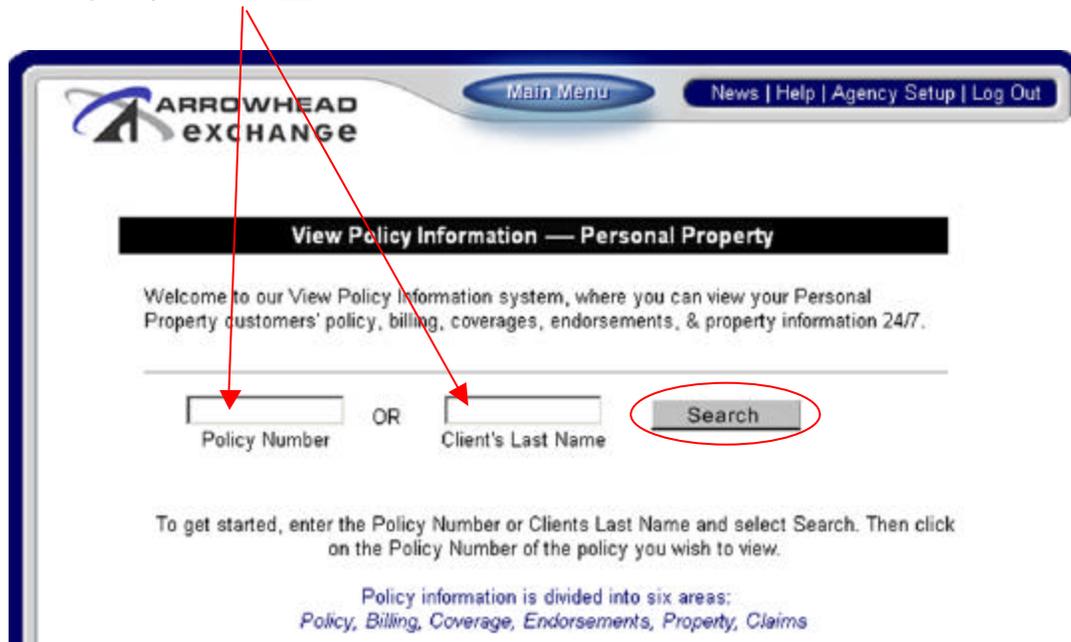


SECTION 8: View Policy Information — Property



The “View Policy Information” area provides the ability to review Homeowners [HO3/HO4/HO6/DP3] policy information for active and inactive policies through logging into Arrowhead Exchange.

It's easy, just enter the **policy number** OR **last name of the customer** and click “Search”.



SECTION 8: View Policy Information — Property

Next, you will see the **Search Results**. Click on the policy number link next to the specific Insured's Name to access their information. If there are more than 10 results per search, additional results will be displayed by clicking the "Next" Button.

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View Policy Information -- Personal Property

120 policies found

Policy Number	Insured's Name	Policy Type	Company
AH01234567	SMITH, AA	HO-3	CLARENDON NATIONAL INSURANCE CO
AH01234567	SMITH, AD	HO-4	CLARENDON NATIONAL INSURANCE CO
AH01234567	SMITH, AD	HO-6	CLARENDON NATIONAL INSURANCE CO
AH01234567	SMITH, AM	HO-3	CLARENDON NATIONAL INSURANCE CO
AH01234567	SMITH, BA	HO-3	CLARENDON NATIONAL INSURANCE CO
AH01234567	SMITH, BR	HO-3	CLARENDON NATIONAL INSURANCE CO
AH01234567	SMITH, CA	HO-3	CLARENDON NATIONAL INSURANCE CO
AH01234567	SMITH, CE	HO-4	CLARENDON NATIONAL INSURANCE CO
AH01234567	SMITH, CH	HO-4	CLARENDON NATIONAL INSURANCE CO
AH01234567	SMITH, CH	HO-3	CLARENDON NATIONAL INSURANCE CO

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Under the black "Policy" tab, the screen reflects basic policy information: mailing and location address, bill type, tier name, policy status, pending status and effective dates.

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View Policy Information -- Personal Property

Insured Name: **Charles Smith** Policy Number: **AH01234567**
Policy Type: **HO-3** Company Name: CLARENDON NATIONAL INSURANCE CO

Policy | **Billing** | Coverage | Policy Changes | Property | Claims

Mailing Address: 123 Main Street
Anywhere, CA 00000-000
Location Address: 123 Main Street
Anywhere, CA 00000-000
Phone: 000-000-0000

Bill Type: DIRECT BILL
Bill To: **Charles Smith**
Tier Name: REGULAR
Policy Status: **PND CNCL**
Pending Status: [NQC - Other](#)
Effective Dates: 09/24/2003 to 09/24/2004

SECTION 8: View Policy Information — Property

Under the **'Billing'** tab, the screen reflects: current payment status, plan type, amount due, last payment received, policy status, annual and original premium, payments received and due, payment plan, amount due and next bill due and last bill received.

Transactions Type Descriptions:

- **Installment:** All future payments that have not been billed will be listed as an Installment with the applicable due date
- **Payment:** Once an installment has been paid, the transaction type will change to reflect the payment and the date payment was received
- **Bill:** Once the bill is generated, it becomes a Bill
- **Renewal Bill:** Forty-five to Sixty days prior to the renewal date, a "Renewal" bill is generated. If the plan type is either a 4-pay or 6-pay, the premium will reflect the amount of the 1st installment. Once the first installment is paid, all remaining installments will populate the screen. This will provide a schedule of payments and due dates

To Calculate the Pay-off Amount: Simply add all **'Bills and Installments'** then subtract all but one **'Billing Fee'** to get the total pay-off amount. The **"Bill To"** field lists the name of the individual/company that the bill is sent to. The **"Pending Status"** field will show if a notice of cancellation has been sent for any of the following reasons: non-payment, underwriting reasons, insured request or a notice of non-renewal. Please click on the notice link for a detailed description.

