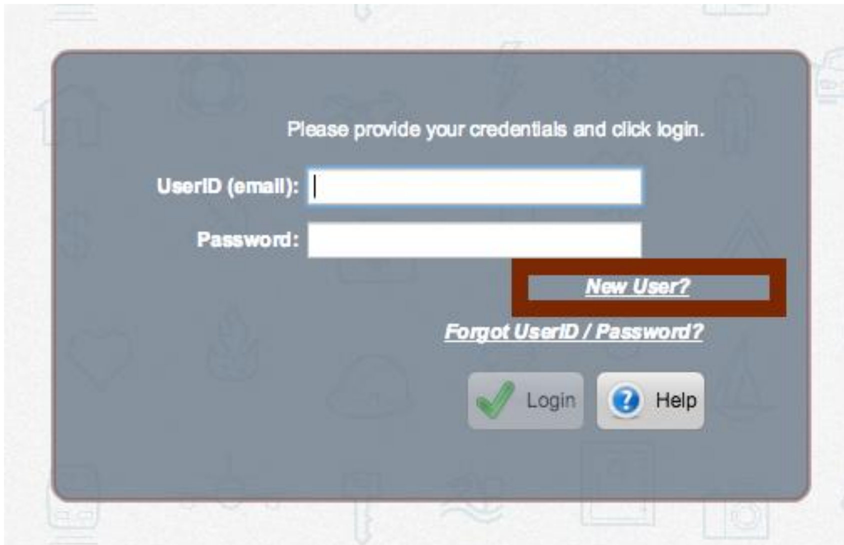
New User: Table of Contents for SureLC

If you experience any problems during the SureLC Profile creating process please contact our BPI contracting department at contracting@bpim.com or 480-505-2500.

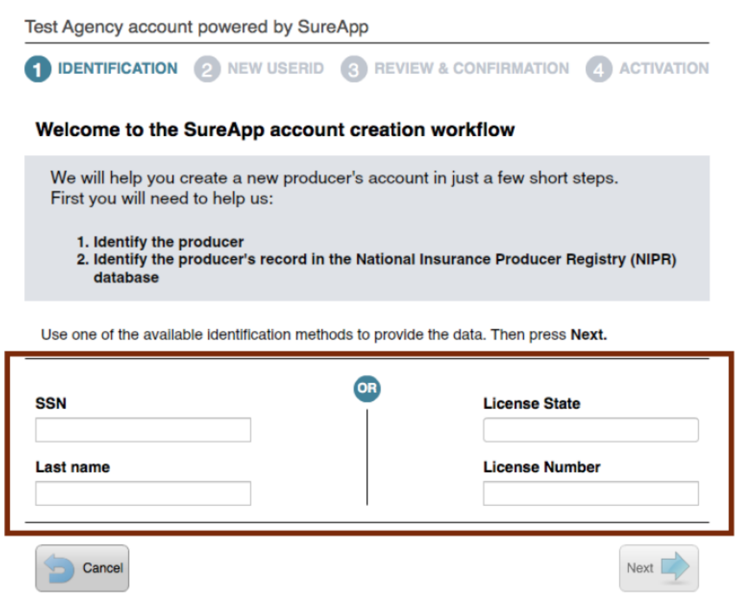
Updated on: 02/10/2016

Registering a Producer in SureLC/Producer View

1. The producer uses a link, or signs in through the agency website to access that agency's SureLC webpage. On this page, click **New User** to start the registration process.



2. **Identification:** Enter agent information by SSN and Last name OR license state and number then click **Next**.



