CLUE (ACCIDENT) RECONCILIATION PROCESS

Agent's Guide

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CLUE (ACCIDENT) RECONCILIATION PROCESS

Additional Fields

To support this new feature, we have added fields to the "Accidents / Convictions" screen.

1. The At Fault indicator is now displayed on this screen. This will provide quick reference of the negligence, without going into the individual accident detail.

2. We have added a Reconcile Status field. If you have amended a claim (Driver changed, At Fault changed, Payout(s) changed, Vehicle Parked), this field will indicate a "Y" for Yes.

Accidents / Convictions

INCLUDE ALL ACTIVITY OVER THE LAST 5 YEARS.

Driver	Date of Incident	Incident Type	Incident Description	At Fault	State	Claim Amt	Source	Open Claim	Reconcile Status
DONALD RUBIN	5/12/2015	Conviction	FLD COMPLY WITH ORD	N/A	NY		MVR	N	N/A
DONALD RUBIN	6/23/2012	Accident	UNCLASSIFIED - PLEASE REVIEW	N	NY	3,747	Clue	N	N/A
DONALD RUBIN	6/23/2012	Accident	GLASS DAMAGE	N	NY	420	Clue	N	N/A
PAMELA SAVOIC	2/17/2015	Conviction	NO SEAT BELT DRIVER	N/A	NY		MVR	N	N/A
PAMELA SAVOIC	11/25/2015	Accident	OTHER VEHICLE HIT INSURED'S VEHICLE	N	NY	3,376	Clue	N	N/A
PAMELA SAVOIC	6/10/2015	Accident	TOWING	N	NY	75	Clue	N	Y
COLLEEN SCATENA	5/15/2015	Conviction	OPERAT W/O A LICENSE	N/A	NY		MVR	N	N/A

Save & Exit		Continue
Add Incident	To	DONALD RUBIN
		PAMELA SAVOIC
		COLLEEN SCATENA	Add Driver
		Car Parked

1 **2** **3**

Contact Us — Phone / Email — Live Help

3. We also corrected the Add Incident drop-down to allow the addition of incidents for rated drivers and "Car Parked".

Please note that losses coded in red as "Unclassified – Please Review", will still require review just as they do today. The purpose of the new CLUE Reconciliation tool is to allow the ability to amend claims where the Driver, At Fault, or Payout needs to be changed.

CLUE (ACCIDENT) RECONCILIATION PROCESS

How to proceed with Amending or Removing a Claim

The ability to amend or remove Claims have been added to the individual accident screen.

Accidents / Convictions

*Required Information
**Conditionally Required Information

Information returned from the MVR and Clue in grey area cannot be changed.
If applicable you may select amend or delete claims below to change data.

Incident # 1 2 3 4

Incident* : Accident

Accident State* : NEW YORK

Incident Description* : INSURED'S VEHICLE HIT OTHER VEHICLE

Date of Accident** : 6/07/2013   Date of Conviction** :

Violation/Suspension Date** :   Reinstatement Date :

At Fault** : ◉ Yes ○ No

Incident Source : Clue

Please enter the whole dollar amount for the following Loss types:

Bodily Injury** :   Uninsured Motorist BI** :

Property Damage** : 527   Underinsured Motorist PD** :

No Fault** :   Uninsured Motorist PD** :

Medical Payments** :

Comp, Glass and Towing** :

Collision** :

Payout Amount Unknown : ☐   Fatality : ☐ Yes

No Payout : ☐   Open Claim : ☐ Yes

Amending and Deleting Claims:

☐ **Do you want to amend this claim?**

☐ Do you want to remove this claim?

Save & Exit   **Continue**

CLUE (ACCIDENT) RECONCILIATION PROCESS

Amending Claims – Example 1 - Reassign to other rated driver

Example – Reassign Loss from Parent to Child

			Accidents / Convictions						

INCLUDE ALL ACTIVITY OVER THE LAST 5 YEARS.

