



# **SureLC**

**Version 2.0**

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## **Producer User Guide**

Revision: July, 2012

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## 1.0 OVERVIEW

Your agency has subscribed to use SureLC, a licensing & contracting automation software. At some point in your career, you will likely need to be contracted with multiple insurance companies to sell their products. Rather than you manually filling out each insurance company's contracting paperwork whenever you need a new appointment, SureLC automates this process. You setup your profile in SureLC one time, and then whenever you need an appointment with a new insurance carrier, or you need a new non-resident appointment, SureLC automates this process for you and your agency.

## 2.0 GETTING STARTED

### 2.1 What You Need

To use SureLC, you need:

- Adobe Reader version 9.2 or higher. The most recent version can be downloaded for free at: <http://get.adobe.com/reader/>
- Internet Connection
- A scanner hooked up to your computer **OR** the ability to fax documents.
- SureLC software, which can be downloaded at <http://www.surancebay.com/downloads/index.html>

You are receiving this file because your agency has added you as a producer to SureLC. You should have already received an email from [setup@surancebay.com](mailto:setup@surancebay.com), subject line of "Welcome to SuranceBay", with installation instructions and login information. If you have not received this email, check your junk/spam mail. If the email is not in your junk/spam email, contact your agency for further instructions.

### 2.2 Login Credentials

The agency who added you to SureLC set up your initial login and password to use SureLC, which can be found in the initial email you received from [setup@surancebay.com](mailto:setup@surancebay.com).

#### 2.2.1 User Name:

Your username is likely your primary email address. Your User Name is the email address you provided to the agency when they added you to SureLC. Contact your agency if your User Name is not your primary email address.

#### 2.2.2 Password:

Your agency set up your initial password to use SureLC, which can be found in the email sent to you after your agency added you as a producer. If you do not know your password, enter your User Name and click on the Forgot password? button and you will receive an email with your initial password (check junk/spam mail for email from @surancebay.com domain).

## 2.3 Change User Name and/or Password

1. Enter your username
2. Enter your password
3. Select Change Password and/or Change Login, then click on Login



Please provide your credentials and click login.

EMail:

Password:

Remember Me  Change Login

Change Password

[Forgot Username?](#) [Forgot Password?](#)

4. Enter your new username and password.



Enter Your email address here.

User name:

Password:

Repeat Password:

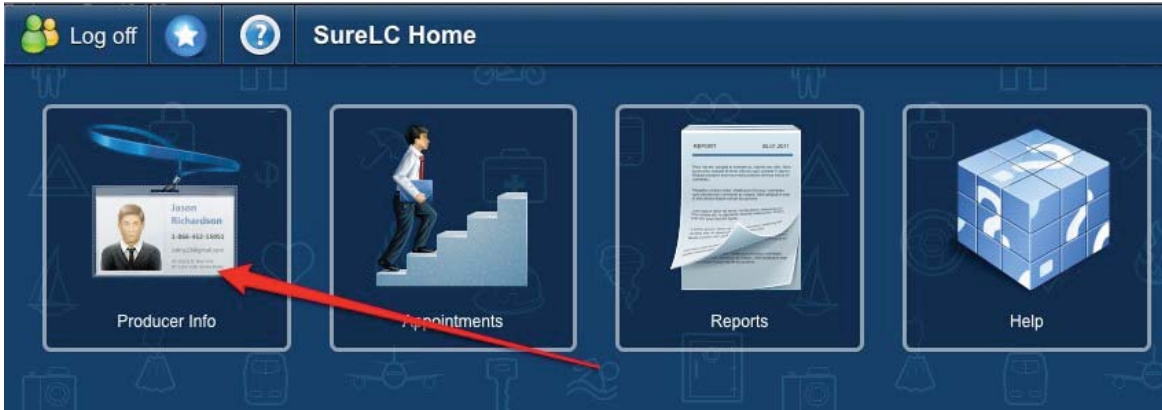
Update Cancel

Enter the new password in both fields.

### 3.0 SETTING UP YOUR PROFILE

Once you set up your profile in SureLC, it will be used to populate all requested contracting paperwork.