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View Policy Information -- Personal Property

Insured Name: Charles Smith

Policy Type: HO-3

Policy Number: AH01234567

Company Name: CLARENDON NATIONAL INSURANCE CO

Policy

Billing

Coverage

Policy Changes

Property

Claims

Current Payment Status:	AWAITING PMT	Policy Status:	ACTIVE
Plan Type:	6-PAY	Annual Premium:	\$755.00
Amount Due:	\$144.70 on	Original Premium:	\$755.00
Last Payment Received:	\$755.00 on 12/30/2002		

Transaction Type	Due Date	Issued/Received Date	Premium	Fees
RNWL BILL	12/18/2003		\$144.70	\$0.00
PAYMENT	12/19/2002	12/30/2002	\$755.00	\$0.00

SECTION 8: View Policy Information — Property

Under the “Coverage” tab, the screen lists all policyholder coverage's, limits and premiums

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View Policy Information -- Personal Property

Insured Name: Charles Smith Policy Number: AHO1234567
 Policy Type: HO-3 Company Name: CLARENDON NATIONAL INSURANCE CO

Location Address: 123 Main Street
 Anywhere, CA 00000-0000

Policy | Billing | **Coverage** | Policy Changes | Property | Claims

Coverage	Deductible	Limits	Premium
POLICY FEE:			\$60.00
RESIDENCE:		119500	\$769.00
OTHER STRUCTURES:		11950	
PERSONAL PROPERTY:		59750	
PP - REPLACEMENT COST:			\$77.00
LOSS OF USE:		23900	
PERSONAL LIABILITY:		300000	\$16.00
MEDICAL PAYMENTS:		2000	\$4.00
DEDUCTIBLE \$500:	\$500		\$-62.00
INFLATION GUARD:			\$15.00
MATURE HOMEOWNER:			\$-38.00
EMPLOYMENT CREDIT:			\$-38.00
TRANSFER/RENEWAL CREDIT:			\$-38.00
		Total:	\$755.00

SECTION 8: View Policy Information — Property

Under the “**Policy Changes**” tab, the screen lists all endorsements processed on the policy. A link to the ‘**Make a Policy Change**’ can be accessed from here as well if additional endorsements need to be processed. Typical processing time for endorsements is eight business days. Please allow time for posting of all endorsements

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View Policy Information -- Personal Property

Insured Name: Charles Smith Policy Number: AH01234567
 Policy Type: HO-3 Company Name: CLARENDON NATIONAL INSURANCE CO

Endorsements submitted online will be reviewed by Underwriting, therefore will not be reflected on the policy immediately. [Make A Change To This Policy](#)

Policy | Billing | Coverage | **Policy Changes** | Property | Claims

Effective Date	Endorsement Type
03/27/2003	ADDED MTG #2 PER AGT REQ, EFF 3/27/03
03/28/2003	CORRECT SPELLING OF INSD LAST NAME
04/01/2003	CORR 2ND MTGEE EFF 04 01 03
11/07/2003	CHANGED MGT PER AGENT WRITTEN REQ /ESCROW NOT LISTED
12/18/2003	RENEWAL SOLICITED

Under the “**Property**” tab, the screen reflects detailed information pertaining to the risk in addition to mortgagee information

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View Policy Information -- Personal Property

Insured Name: Charles Smith Policy Number: AH01234567
 Policy Type: HO-3 Company Name: CLARENDON NATIONAL INSURANCE CO

Policy | Billing | Coverage | Policy Changes | **Property** | Claims

Property Information:

Territory: 5	Square Ft.: 1500	Roof Approved: Y
Year Built: 1949	Owner Occupied: Y	Miles/Fire Dept: 5
Construction: FRAME	Unit/Family Count: 0 / 1	Feet from Hydrant: 1000
Fire Protection: 8	Seasonal/Secondary: N	

Location Address	Bill Type
123 Main Street Anywhere, CA 00000-000	DIRECT BILL

Mortgagee Name & Address	Loan Number
1st 9876 Mortgage Lane Hometown, CA 00000-0000	12345
2nd 4567 Lender Ave. Smallville, CA 00000-0000	N/A

SECTION 8: View Policy Information — Property

Under the “Claims” tab, the screen reflects any claims belonging to the insured. Click the “Claim #” to access details of that specific claim and its activity.

View Policy Information -- Personal Property

Insured Name: Charles Smith Policy Number: AH01234567
 Policy Type: HO-3 Company Name: CLARENDON NATIONAL INSURANCE CO

Policy Billing Coverage Policy Changes Property **Claims**

Claim #	Date Opened	Date Closed	Date Re-Opened
00000000	09/19/2003	09/29/2003	
00000000	09/19/2003	10/02/2003	
00000000	03/20/2003	04/28/2003	04/28/2003

Under The “Claims” tab, the screen provides the name of the adjuster assigned to the claim, a brief description of the claim and the amounts paid for the claim.

View Policy Information -- Personal Property

Insured Name: Charles Smith Policy Number: AH01234567
 Policy Type: HO-3 Company Name: CLARENDON NATIONAL INSURANCE CO

Policy Billing Coverage Policy Changes Property **Claims**

Claim #: 000000000 Loss Date: 09/18/2003 Date Reported: 09/19/2003
 Adjuster: John Doe Close Date: 10/02/2003 Re-opened Date:
 Detail: HURRICANE

Payment Type	Amount Paid
STRUCTURE/ADDITIONAL LIVING EXPENSES	\$1659.35
LEGAL	\$296.00