Personal Lines Policy Download
Frequently Asked Questions

Q What is the first step after I've received the go-ahead to begin download implementation?

A Call your Agency Management System Software Vendor and provide them with the following information:

NAIC Company Code:	40126 (Umialik)
IVANS Account Number:	WNMI
IVANS ID Number:	WNMI060
Origination Number:	IBM612921WES

Also, be sure to enter Umialik's unique coverage codes into your Agency Management database. These codes, which differ from the codes mapped by IVANS, are listed in the documentation you received with your download instructions.

Q Once I've communicated the account number and other codes to my vendor, what are my next steps?

A Next, we'll work with you in testing the communications by downloading a small sample of your policies. We'll do this daily for two or three days until we are both satisfied the communication is functioning properly and the policy information is accurate. At this point, you'll need to let us know, by e-mail or regular mail, that you're ready to start the production downloads. When we receive this notification from you, we'll start downloading transactions or schedule your initial download. If you have questions regarding the download, contact the **Western National Insurance Group Download Support Line** at (952) 921-9281 or (800) 862-6070 ext 7281.

Q What is the timing of the downloads?

A The download begins after 12:00am (midnight).

Q If I know my database will not match Umialik's downloaded policies, should I fix my database or just match the policies daily as they're downloaded?

A The best practice is to make corrections as soon as you can. The best way to eliminate unmatched policies is to correctly map the policy number. Umialik's policy numbers are 13 positions, consisting of four leading characters (including blanks), followed by nine numbers. Remember that the blank(s) and the leading zero are critical for correctly reading policy numbers. Some examples are:

P	A	P		0	2	2	1	0	0	0	1	0	D	F			0	2	2	0	3	1	0	1	9	H	O			0	4	0	0	1	5	2	6	2

Q Since my personal umbrella policies might contain more data elements than are downloaded, can I turn off the download of that policy type so my umbrella information is not overwritten?

A Yes, you can selectively suppress download of any policy type(s). Contact the Western National Insurance Group Download Support Line at (952) 921-9281 or (800) 862-6070 ext 7281 for arrangements if this is what you wish.

Q When I view my homeowner's scheduled coverages, it appears that the deductibles are either missing or non-displayed. How can I be sure the deductibles are on the coverages?

A For the inland marine scheduled coverages, deductibles are part of the class code description, as opposed to an entry in a separate column.

Q Why are most of the personal auto locations numbered as 99?

A These locations, used for personal auto only, reflect the insured's address.

Q What is your numbering convention for units? I've noticed that they're not always sequential.

A Because Umialik's system does not re-number the units following deletion, you'll often see gaps in the unit number sequence (001, 003, 004, 006 for instance). The same thing is true of driver numbers and the numbers assigned to scheduled property.

Q What transaction types are being downloaded?

A Transactions included in a download are: New Business, Renewals, Endorsements, Pro-Rate Cancellations, Flat Cancellations, Reinstatements, Renewal Offers, Non-renewals, and Expiration Notices. You'll find these descriptions either in *Remarks* or in *Notepad*.