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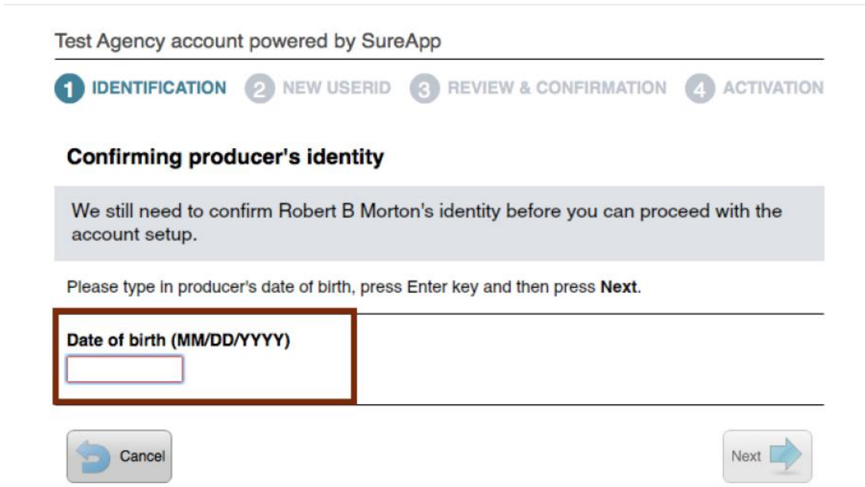
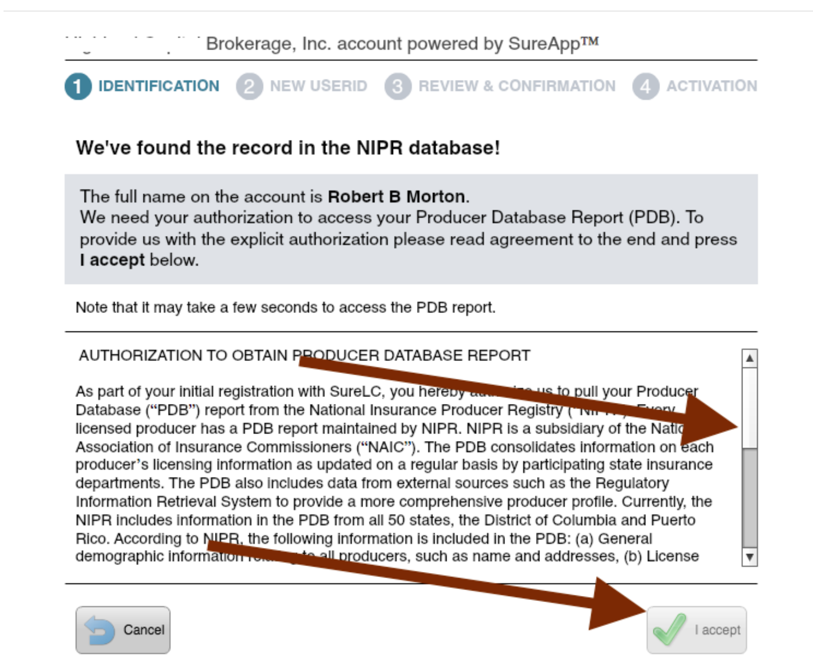
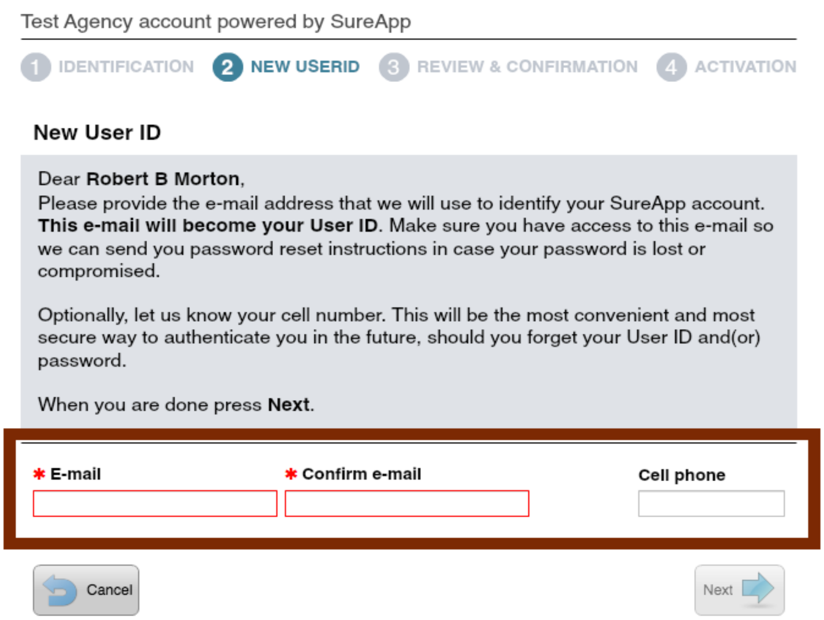
3. **Identification:** Enter the producer's date of birth, press **Enter** or the Tab key on your keyboard, and then click **Next**.



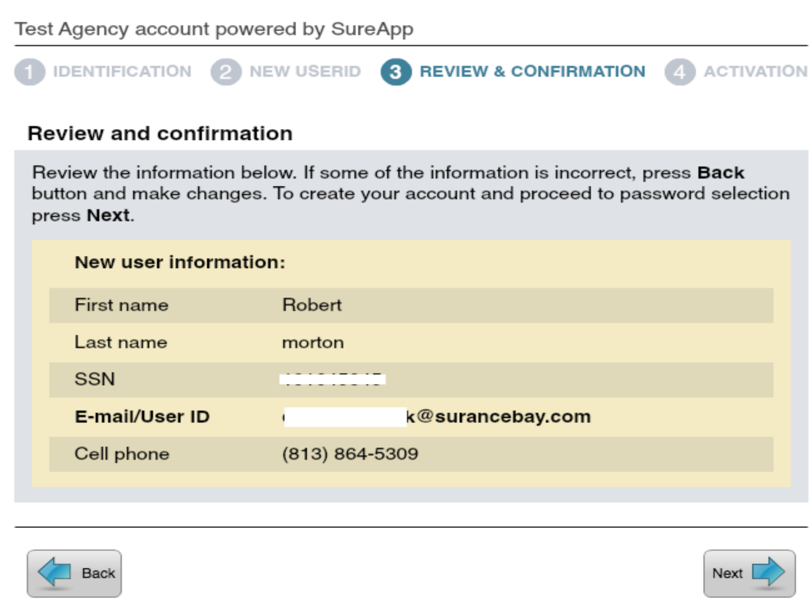
4. **Identification**. Read and accept the **Authorization to Obtain Producer Database Report** disclaimer. Use the scroll bar to the right of the disclaimer to scroll to the bottom of the text, then click **I Accept**.



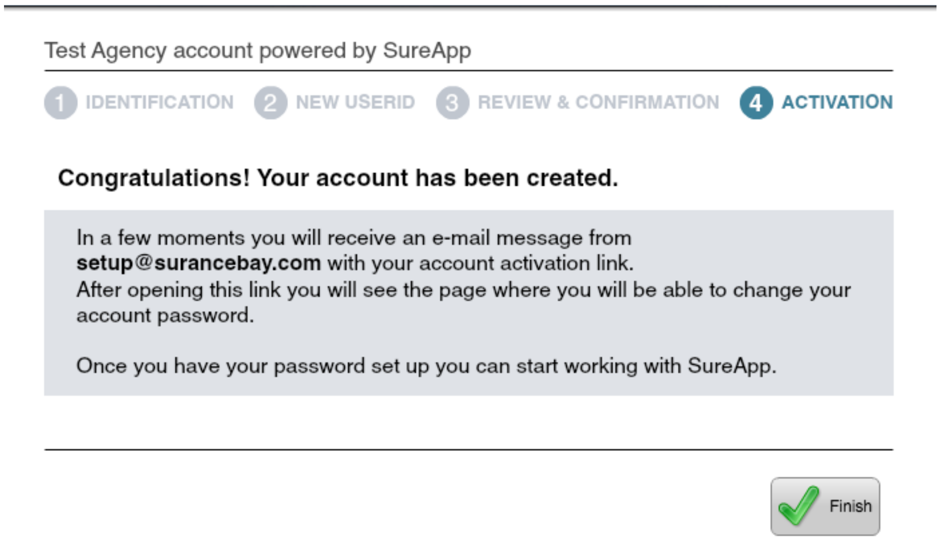
5. **New UserID:** Enter the producer's e-mail address and confirm. This is the e-mail address used to send the account activation e-mail and serve as the user log in. Cell phone is optional and only used as an identifier when the producer needs to reset the password. When complete, press **Next.**