**Step 1:** After logging in, click on the Producer Info icon.



**Step 2:** Complete all Information under each 'Tab'

The image shows the 'Joe Smith's INFO' profile page. The top navigation bar includes 'Home', a star icon, a help icon, and the text 'Joe Smith's INFO'. On the right, there are 'Next' and 'Request Appointment' buttons. The main content area is divided into sections: 'IDENTIFICATIONS (NPN:3243072 / SB:501)' with fields for SSN, Gender, Date of Birth, and eMail; 'NAME' with fields for LAST, FIRST, MIDDLE, TITLE, PHONE, FAX, CELL, DRIVER LIC#, DL STATE, and SPOUSE; and 'DOING BUSINESS AS' with radio buttons for 'Individual', 'Business Entity', and 'Licensed Only Agent', and a checked 'Has Solicitors' checkbox. Below these are 'Residential Address' and 'Mailing Address' sections, each with fields for Street, Line 2, ZIP, ALABASTER, AL, Start Date, and End Date. A red text box in the center reads: 'Click on each 'Tab' to Input the necessary information. Once you have completed all the necessary information under that tab, you will get a Green Check Mark.' Red arrows point from this text box to the bottom navigation tabs: PERSONAL, QUESTIONS, LICENSES, EFT, HISTORY, E&O, PRINT, and SCAN. The 'E&O' tab has a red exclamation mark, while all others have a green checkmark.

**Step 3:** SureLC now needs your signatures on 2 required documents. In addition, if you want commissions direct deposited to your account, you will need to provide a copy of a voided check. Finally, if you have Errors & Omissions (E&O) insurance, SureLC needs a copy of the declaration page of your E&O insurance so it can be presented to the carriers when requested.

- Click on the Print Tab. Print or Email the Signature Authorization Form.

**Signatures and Documents Checklist:**

To complete your profile, certain documents need to be included that will be used and included in your carrier contract requests. You may attach the files to your profile several different ways:

1. Use a camera attached to your computer to take a picture of the forms.
2. Upload the file(s) directly from your computer (PDF format).
3. Draw your signature directly online by clicking the 'Online Signature' button to the right.

**How you obtain the forms:**

1. Click on the Print icon next to the form name, and your printer will print the form.
2. Click on the Email icon next to the form name, and you will receive an email with the form.

**How to upload the forms:**

1. Scan the file(s) and save them as a PDF. Then, click on the SCAN tab. Then, click on the Blue Folder to Upload the desired forms.
2. Fax the documents to your agency. .

**Additional Documents:**  
Please remember to also upload the following documents, if applicable:

- AML Certificate - If you completed your AML with a provider other than LIMRA.
- Court Documents - Any court documents that may be needed by the carriers.
- Explanations - Any documentation you have related to Yes answered background questions that you want included in your profile.
- Articles of Incorporation - For business entities, some carriers require this.
- LTC Training Certification - If you sell LTC products, provide a copy of your LTC Training Certificate.
- Annuity Training Certification - If you've completed state required training, upload your certificate.
- E&O Declaration Page - If you have E&O Insurance, provide proof of coverage.

Online Signature   Voiced Check Im...   Voiced Check PDF   Voiced Check Ca...

Direct Deposit  
on file and ready for printing

Electronic Signature Page  
on file and ready for printing

Click here to print.   Click here to email to yourself.

PERSONAL ✓   QUESTIONS ✓   LICENSES ✓   EFT ✓   HISTORY ✓   E&O ⚠   PRINT ✓   SCAN ✓

**Step 4:** Sign each required form. We recommend using a black Sharpie marker.

**Step 5:** Click the Scan Tab. Upload the signed documents to your profile.

- If you have a scanner hooked up to your computer, scan the required documents, and then drop them into the folder.
- If you do NOT have a scanner hooked up to your computer, fax the documents to your agency, and they will drop the files into your profile.

**\*NOTE\*** → The **Electronic Signature Page** is a required document that you must sign and have uploaded to SureLC. Failure to sign and upload these documents to your profile will inhibit your agency from producing your contracting paperwork. If you decide not to sign these documents, contact your agency so they can send you the carrier's contracting paperwork for you to manually complete.

