depending on how the carrier does Service Link. If the carrier uses IVANS :
 - Go to File->IVANS->Configure Users



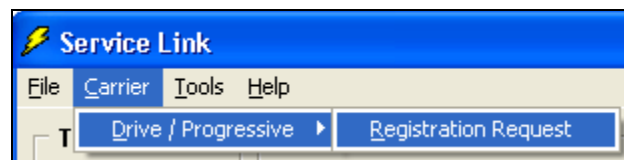
- Highlight the carrier/inquiry type and click Edit



- Type in new UserID and Password and click OK
- Repeat the process for each inquiry type
- Click the X to close and save changes

If the carrier is Progressive:

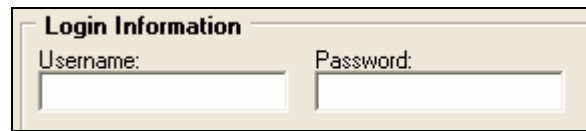
- Go to Carrier->Drive/Progressive->Registration Request



- Enter the Username and Password and click OK

If the carrier is State Auto:

- Open Service Link and change the Username and Password at the bottom in the Login Information box.



A screenshot of a 'Login Information' dialog box. It has a title bar with the text 'Login Information'. Below the title bar, there are two input fields: 'Username:' and 'Password:'. Both fields are currently empty.

If the carrier is EMC, Secura or Pekin:

- When the Username and Password pop up during the inquiry request in Internet Explorer, update the information and click OK.



A screenshot of a 'Connect to agentlink.secura.net' dialog box. The title bar shows the URL and standard window controls. The main area contains a message: 'The server agentlink.secura.net at Agent Only Site requires a username and password.' Below this message are two input fields: 'User name:' with a dropdown menu showing 'testA483127' and a 'Password:' field with masked characters. There is also a checked checkbox labeled 'Remember my password'. At the bottom, there are 'OK' and 'Cancel' buttons.

Catastrophic Failure

Problem: This error occurs when trying to print or email a Work Comp First Report of Injury in any state except Wisconsin.

Solution: First, this issue will be corrected in the next version release. Second, there is still a way to print or email the form. Within the form, go to File->Print Preview. The form will open in Adobe Acrobat Reader. From Adobe the user can print or email the form by clicking on the appropriate icon.

Phone Numbers

Problem: Phone numbers are not current in the locator, ACORD applications and FORMS, proposals, etc.

Solution: Look at the phone number on the More Info tab of the client screen. Does it have a check mark next to it in the Merge box? If not, the information is not updating in the locaters, applications, proposals, reports, etc. Remember that only one phone number of each type may be marked to merge.

Contacting Customer Service

Midwest: 800-401-2895

West Coast: 800-433-2550