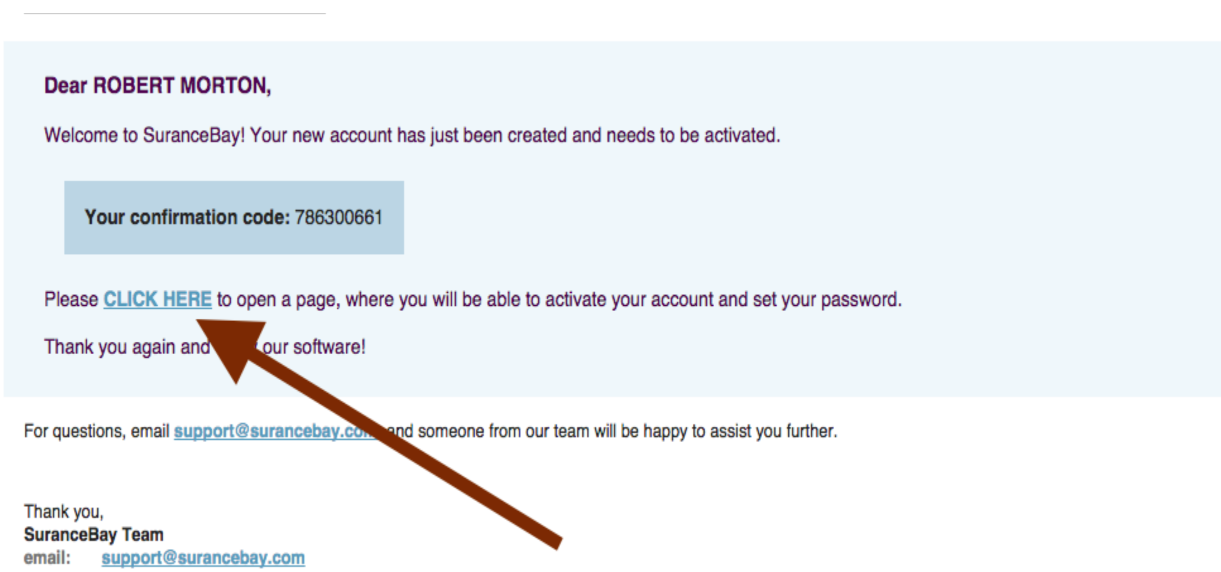
6. **Review and Confirmation:** Verify the data on this screen is correct. If not, click **Back** and make any changes needed. If the information is correct, click **Next**.



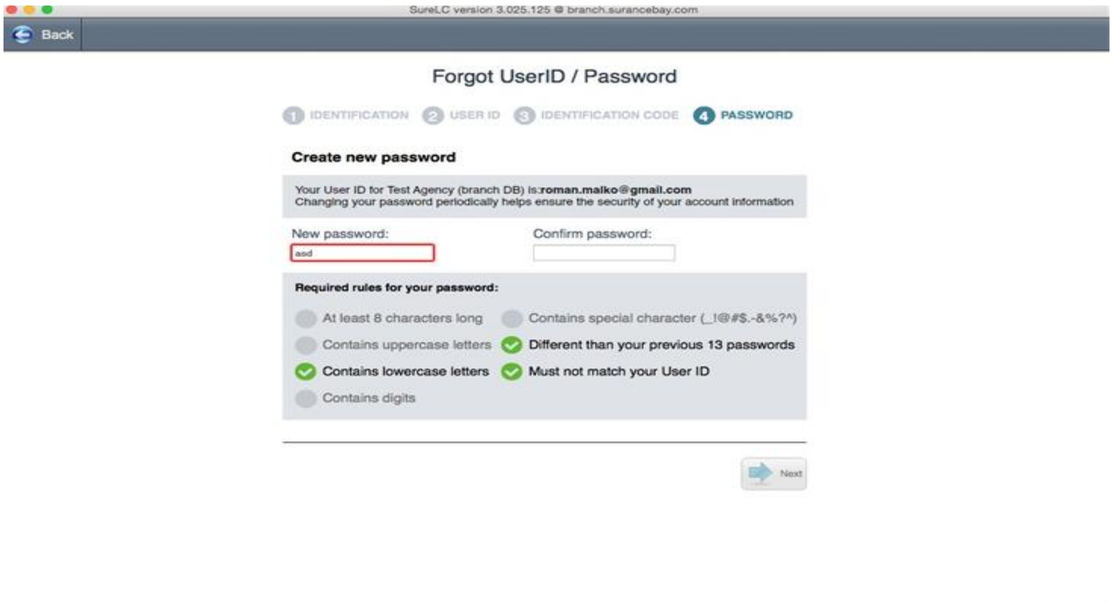
7. **Activation:** A screen displays that confirms your account creation along with a message that says you will soon get your account activation e-mail from **setup@surancebay.com**.