The screenshot shows the 'Joe Smith's INFO' page in the SureLC system. At the top, there are navigation links for 'Home', 'Previous', and 'Request Appointment'. Below the header, a message prompts the user to upload paperwork: 'Please upload paperwork provided by your GA here - Electronic Signature form, E&O Certificate, Deposit Slip, etc. You might need to upload additional documents: Annuity Training Certification, LTC CE Training Certification'. There are 'Refresh status' and 'Delete All' buttons. A large white box with the text 'Drag and drop your files here' is the central focus. To the right, a blue folder icon labeled 'Upload Scanned PDF' is shown with a red arrow pointing to it. Another red arrow points from the folder icon to the 'SCAN' tab in the bottom navigation bar. The bottom navigation bar includes tabs for 'PERSONAL', 'QUESTIONS', 'LICENSES', 'EFT', 'HISTORY', 'E&O', 'PRINT', and 'SCAN'.

Click the Blue Folder above to open a drive on your computer. Find the location of your saved forms.  
1. Choose the file.  
2. Click Open to load.  
OR  
Click on the file and drag the file into this box. The form will load when the file is released.

## 4.0 REQUESTING A CARRIER APPOINTMENT

After your profile has been set up in SureLC, you can request your agency to submit contracting paperwork with any carrier.

### 4.1 Appointment Request Outside of SureLC

If you prefer not to use SureLC to ask your agency to submit contracting paperwork for a desired carrier, you can:

- Send your agency an email
- Call your agency
- Fax a request to your agency
- Submit new business to your agency, which will prompt them to process appointment paperwork if you are not contracted with the carrier (non pre-appointment states only).

### 4.3 Request Appointments through SureLC

You can submit a request to your agency for an appointment through SureLC. Follow these instructions: **Step 1**: Click on Request Appointment in the Producer Info section.



Or, Click on the Appointment Icon on the SureLC Desktop.





**Step 2:** Click on the Request Appointment button:



**Step 3:** Make your selections on each page. Once you have completed Steps 1 thru 4, click on the Send to BGA button. Your request will be submitted to your agency.

Some carriers require you to initiate your request for an appointment directly through SureLC, while others do not.

If a carrier requires you to initiate a contract request through SureLC, you will need to view the auto-completed contracting paperwork, Confirm it is accurate, prior to submitting the request to your BGA. If you are not satisfied with how the contracting paperwork has been completed, you will need to adjust your profile in SureLC prior to submitting the request to your BGA.

Contact your agency with any questions you may have or more details.

©

The screenshot shows a web form titled 'Appointment Request / Carrier & Product - Step 1 of 4'. The form is divided into two main sections: 'Carrier:' and 'Request:'.  
 - The 'Carrier:' section contains a list of insurance carriers, each with a checkbox. A red arrow points to the first few items with the text 'Check the box next to the carrier needed.'  
 - The 'Request:' section contains radio buttons for 'Contract', 'Add State', 'Hierarchy', 'Payment', and 'Transfer'. A red arrow points to the 'Contract' option with the text 'Select the type of contract you require.'  
 - At the bottom left, there are three bullet points: 'You may request one carrier at a time...', 'Then click on REQUEST TYPE you want to make.', and 'Select NEXT afterwards.'

Home ? Appointment Request / States & Counties - Step 2 of 4 Previous Next

Request Contract for Allianz Life In Co of NorthAmerica

**Licensed States:** Select All

<input type="checkbox"/> Alaska	<input type="checkbox"/> Arizona	<input type="checkbox"/> California	<input type="checkbox"/> Connecticut	<input type="checkbox"/> Florida
<input type="checkbox"/> Hawaii	<input type="checkbox"/> Illinois	<input type="checkbox"/> Indiana	<input type="checkbox"/> Kentucky	<input type="checkbox"/> Louisiana
<input type="checkbox"/> Massachusetts	<input type="checkbox"/> Michigan	<input type="checkbox"/> Minnesota	<input type="checkbox"/> Mississippi	<input type="checkbox"/> New Jersey
<input type="checkbox"/> New York	<input checked="" type="checkbox"/> Ohio	<input type="checkbox"/> Pennsylvania	<input type="checkbox"/> South Carolina	<input type="checkbox"/> Texas
<input type="checkbox"/> Utah	<input type="checkbox"/> Virginia	<input type="checkbox"/> Virgin Islands	<input type="checkbox"/> Wisconsin	<input type="checkbox"/> West Virginia

