

# **eWorkersComp-Frequently Asked Questions (FAQ's)**

## **Accessing eWorkers Comp – Navigating Home Page**

### **1. What is eWorkersComp?**

eWorkersComp is Specialty Workers' Compensation's new Quote and Bind system replacing the current PEGA system.

### **2. How do I sign up? Who do I contact?**

You can register for a user id ("br" number) via the Specialty Workers' Compensation website (<https://www.aigswc.com>). Contact your local Marketing Manager for additional information.

### **3. What are my system requirements?**

- Internet Explorer 5.0 or higher
- All popup blockers must be disabled, including Internet Explorer, Yahoo, and Google
- Adobe Reader 8.0 or higher. If you do not have Adobe Reader go to the "Handy Links" section of the eWorkersComp home page. A link to the download site is provided.

### **4. How can I access eWorkersComp?**

- You can access eWorkersComp through AIG Specialty Workers' Compensation website (<https://www.aigswc.com>)
- You will need an AccessAIG ID and password. If you are not a registered AccessAIG user (user ID beginning with "br"), please click here to: [Register Now](#)
- If you have questions about the online registration process, please contact your local Marketing Manager.

## **Training**

### **5. Where do I register for Training? Who do I contact?**

Contact your Marketing Manager for training.

### **6. What is the News section, and why is it always open?**

The News section is located in the home page of the new eWorkersComp system. It provides important information throughout the day regarding the status of the system.

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### **7. What happens if I cannot find an item on my worklist?**

- Use the “Search for Work” feature in the left navigation panel
- If the work item is on your worklist and in an open status an “update” button will be displayed
- If the item is resolved (not open) the work item will be displayed in inquiry only mode
- If the work item is in an open status and assigned to another users worklist, a message will display: “Assigned to (user name’s) Worklist” and you can review the item in inquiry mode.

### **Reserving an Account – Federal Employer Identification (FEIN) Number**

### **8. What is the best way to reserve an account in eWorkersComp?**

The best way to reserve an account is by the FEIN number. The Dun and Bradstreet (D&B) number works as well. If you do a name search and do not get a matched result, it is recommended that you do a FEIN or D&B search as a second check.

### **9. How will I know the account I submitted is reserved?**

Once an account is submitted, it is automatically reserved for a specific producer, preventing quote duplication.

### **10. How long is the account reserved?**

- For quoted submissions, the account is reserved for 3 business days after the proposed effective date passes
- Bound items are reserved as long as the policy is in-force and renewed
- All other work items are released immediately after the system status changes to a “resolved” status.

### **11. What if the FEIN brings up a different name?**

Verify whether the name is a secondary or former name of the insured. You will be able to change the name during the quote process.

### **12. Do I need a FEIN for a Premium Indication?**

A FEIN is not needed for a Premium Indication unless you want to reserve it. If you do not have a FEIN, elect NO to the question “Do you want to reserve this Premium Indication?” on the Core Questions screen.

### **13. Can the FEIN (if entered incorrectly) be amended in eWorkersComp after the policy is bound?**

No. The user will have to start a new quote process using the correct FEIN on the reservation screen.

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### **Quoting**

#### **14. Can I enter a short-term policy period?**

Yes, you can enter a short-term policy. You will be prompted to enter the annual remunerations and the system will pro-rate accordingly.

#### **15. What if the name and/or address do not match exactly with the name and/or address displayed in eWorkersComp? How do I change the insured's name on a quote?**

You will have the opportunity to amend the name or address on the account detail screen. Select the account that matches your FEIN and make the changes as needed.

#### **16. Can we now write in all of the states shown? If not, how will I know? What do I do?**

Check with your Marketing Manager for states that you have access to as a governing state. Incidental exposures (subject to maximum percentages) are acceptable in all states except the Monopolistic states.

#### **17. eWorkersComp will not allow me to quote a specific state. What do I do?**

Contact your Marketing Manager.

#### **18. Why does the premium on a premium indication differ from the final quote?**

The final quote may be different if the entered data has changed or a rate change has occurred between the premium indication date, the quote date or the bind date.

#### **19. How do I re-open an expired quote?**

No need to re-open, a quote can be re-entered.

#### **20. How do I know that an item has been referred to the underwriter?**

You receive a message that the item you are currently working on will be referred to your underwriter for review. You have two options: *Cancel* or *Okay*. Before clicking *Okay*, note the Quote ID so you can inquire for status. Once approved or rejected by the underwriter, the work item will be available on your Worklist.

#### **21. If I receive a "Refer to My Underwriter," how do I get back or retrieve what I was working on?**

Once approved or rejected by the underwriter, the work item will be available on your Worklist.

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### **22. How do I change payroll?**

At anytime during the quote or re-quote process you can return to the Class Code Screen to make payroll changes. The process is as follows:

- Select "State Information" from the Table of Contents
- Select the state (using the drop down list) that you want to change
- You will be returned to the Class Code Information screen for that state.

### **23. What is the maximum number of locations and/or states that can be entered into eWorkersComp?**

Location and states are unlimited.

### **24. Can you enter a construction credit?**

No. Construction credits are not yet available.

### **25. How do I add incidental USL&H (United States Longshore and Harbor) coverage?**

When USL&H "if any" is selected, the governing class code is re-added to the quote with an "F" designation and \$1,000 in payroll.

## **Bind**

### **26. How do I bind an account?**

Click on the Bind button.

### **27. Can I correct the insured's name on binding? If so, how?**

No, you must correct the name prior to binding. Also refer to question 15.

### **28. When an item comes back to me from the Underwriter, how am I notified?**

Once approved or rejected by the underwriter, the work item will be available on your Worklist. The list may be longer than your screen display shows, so scroll down to see all items. Timely reviews of your work list will keep you informed of the underwriters' decisions.

## **Middle Market (MM)**

### **29. Do I submit my MM submissions online?**

This is completely optional; you are not required to do so.

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### **30. When is a risk that is declined in eWorkersComp referred to MM for consideration?**

- All risks over 130K are referred to MM
- Risks that are over 75K and do not meet the requirements of any of our Small Business Plans are also referred to MM.

### **31. What will I see or receive when an account is referred to MM?**

A message states, "This submission is being referred to your MM underwriter." (name and phone number provided).

### **32. What is the standard time frame in which MM responds to my referral?**

MM will log in the account within 48 hours.