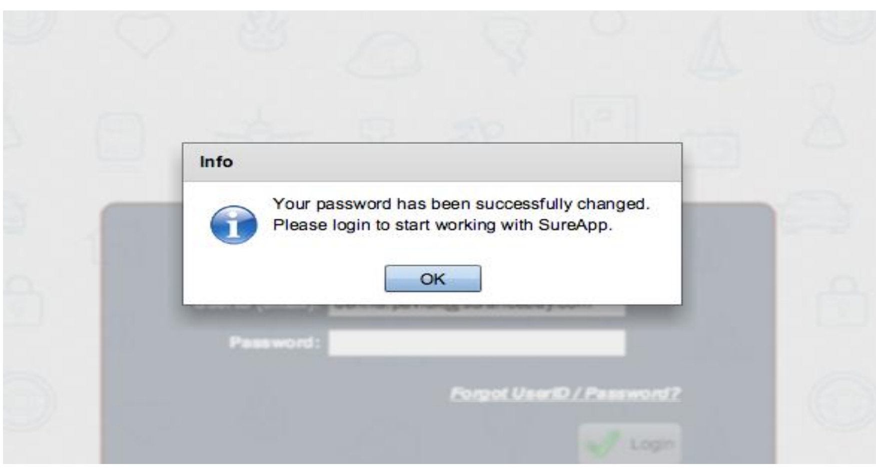
8. **Account activation and password creation:** Once you receive the e-mail click on the activation link contained in the body of the message. If you receive the email in your inbox, check your Spam/Junk folder. **Note: This is a one time use link. Do not attempt to use this link to log into SureLC later, It will not work.**



9. Once the new page opens, create your SureLC profile password. Be sure and follow the password rules. When you meet one of the password creation rules, a check appears next to the rule. When you satisfy all the rules, the system activates the **Next** button.



10. Once completed, you receive the following message and you can log into your SureLC profile with the e-mail login and newly created password.



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Completing Producer Profiles in SureLC

There are multiple tabs within a producer's profile. Below are the breakdowns on a per-tab basis, about completing producers' SureLC profiles.

NIPR TAB

- This information is obtained from the National Insurance Producer Registry. All fields with a red bullet point are required. Be sure and verify all this information is correct. Press the pencil icon if any of the required information needs to be changed.
- **Email field** - must be unique per-producer, and is synchronized with the email address field NIPR has on file for the producer. Don't use the same email address more than once for multiple producers in this tab. This email address field is not used on contracting paperwork. The email address in the producer's DBA tab is applied to carrier contracting paperwork.
- **Mailing Addres**s - this is the mailing address NIPR has on file. The mailing address on this tab is not populated on carrier contracting paperwork. The mailing address in the producer's DBA tab is applied to the producer's carrier contracting paperwork unless your settings in Agency Setup override these settings.
- **Business Address** - this is the business address NIPR has on file. The business address on this tab is not populated on carrier contracting paperwork. The business address in the producer's DBA tab is applied to the producer's carrier contracting paperwork unless your settings in Agency Setup override these settings.
    - **Follow this link to a brief video overview of the NIPR tab. https://youtu.be/U7gWudByoSI**

DBA TAB

- This tab designates how business is done. This affects how forms are populated and how commissions are paid.
- **Individual** - the producer receives commissions directly from the insurance company at the set commission rate. The producer will receive a 1099 from the insurance company with their SSN at the end of the year.
- **Business Entity** - the applicant is an Owner or Officer of a business entity that has an Employer Identification Number and commissions are paid directly to the Business Entity's bank account.
- **Licensed Only Agent** - also frequently referred to as "Solicitors". This selection is for the applicants who:
        - Need to be appointed by a carrier
        - Do not receive commissions directly from the carrier
        - Are not an Owner or Officer of a Business Entity
    - **Follow this link for a brief video overview of the DBA tab**: https://youtu.be/L-wpd8vYQIA

QUESTIONS TAB

- On this tab, all background questions must be answered. Ensure you scroll through the entire page and answer all questions. Unanswered questions will halt the contract request process and possibly delay submitted business.
- If you answer a question Yes, you may see sub-questions. If the system displays sub-questions, you must answer all related questions related to the incident.
- If you answer Yes to a sub-question, enter the date of the incident then click **explanation**. On this screen, you can upload any supporting documentation or create an explanation document.
- Note: if you have one supporting document that is an explanation for three different sub-questions, you must attach that document to each question.
- Once all required fields are complete, click **Generate Document**. Finally, click the Back Arrow to return to the main questions screen.
    - **Follow this link to a brief overview of the Questions Tab: https://youtu.be/6628WZeHmuE**

LICENSES TAB

- The Licenses Tab receives information from NIPR, the National Insurance Producer Registry. In addition, SuranceBay updates producer's licenses using the guidelines ***POSTED HERE***.
- This tab is for informational purposes only and requires no entries. Click on the link if you are interested in learning more about managing State Licenses Within SureLC.
- Click the filter button to see all producer licenses, active and inactive, or choose **Active only** to see only those licenses that are current. You can also choose **Eligible for Renew** to show only licenses that are eligible for renewal based on that state's certification renewal guidelines.
    - **Follow this link for a brief video overview of the Licenses Tab: https://youtu.be/HKmUtFWY4to**

EFT TAB

- The Electronic Funds Transfer Tab (EFT) is where you set up all banking information related to payout of commissions.
- Enter the bank account routing number, account number and account type then upload a copy of a voided check for this account.
- Note that this tab is only visible for producers doing business as either "Individual" or "Business Entity" as they're the only ones receiving commissions from the carrier.
    - **Follow this link for a brief video overview of the EFT Tab: https://youtu.be/oWTR5_JLFFE**

HISTORY TAB

- The History Tab purposely omits the Green Check Mark or Red Exclamation Point validation because the information entered into the History Tab is used for state licensing purposes. You may input as little or as much information into this tab as required.
- If you apply for or renew state licenses and the History Tab is not completed, you are prompted to enter the requisite information during the state license application process.
    - **Follow this link for a brief video overview of the History Tab: https://youtu.be/KH7lTsGfyKA**

E&O TAB

- The E&O Tab stores the current copy of the Errors and Omissions Insurance policy information and Declaration Page.
- Click **Add Existing E&O**.
- Enter the E&O policy number, carrier, limits per case and total limits. Add a certificate number if you have one and then the policy start and end date.
- Once complete, click **Add Policy**.
- Click **Upload**, find the policy certificate on your PC and upload.
- If you do not have E&O and would like to purchase a policy and your agency permits, you can buy an E&O policy from this screen.

