# SUBMIT RE-INSPECTION REQUEST ONLINE

- Re-Inspection Request can only be submitted through the Association's website if a Substandard Condition Letter or a Lockout Letter is received by the insured.
- Re-Inspection Request can be submitted through the website on all lines of business.

#### **STEP #1 – SEARCH FOR POLICY**

| Massachusetts Property Insurance Under        | Dece<br>Personalize My Settings - Cl<br>Change<br>writing Association  | <b>:mber 28 , 2004</b><br>hange My Password<br>My E-Mail - Logout |
|---|--|---|
|   | ast 5 policies viewed:   |   |
| WELCOME!                                      | Date N   | Policy #  |
|   | 0/29/2004 <u>P</u>   | 0795672   |
|   | .0/27/2004 <u>F</u>  | 0791593   |
|   | 10/27/2004 M • ENTER POLICY NUMBER OR                                  | 0659221   |
| Agent Stats                                   | 10/27/2004 E INSURED'S LAST NAME                                       | 0796568   |
| Total Number of Policies: 242                 | 10/27/2004 <u>N</u>  | 0446841   |
| Last Commission Check:<br>(9/30/2004)         | • CLICK "Search" Pending Nev   |   |
| Total New Business Policies to                | Date N   | File #  |
| Date (in 2004): 82                            | 10/28/2004 <b>K</b>  | 0803678   |
| Total New Business Policies to                | 10/28/2004 E   | 0803748   |
| Date (in Dec): 0                              | 10/15/2004 3   | 0800774   |
| Unpaid Renewals Expiring within<br>30 days: 3 | 8/23/2004 JUNIN & DARDARA DR TER DRAINTREE, MA                         | 0788153   |
| Policies with Pending<br>Cancellations: 3     | Search for Policies: (By Last Name or 7 digit Policy Number)           |   |
|   | Separate each item to be searched by comma, or place on separate line. |   |
| Company News & Alerts                         | 710451   |   |
| Helnful Links                                 |  |   |
| Emergency Adjuster Calling List               |  |   |
| Request A Inspection                          |  |   |
| Change Mortgagee Instructions                 | to maximum of number of searches                                       |   |
| Reports                                       | Search   |   |
|   |  |   |
|   |  |   |
|   |  |   |
|   |  |   |
|   |  |   |
|   |  |   |

## **STEP #2 – SELECT DESIRED INSURED**

| Massachusetts Property Insurance Underw  | Personalize f   | December 29 , 2004<br>My Settings - <u>Change My Password</u><br><u>Change My E-Mail</u> - <u>Loqout</u> |  |
|--|---|--|--|
| Search Results:<br><u>JULIE SMITH</u><br>2 CENTER PLAZA,<br>BOSTON, MA 02108<br>Policy No: 0719451<br>Policy Eff. Date: 7/8/2004<br>Policy Exp. Date: 7/8/2005 | Search for More Policies: (By Last Name or 7-digit Policy Num<br>Separate each item to be searched by comma, or place on separa<br>710451 | CLICK THE DES  |  |
|  | Search  |  |  |

## **STEP #3 - SELECT POLICY DETAILS**

| December 29 , 2004<br>Personalize My Settings - Change My Password<br>Change My E-Mail - Logout                          |   |                                 |                           |  |  |                        |              |  |
|--|---|---------------------------------|---------------------------|--|--|------------------------|--------------|--|
| Home   | Home ► Policy #0710451  |                                 |                           |  |  |                        |              |  |
| JULIE 9<br>2 CENT<br>BOSTO   | JULIE SMITH     Select policy       2 CENTER PLAZA     JULIE SMITH - 0710451       BOSTON, MA 02108     JULIE SMITH - 0710451 |                                 |                           |  |  |                        |              |  |
| Policy<br>Year   | Trans.<br>Type  | Status                          | CLICK "Polio              | v Dotoilo"                                     | Y  | Policy<br>Exp.<br>Date | Ann<br>Prem. |  |
| 2004   | Renewal   | Inforce<br>(Pending cancell     |                           | y Details                                      | 004  | 7/8/2005               | \$1,228,00   | Policy Details                           |
| 2004   | Cancellation  | Issued<br>(Pending cancellation | HO3 -<br>) SPECIAL FORM   | 11/29/2004                                     | 7/8/2004   | 7/8/2005               | \$1,228.00   | <u>Policy Details</u><br>Payment History |
|  | Frequently Asked Questions  |                                 |                           |  |  |                        |              |  |
| Paym   | Payment Questions Policy Questions  |                                 |                           |  |  |                        |              |  |
| 1. <u>How</u>  | 1. <u>How much of the premium has been paid on the policy?</u>  |                                 |                           | 1. <u>Was</u><br>2. Wba                        | Was my renewal/endorsement issued and when?     What mortgagees are listed on this policy? |                        |              |  |
| <ol> <li>When was the last payment received?</li> <li>What is the next installment amount and when is it due?</li> </ol> |   |                                 | 3. Wha                    | 3. What locations are covered on the property? |  |                        |              |  |
| 4. Whe   | n are the remai   | ning installments due?          |                           | 4. <u>Wha</u>                                  | 4. What are the coverage limits?   |                        |              |  |
|  |   |                                 |                           | 5. <u>Wha</u>                                  | 5. What coverages are on the policy?   |                        |              |  |
| Morto  | Mortgagees Questions  |                                 |                           | 6. <u>Wha</u><br>7. How                        | 6. What is the deductible amount?  |                        |              |  |
| 1. How can I change mortgagees on a policy?  |   |                                 | 7. <u>now</u><br>8. Did v | 8. Did vou receive an endorsement request?     |  |                        |              |  |
|  |   |                                 | 9. <u>Wha</u>             | 9. What are the charges for endorsement(s)?    |  |                        |              |  |
| 10. <u>What are the claims against the policy?</u>   |   |                                 | <u>y?</u>                 |  |  |                        |              |  |
| *Each FAQ will link to the appropriate page and highlight the desired data in yellow.                                    |   |                                 |                           |  |  |                        |              |  |
|  |   |                                 |                           |  |  |                        |              |  |
|  |   |                                 |                           |  |  |                        |              |  |
|  |   |                                 |                           |  |  |                        |              |  |

