OHIO FAIR PLAN UNDERWRITING ASSOCIATION

BULLETIN #10 – October 23, 2009

ENHANCED AGENT ONLINE SERVICES

The Ohio FAIR Plan (OFP) is pleased to announce that there are now additional services available to agents on our website. Effective October 30, 2009, agents can:

- check the status of a file
- see a list of pending applications
- print binders, declaration pages, invoices, and other correspondence
- confirm receipt of a payment
- view commission statements
- check a policy's loss history
- print coverage forms
- view premium refund amount and check issue date

These options are available to every agent with a Login ID. **Please remember that, as always, we do not issue agency logins. Each licensed staff member is to have his/her own login.** Because the staff member will be associated with the agency, each staff member will be able to see data for the entire agency (not just the files the staff member has submitted).

If there are staff members in your office who have not yet signed up for Agent Online Services, please direct them to the Agents tab on www.ohiofairplan.com.

Please review the second page of this bulletin for clarification on your responsibilities when using these new capabilities and the ability to opt-out of these new features.

As always, if you have any questions, please contact OFP at 614-839-6446 or 800-282-1772. You will note a new option on your Agent menu for help exclusively with Agent Online Services.

Ohio FAIR Plan Agent Portal Notification

The Ohio FAIR Plan Underwriting Association (OFP) has developed a Portal on OFP's website that will allow agents to view data and documentation that pertains to their customers and their agency. This Notification has been developed to clarify agency responsibilities in using the Portal. The agency principal/owner has a right to opt-out and not allow agency staff access to information via the Portal. If the agency principal/owner decides to opt-out, the Opt-Out Form must be signed and received by OFP, otherwise all agency staff currently registered to use OFP's Agent Online Services will be granted access to the data and documentation contained within the Portal.

Please take notice and be aware of the following:

1. All Ohio-licensed property insurance agents that have been identified as agents of a particular agency and have registered through OFP to have access to OFP's Agent Online Services will be granted access to all that agency's customer data and documentation available via the Portal. This data may include, but is not limited to, insured names, coverage effective dates, property locations, mailing addresses, coverage amounts, applicable coverage forms, occupancy descriptions, applicable condition charges, premiums, payment information, refund details, mortgagee information, additional insured details, underwriting data, and claims history. Documentation may include, but is not limited to, declaration pages, invoices, notices of cancellation, notices of non-replacement, notices of non-eligibility, form letters, coverage forms, and agency commission statements.

2. The information provided via the Portal cannot be modified by the agency and dissemination of the information outside its intended use is strictly forbidden.

3. It is the responsibility of the agency to notify OFP of changes and/or ongoing agency issues that may affect OFP's ability to communicate with the agency. These changes/issues may include, but are not limited to, changes in mailing and e-mail addresses and/or known issues in receiving mail and e-mail. Any failure to keep OFP updated may result in OFP notifications not being received by the agency.

4. The agency must notify OFP in writing if an agent from the agency leaves the organization and the agency no longer wants that agent to have access to agency records via the Portal. Failure to notify OFP in writing of this change may result in the former agent still having access via the Portal.

5. Pursuant to statute and Ohio Administrative Code, no agent is an agent of OFP and no agent has authority to bind OFP in any manner.

6. OFP assumes no liability for any errors in the information contained within the Portal. All content is provided "as is" without any warranty of any kind.

If the agency principal/owner decides to opt-out, please contact our office at 800-282-1772 to request the Opt-Out Form.