Buy E&O Policy:

- To purchase a policy, click **Buy Now**.
- On Step 1, choose the plan to purchase, then click **Next**
- On Step 2, Fill in all required information. Every field with an asterisk is required. Once complete, click **Next**.
- On Step 3, Answer all questions. Simply click in the answer box to choose the required answer. Once complete, click **Next**.
- On Step 4, Read the disclosure and then check the box **Affirm your application**.
- On Step 5 Read the disclosure, then type your name as your digital signature. You can also view the **Policy Document**. Once complete, click on **Agree and Apply Electronic Signature.**
- On step 6, choose your payment method, fill in the required information, then click **Process Transaction.**
- Once complete, you receive confirmation and an e-mail is sent to you within 30 minutes that includes your policy documents. Additionally, a copy of the E&O Policy certificate is uploaded to your SureLC profile.
    - **Follow this link for a brief video overview of the E&O Tab: https://youtu.be/wHadhnNwHP8**

TRAINING TAB- A-M-L Training

- The first thing on this tab is whether a producer is registered with FINRA. Click **Yes** and SureLC retrieves the CRD number and Broker Dealer information.
- Next, enter Anti-Money Laundering training information. Click **None** if the training has not been completed
- If the AML training was completed through LIMRA, a screen shot of the completion information can be uploaded using **Upload**, or SureLC can retrieve a screen shot of the completion information for you.
- First, click **Get It For Me**. Next, agree to the terms and provide a LIMRA password. Then press **Get Screen Shot**.
- Note: SureLC does not store any LIMRA passwords; it is only used to get the completion screen shot.
- If the AML training was completed through an organization other than LIMRA, click **Other**, fill in the Provider name and date that training was completed.
- Click **Upload** to attach a copy of the completion certificate.
- On the Training tab, click the checkboxes next to any honors held.
    - **Follow this link for a brief video overview of the Training Tab: https://youtu.be/TVv2fVGShzw**

SCAN TAB

- The Scan tab is a holding area for pertinent personal forms needed to complete a contract. Forms added during the initial set-up are stored on this tab.
- The most important item stored on this tab is the Signature Authorization Form. This form must be uploaded to this tab or the signature can be manually created by the producer.
- To upload *an* already prepared signature authorization page, click on the blue upload folder and choose the needed form on your computer.
- To preview a form on the Scan tab, hover your mouse over the form and that form displays on the right side of the screen, or you can double click the form to open it up in a new window.
- To change a form type, click the gear icon, click **Change Form Type** button and choose the proper form type from those listed.
- To remove a form from the Scan tab, click the gear icon, then click the Blue Filing Cabinet button to archive the form.
- To download a copy of a form, click the gear icon, then press **download**.

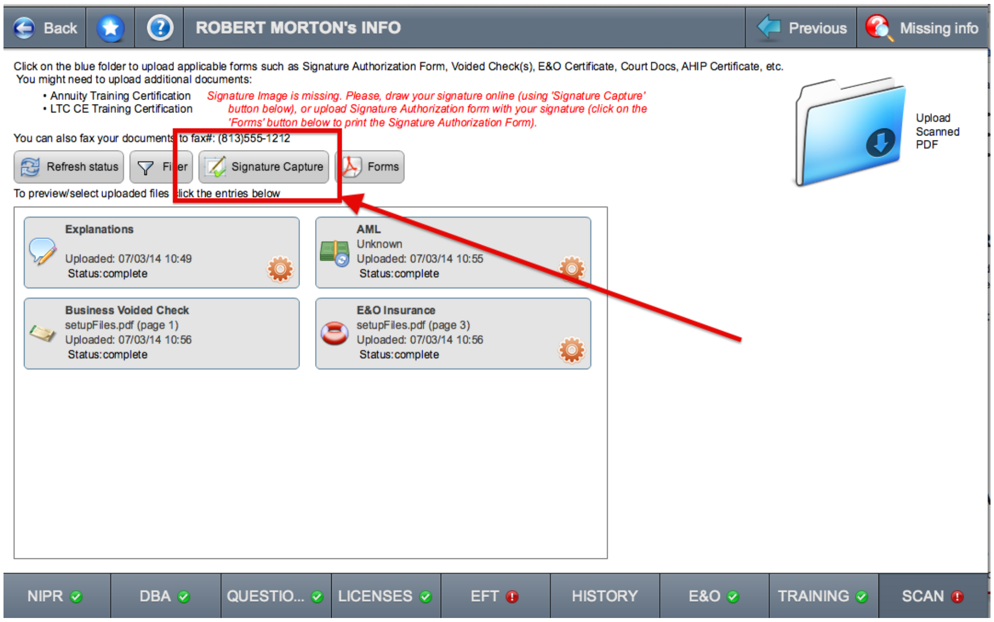
PRODUCER VIEW ONLY (MANUALLY CREATING A SIGNATURE)

- To create a signature authorization page using SureLC, click **Signature Capture**. Read, then accept the Signature Authorization Disclaimer Page, click **create signature** and, using your mouse, draw the signature to use. Not happy with your first try? Click **Erase** and try again.
- Once you have a good signature, click **Done,** then click the Back arrow to get back to the Scan Tab.