# **STEP #4 – GO TO "ORDER RE-INSPECTION" SCREEN**

| December 29, 2004<br>Personalize My Settings - Change My Password<br>Change My E-Mail - Logout |                             |  |  |  |  |
|--|-----------------------------|--|--|--|--|
|  | nicy Details                |  | Colort asking  |  |  |
| View Payment History   <u>View Declar</u>  | ations Page                 | Order Re-Inspection                                    | CLICK "Order Re-Inspection"  |  |  |
| Primary Location of Coverage   | Coverage                    | 25   |  |  |  |
| 2 CENTER PLAZA Desc<br>BOSTON, MA 02108 Dwe  |                             | tures  | NOTE: Please call our Customer<br>Services Department to order re- |  |  |
| Insured Billing Address JULIE SMITH  | Personal Pr<br>Loss of Use  | roperty  | inspection if the 'Order Re-Inspection' link is not visible.       |  |  |
| BOSTON, MA 02108   | Personal Lia<br>Medical Pay | ability<br>yments to Others                            | \$500,000.00 \$0.00<br>\$5,000.00 \$0.00                           |  |  |
| Mortgagees   | Endorsen                    | nents  |  |  |  |
| No mortgagees listed   | Form                        | Description  | Ann. Prem.   |  |  |
| Claims   | HO 00 03                    | SPECIAL FORM   | \$0.00   |  |  |
| No Claims listed   | HO 01 20                    | SPECIAL PROVISIONS - MASSACHUSETTS \$0                 |  |  |  |
|  | HO 03 12                    | WINDSTORM OR HAIL % DEDUCTIBLE                         | (\$116.00)   |  |  |
|  | HO 04 27                    | LIMITED FUNGI, WET OR DRY ROT, OR BACTERIA<br>COVERAGE |  |  |  |
|  | HO 04 90                    | PERSONAL PROPERTY REPLACEMENT CO:<br>SETTLEMENT        | 5T LOSS \$168.00   |  |  |
|  | HO 04 96                    | NO SECTION II-LIABILITY FOR HOME DAY                   | CARE \$0.00  |  |  |

## **STEP #5 – FILL IN THE REQUIRED CONTACT INFORMATION**

| Massachusetts Property insurance Underwriting Association                | Personalize My Se                         | December 29 , 2004<br>attings - <u>Change My Password</u><br><u>Change My E-Mail</u> - <u>Logout</u> |                                   |
|--|---|--|-----------------------------------|
| Home + Policy # 0710451 + Order Re-Inspection                            |   |  |                                   |
| Name on Policy: JULIE SMITH<br>Policy Year: 2004                         | ſ   | Select policy<br>JULIE SMITH - 0710451 💌   |                                   |
| <u>View Policy Details</u>   |   |  |                                   |
| Person to Contact  | Contact Phone Number                      | -  |                                   |
| Alternate Person to Contact  | Alternate Contact Phone Number            | -  |                                   |
| Best Time to Call Contact  | Reason<br>Substandard Condition Corrected | •  |                                   |
| Additional Information<br>Special Instruction / Cross Streets / Landmark | ,   | _  |                                   |
|  |   | NOTE: Successf requires all mandato  | ul submission<br>bry information. |
| Sumbit   | Cancel                                    |  |                                   |
|  |   |  |                                   |
|  |   |  |                                   |
|  |   |  |                                   |

## **STEP #6 – SUBMIT THE REQUEST**

| Massachusetts Property insurance Underwriting Association | December 29 , 2004<br>Personalize My Settings - <u>Change My Password</u><br><u>Change My E-Mail</u> - <u>Logout</u> |  |  |  |  |
|---|--|--|--|--|--|
| Home + Policy # 0710451 + Order Re-Inspection             | ו  |  |  |  |  |
| Name on Policy: JULIE SMITH<br>Policy Year: 2004          | Select policy<br>JULIE SMITH - 0710451 🗾   |  |  |  |  |
| <u> View Policy Details</u>                               |  |  |  |  |  |
| Person to Contact   | Contact Phone Number   |  |  |  |  |
| JULIE SMITH   | 123-456-7890   |  |  |  |  |
| Alternate Person to Contact                               | Alternate Contact Phone Number   |  |  |  |  |
|   |  |  |  |  |  |
| Best Time to Call Contact                                 | Reason   |  |  |  |  |
| 8:00 AM   | Substandard Condition Corrected 🔽  |  |  |  |  |
| Additional Informat<br>Special Instruction                |  |  |  |  |  |
| Sumbit Cancel   |  |  |  |  |  |

#### **STEP #7 – CONFIRMATION**

