# Quote Renewal in *AgentsOnline*
A Guide for Agents

Renewal quoting for Personal Lines is now available in *AgentsOnline*! This feature is accessible for renewals once they have processed in our system (about 35 days prior to the expiration of the current policy term) up to the effective date of the renewal. Renewal quoting allows you to get a premium quote for changes that your customer may want to consider for their policy renewal.

Quote Renewal
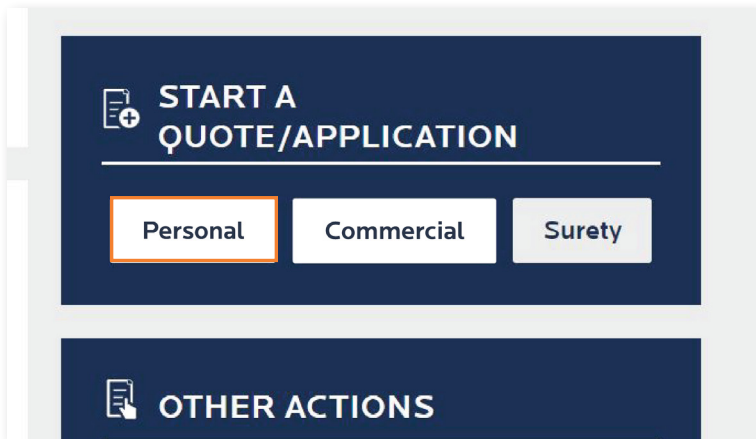
1. To start a renewal quote, click the "Personal" button in the dark blue box on the right side of the page.

   A box will appear asking you to select line of business you are quoting.
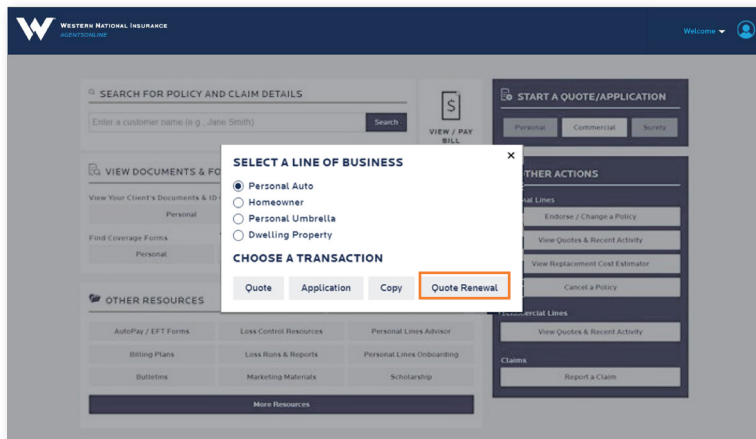
2. Renewal quoting is available for Personal Auto Policies and Homeowner Policies.

   Select the button next to the Line of Business you are quoting and then click the "Quote Renewal" button.
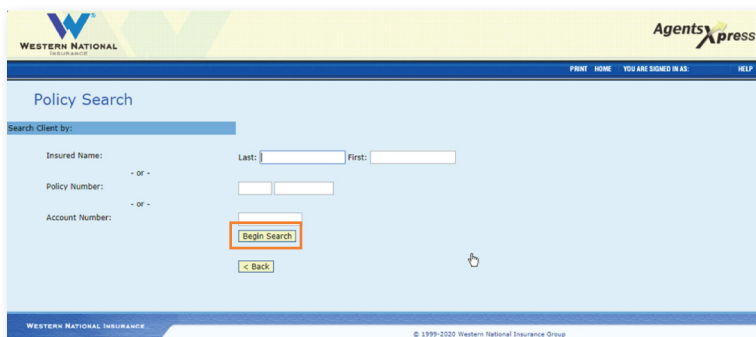
3. To search for the policy you want to quote, enter your customer's Last and First Name, their policy number, or their account number and click "Begin Search."

   Your search will return matching results.

4. Select the policy you wish to view by clicking on the desired Policy Number.

Please note: If the renewal for the policy you have selected has not processed in our system, you will not be able to provide a renewal quote.

5. You can now enter any updated information for the quote by moving through the different sections at the top.

6. After new information pertaining to the quote has been entered, you can view the summary by clicking "Next" at the bottom or "Summary" at the top.

Please note: In the Quote for Renewal activity, you cannot make any modifications to the renewal.

To sumbit the desired change, you will need to create an endorsement through the regular process. This process is described in step eight.

7. In the summary view, you can review or print the updated quote for the new term by clicking "View/ Print Summary."

8. To modify a renewal, an endorsement transaction must be submitted effective the first day of the renewal term.

   Please exit the quote and select "Endorse/Change a Policy" in the menu on the right side of the home page.

   Please note: Once the endorsement has been created, the premium shown on the summary page will not match the premium shown on the renewal quote. Once the endorsement has been submitted, the premium will be updated with the next download cycle and a revised renewal will be sent with the matching premium from the renewal quote.

Viewing Previous Renewal Quotes

1. To view a list of all the renewal quotes you have created, click "View Quotes & Recent Activity" in the menu on the right side of *AgentsOnline*.
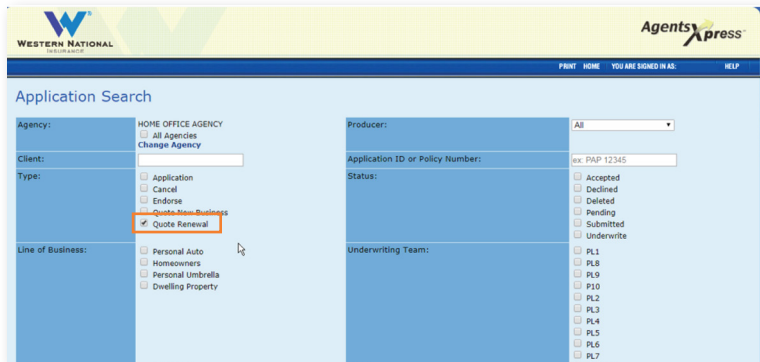
2. To search for individual renewal quotes, click the check box for "Quote Renewal" in the Application Search activity.

Please note: All renewal quotes will appear with an "R" for renewal in the column for "Type."

If you have questions about the new Quote Renewal function, please contact our **Customer Relationship Center** at **(800) 352-2772.**