**Products:**

- Variable Life:
- Variable Annuity:
- Long Term Care:
- Group Life and Health:
- Fixed Life:
- Fixed Annuity:
- Disability:
- Accident and Sickness:
- Med Supplements:
- P & C:

**Select the state(s) you require for appointment.**

**Select the product line(s) you require.**

Home ? Appointment Request / Miscellaneous - Step 3 of 4 Previous Next

Request Contract for Allianz Life In Co of NorthAmerica to sell Fixed Life and Fixed Annuity in Ohio

Agent number: (FMO Assigned):

Resident county:

State and County of residence and county of work for the last 10 years:

If you currently are, or ever have been FINRA registered, do you have any reportable events on your U-4 or U5?  Yes  No

**Answer any questions that may appear on this step. Items with a red indicator are required to advance to Step 4.**

Step 4 requires you to look over your background questions to ensure accuracy. You may be prompted to “Reconfirm” your background answers. SureLC requires a reconfirmation of background every 2 months.

Home ? Appointment Request - Step 4 of 4 Quit Previous Submit

*Please answer these questions in details. SuranceBay will not share information with carriers unless it is explicitly requested as required part of standard contracting.* ALL NO

1. Have you ever been charged or convicted of or plead guilty or no contest to any Felony, Misdemeanor, federal/state insurance and/or securities or investments regulations and statutes? Have you ever been on probation?  Yes  No
2. Have you ever been or are you currently being investigated, have any pending indictments, lawsuits, or have you ever been in lawsuit with insurance company?  Yes  No
3. Have you ever been alleged to have engaged in any fraud?  Yes  No
4. Have you ever been found to have engaged in any fraud?  Yes  No
5. Has any insurance or financial services company, or broker-dealer terminated your contract or appointment or permitted you to resign for reason other than lack of sales?  Yes  No
6. Have you ever had an appointment with any insurance company terminated for cause or been denied an appointment?  Yes  No
7. Does any insurer, insured, or other person claim any commission chargeback or other indebtedness from you as a result of any insurance transactions or business?  Yes  No
8. Has any lawsuit or claim ever been made against you, your surety company, or errors and omissions insurer arising out of your sales or practices, or, have you been refused surety bonding or E&O coverage?  Yes  No
9. Have you ever had an insurance or securities license denied, suspended, cancelled or revoked?  Yes  No
10. Has any state or federal regulatory body found you to have been a cause of an investment OR insurance-related business having its authorization to do business denied, suspended, revoked, or restricted?  Yes  No
11. Has any state or federal regulatory agency revoked or suspended your license as an attorney, accountant, or federal contractor?  Yes  No
12. Has any state or federal regulatory agency found you to have made a false statement or omission or been dishonest, unfair, or unethical?  Yes  No
13. Have you ever had any interruptions in licensing?  Yes  No
14. Has any state, federal or self-regulatory agency filed a complaint against you, fined, sanctioned, censured, penalized or otherwise disciplined you for a violation of their regulations or state or federal statutes? Have you ever been the subject of a consumer initiated complaint?  Yes  No
15. Have you personally or any insurance or securities brokerage firm with whom you have been associated filed a bankruptcy petition or declared bankruptcy?  Yes  No
16. Have you ever had any unsatisfied judgments, garnishments, or liens against you?  Yes  No

**Review and confirm your background. Once confirmed, click Submit.**

## 5.0 TROUBLESHOOTING AND FREQUENTLY ASKED QUESTIONS

### 5.1 Producer Training Video

[Click here](#) for a full-length demo for how to set up your profile and submit appointment requests.

### 5.2 Printing Problem

SureLC requires that you have Adobe Reader version 9.2 or higher. [Click here](#) to install the most recent version of Adobe Reader.

[Click here](#) to view a video tutorial showing you how to install the most recent version of Adobe Reader.

### 5.3 Viewing SureLC

To best view SureLC, set your monitor's resolution to 1280 x 800. [Click here](#) to view a video tutorial showing you how to make the adjustment.

If you have any additional problems and/or questions, contact your agency for support.



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