The “View Policy Information” options can be found via the “View Policy Info.” button off of the Arrowhead Exchange Main Menu.

**View Policy Information:** VPI provides the ability to review Personal Auto policy information for active, as well as inactive policies through Arrowhead Exchange. In addition, active policies or policies in lapse status up to 30 days from the lapse date can be endorsed or an online payment can be made via Electronic Funds Transfer (EFT).

**Note:** Online payment options via EFT will only be provided for producers that are activated for this payment option. If your producer code is *not* activated for EFT, please call ArrowBind at 800.879.5789, when taking a payment.

A Personal AUTO policy can be accessed by providing one of the following search criteria:

- Policy Number
- Customer Number
- Client’s Last Name

**Note:** Policies issued on our previous processing system cannot be accessed by VPI. If you are unable to reference a policy that is currently in force, please contact Customer Service at 800.333.5553 for policy information.
Once the specific policy has been selected, several policy characteristics can be reviewed, including:

- General Policy Characteristics: Example: Insured’s name & address, effective and expiration dates, pay plan, etc.
- Billing information and lapse history
- Coverage information
- Driver information and driver record information from MVR
- Vehicle information

*Policy documents will be available soon! Print Letters of Experience, MVR Letters, and ID Cards*
The first tab provides “Policy” information, such as the insured’s full name and address; policy inception date; current effective and expiration date; lapse history; payment method; and premium snapshot, including applicable fees.
The “Billing” section includes several characteristics of the policy’s status related to billing summary and transaction information. This includes:

- Policy status; current amount due and due dates; last payment received; express pay option; total term premium and reasons for uprates at new business (premium adjustments)
- Historic billing information & transaction dates; transaction type; effective and due date; amount billed; date received; and written premium

**Note**: A complete billing summary can be accessed by clicking on “Show All” toward the bottom of the screen.

“Make a Payment”: We have added a “Make a Payment” button that allows you to make an installment via EFT for active and inactive policy up to 30 days from the lapse date. This function only applies to producer codes activated for EFT transactions.
The “Coverage” section lists each coverage and associated limits for each vehicle.

**Note**: Additional vehicles, applicable surcharges and discounts will also be reflected within this screen. All surcharges and discounts will appear for all vehicles, but may only apply to certain vehicles on the policy.

**Note**: **Premiums reflected are the current "snap shot" of each vehicle and vary based on status. Cancelled policies reflect the prorated premium.**

Online endorsements, **“Make a Change To This Policy”** can be accessed within the coverage, driver and vehicle sections and will reflect the current policy shown in “View Policy Status”.

![View Policy Information -- Personal Lines](image_url)
The “Driver” section provides the specific characteristics of each driver on the policy, including:

- Name and gender
- Marital status
- Date of birth
- Years licensed
- Points*
- License number
- License state
- SR-22 status
- Whether the driver is listed as excluded*

*Note: Driver record information can be accessed by clicking on “Points”, which is a link to a new window.
The “Vehicle” section includes specific information on each vehicle, including:

- Year; make; model; symbol; VIN; Loss Payee; Additional Insured; Assigned Driver; and annual mileage

The specific “Loss Payee” and applicable address can be referenced by clicking on the Loss Payee listed. If changes need to be made to the Loss Payee, simply click on “Make a Change to this Policy”.

**SECTION 4.g: View Policy Info. — “Generate Policy Docs” Tab — Auto … Continued**

From this area you will be able to print Letters of Experience, MVR Letters, and ID Cards.