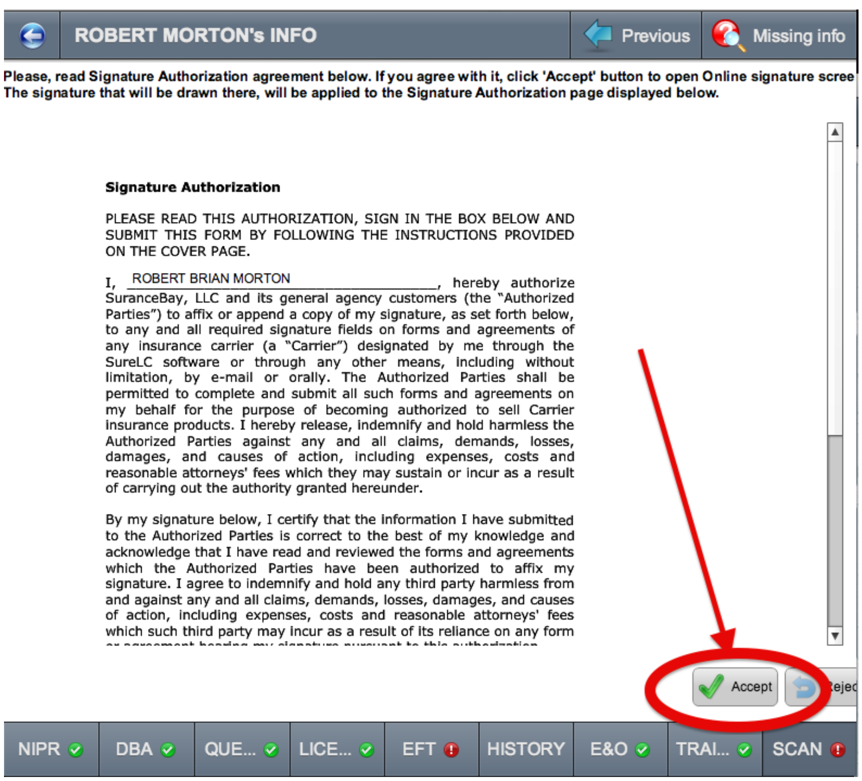
Producer Signatures

Option 1: Sign Online From the SCAN Tab

On the SCAN Tab, click on the "Signature Capture" button, as shown below.



Next, review the Signature Authorization Page, and then click on the Accept button:

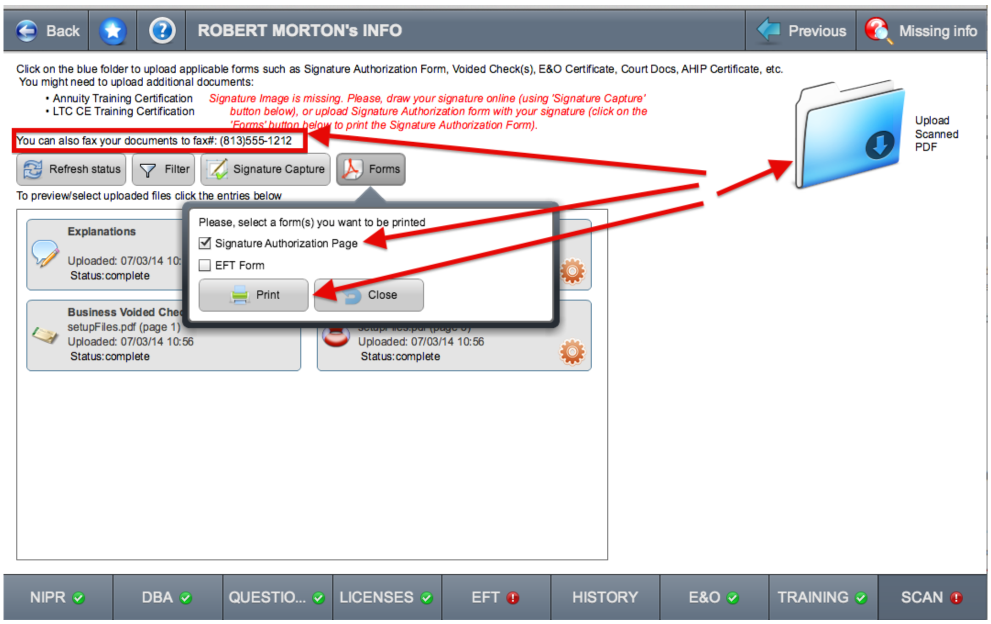


Upon clicking the Accept button, click on the Add Signature button:

Next- draw your signature with your mouse, then click on the Done button.

Option 2: Print, Sign, Scan/Fax, Upload

As an alternative to Option 1 above, producers can click on the "Forms" button, and then select to "Print" the Signature Authorization Page. Upon printing out the page, the producer can either upload a scanned copy with their signature, or fax directly to your agency for agency workers to upload on behalf of the producer.



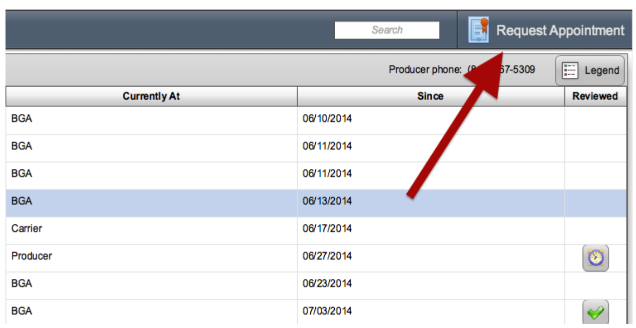
Request Appt. Producer View

MY APPOINTMENTS

After logging into SureLC, click **My Appt. Requests/Get Appointed**.

REQUEST APPOINTMENTS

On this screen, click **Request Appointment**.



CARRIER AND REQUEST TYPE

On this screen, choose the carrier to contract with and then choose the request type (usually Contract).

