

## **IMPORTANT Change in RLI Application and Payment Process Effective September 1, 2023**

As technology has developed over the years, a substantial portion of RLI's new business has been submitted electronically, including electronic signature and payment. For years, our RLI Brokers have had access to our producer portal and quoting platform to quote and submit business to us for final submission.

We have been encouraging our RLI brokers to transition away from submitting applications and checks to us (manual/agency bill) to processing on the RLI portal (electronically/direct bill), as we know RLI's plan is to make this process permanent. Additionally, the electronic process provides brokers and their clients with a quicker and more efficient experience. We are ready to make this change permanent. By the end of August 2023, manual/agency bill will no longer be an option.

### **What this means for the brokers/retail agents and how the change will appear:**

**Retail Agents/Brokers:** The signature option "Application contains original signature" will be revised to say "Submit signed app and payment to admin".

They will have two options for payment.

Option 1: Send a secure email to the Insured to eSign and Pay Online

Option 2: Verbally provide login information to the Insured to eSign and Pay Online

Online Payment Options for the Insured are either (1) Credit/Debit card payment or (2) the funds can be withdrawn from a checking or savings account (Electronic Check). Neither have any fees or additional charges to the Insured.

If you have any questions regarding this, don't hesitate to reach out to us at 804-747-9300.

Lastly, be sure those in your office that handle RLI business, sign up for our upcoming RLI training webinar.

## **RLI Training Webinar**

Partnering with RLI, IIAV will give a \$100 gift card to one lucky agent during the 4th quarter (Oct-Dec). For each new personal umbrella policy written with RLI, an agent will receive one entry into our drawing. You can get an additional entry by attending this 1.5-hour RLI training webinar on September 14th at 10:00 AM. Click the link below to register.

- **RLI PERSONAL UMBRELLA AND PORTAL TRAINING (WEBINAR)  
09/14/2023**  
<https://members.iiav.com/calendar/Details/rli-personal-umbrella-and-portal-training-webinar-09-14-2023-939259?sourceTypeId=Website>