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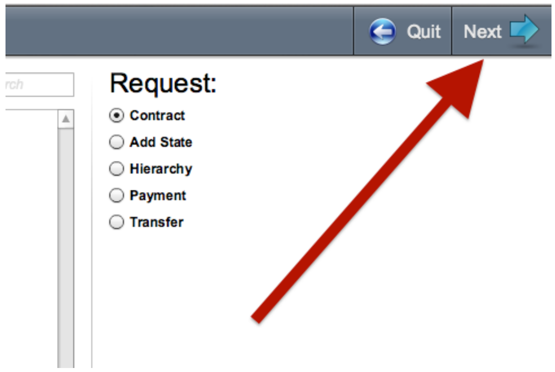
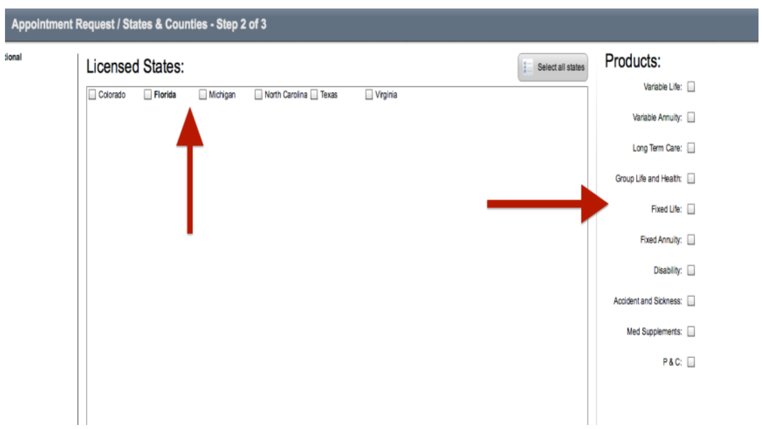
After you make your selections, click **Next**.

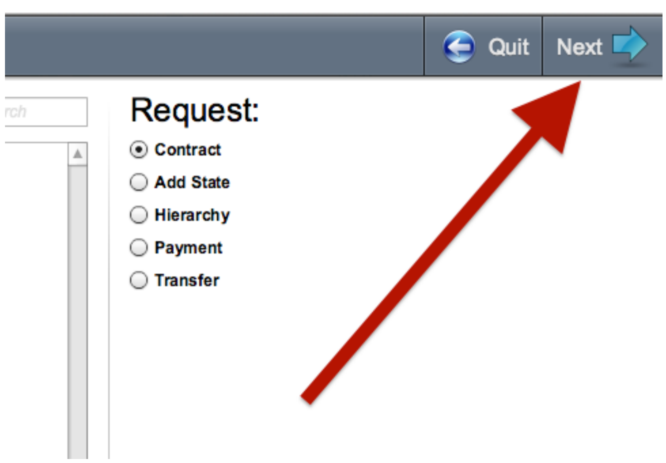


States and Product Selections

On this screen, choose the states you want to be contracted in and then choose the products you want to write. Only states that the producer has an active insurance license display as available options.

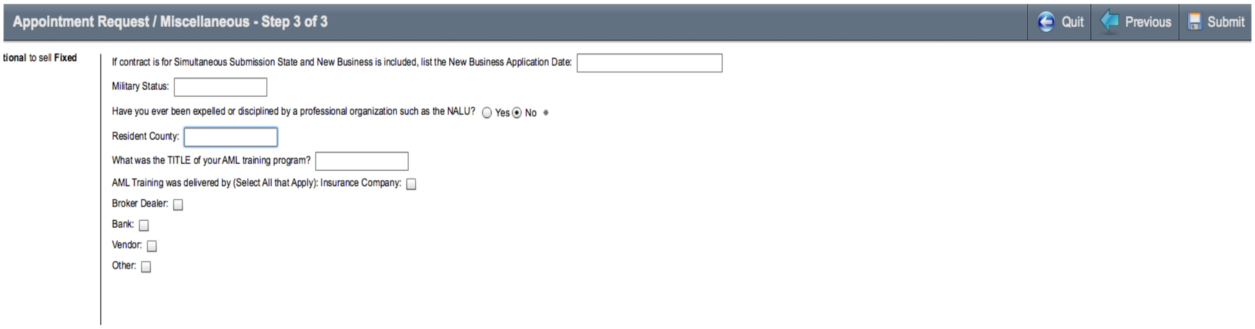


After you make your selections, click **Next**.



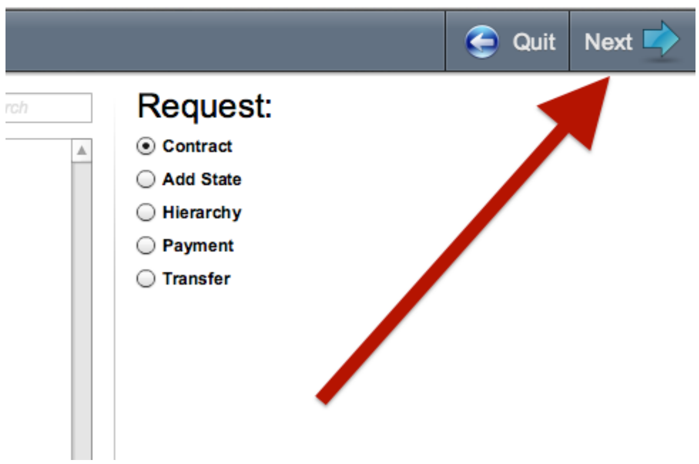
MISCELLANEOUS QUESTIONS

This page contains carrier specific questions. Answer all required questions before continuing.



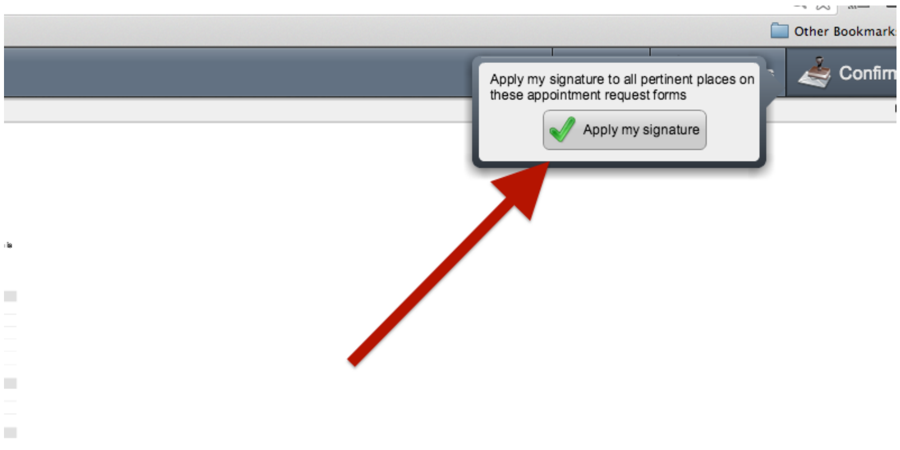
Forms Review and Application of Signature

All carriers require an additional step before submitting. To perform that step click **Next**.

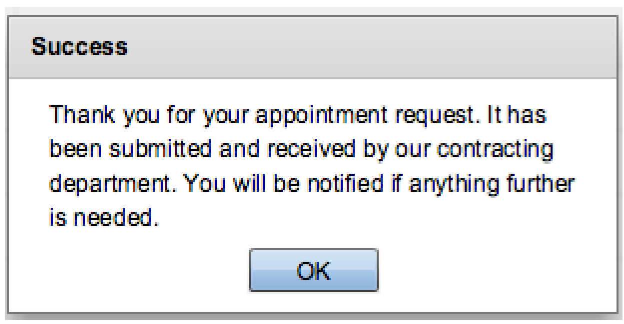


On this page, the carrier requires you to scroll through the contracting paperwork. Be sure and scroll to the bottom of the page, then press **Confirm**.

Finally, click the Apply My Signature button.

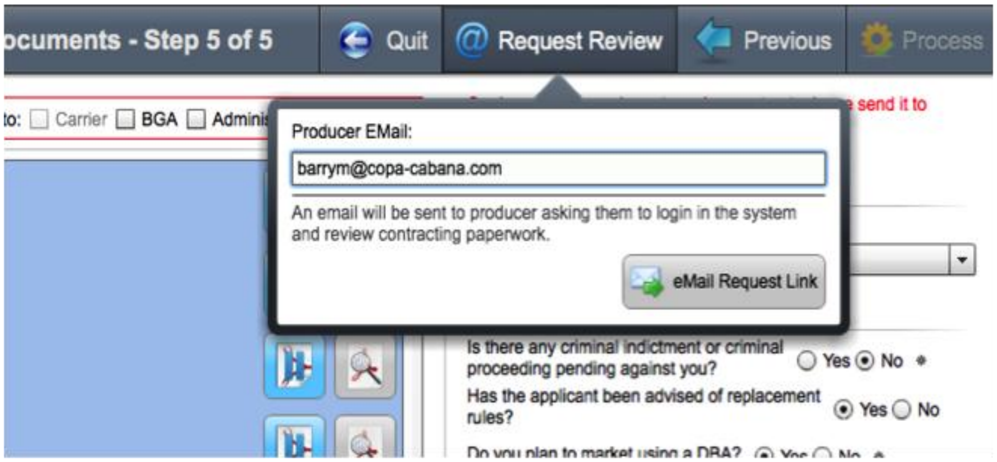


A successful appointment request generates the following message.

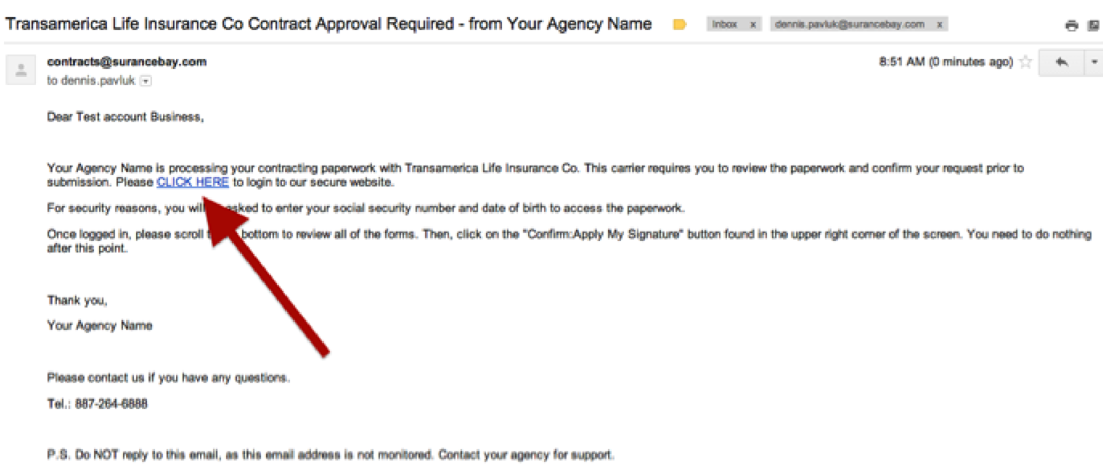


Confirm & Apply my Signature

1. The Agency Worker sends the Request Review.



2. Once the email is sent the producer gets an email that includes the link to click to access SureLC. (If you don't see the email in the inbox check the junk folder).



Transamerica Life Insurance Co Contract Approval Required - from Your Agency Name   Inbox x   dennis.pavluk@surancebay.com x

contracts@surancebay.com
to dennis.pavluk

8:51 AM (0 minutes ago)

Dear Test account Business,

Your Agency Name is processing your contracting paperwork with Transamerica Life Insurance Co. This carrier requires you to review the paperwork and confirm your request prior to submission. Please CLICK HERE to login to our secure website.

For security reasons, you wil[illegible]sked to enter your social security number and date of birth to access the paperwork.

Once logged in, please scroll t[illegible] bottom to review all of the forms. Then, click on the "Confirm:Apply My Signature" button found in the upper right corner of the screen. You need to do nothing after this point.

Thank you,

Your Agency Name

Please contact us if you have any questions.

Tel.: 887-264-6888

P.S. Do NOT reply to this email, as this email address is not monitored. Contact your agency for support.

3. After clicking the link in the email, the producer is taken to the web version of SureLC. The producer logs in using the last 6 digits of their SSN and date of birth.

4. Once logged in, the producer answers the appropriate questions or reviews the contracting paperwork. When reviewing carrier paperwork, the producer scrolls through the forms and, at the bottom, presses **Confirm** in the upper right hand corner followed by **Apply My Signature**.

5. Once completed the producer gets confirmation that their review completed successfully and that your agency has been notified.