	Driver	Date of Incident	Incident Type	Incident Description	At Fault	State	Claim Amt	Source	Open Claim	Reconcile Status
●	DONALD RUBIN	5/12/2015	Conviction	FLD COMPLY WITH ORD	N/A	NY		MVR	N	N/A
●	DONALD RUBIN	6/23/2012	Accident	DAMAGE BY ANIMAL OR FOWL	N	NY	3,747	Clue	N	N/A
●	DONALD RUBIN	6/23/2012	Accident	GLASS DAMAGE	N	NY	420	Clue	N	N/A
●	PAMELA SAVOIC	2/17/2015	Conviction	NO SEAT BELT DRIVER	N/A	NY		MVR	N	N/A
●	PAMELA SAVOIC	11/25/2015	Accident	OTHER VEHICLE HIT INSURED'S VEHICLE	N	NY	3,376	Clue	N	N/A
●	PAMELA SAVOIC	6/10/2015	Accident	TOWING	N	NY	75	Clue	N	N/A
●	COLLEEN SCATENA	5/15/2015	Conviction	OPERAT W/O A LICENSE	N/A	NY		MVR	N	N/A

Save & Exit	Continue

Add Incident	To	DONALD RUBIN ▼	Add Driver

Click the option button to get to the individual claim screen.

Accidents / Convictions

*Required Information
**Conditionally Required Information

Incident # 4 5 6

Incident* : Accident ▼

Accident State* : NEW YORK ▼

Incident Description* : OTHER VEHICLE HIT INSURED'S VEHICLE ▼

Date of Accident** : 11/25/2015 📅   Date of Conviction** : [ ] 📅

Violation/Suspension Date** : [ ] 📅   Reinstatement Date : [ ] 📅

At Fault** : ○ Yes ● No

Incident Source : Clue

Please enter the whole dollar amount for the following Loss types:

Bodily Injury** : [ ]   Uninsured Motorist BI** : [ ]

Property Damage** : [ ]   Underinsured Motorist PD** : [ ]

No Fault** : [ ]   Uninsured Motorist PD** : [ ]

Medical Payments** : [ ]

Comp, Glass and Towing** : [ ]

Collision** : 3376

Payout Amount Unknown : [ ]   Fatality : [ ] Yes

No Payout : [ ]   Open Claim : [ ] Yes

Amending and Deleting Claims:

☑ Do you want to amend this claim?

   Select from the following options* :
   ☑ Reassign to other rated driver
      COLLEEN SCATENA ▼
   ☐ Change "At Fault" indication to
   ☐ Car Parked
   ☐ Change Payouts

☐ Do you want to remove this claim?

Save & Exit	Continue

CLUE (ACCIDENT) RECONCILIATION PROCESS

Steps to "Reassign to other rated driver":

1. Check the box "Do you want to amend this claim?"
2. Check the box "Reassign to other rated driver". The drop-down includes the other rated drivers in the quote – in this case, Donald Rubin and Colleen Scatena.
3. Choose Collen Scatena from the drop-down.
4. Select "Continue" and the rated driver will be changed from Pamela Savoic to Colleen Scatena. Additionally, the Claim is considered "Reconciled".

Driver	Date of Incident	Incident Type	Incident Description	At Fault	State	Claim Amt	Source	Open Claim	Reconcile Status
DONALD RUBIN	5/12/2015	Conviction	FLD COMPLY WITH ORD	N/A	NY		MVR	N	N/A
DONALD RUBIN	6/23/2012	Accident	DAMAGE BY ANIMAL OR FOWL	N	NY	3,747	Clue	N	N/A
DONALD RUBIN	6/23/2012	Accident	GLASS DAMAGE	N	NY	420	Clue	N	N/A
PAMELA SAVOIC	2/17/2015	Conviction	NO SEAT BELT DRIVER	N/A	NY		MVR	N	N/A
PAMELA SAVOIC	6/10/2015	Accident	TOWING	N	NY	75	Clue	N	N/A
COLLEEN SCATENA	11/25/2015	Accident	OTHER VEHICLE HIT INSURED'S VEHICLE	N	NY	3,376	Clue	N	Y
COLLEEN SCATENA	5/15/2015	Conviction	OPERAT W/O A LICENSE	N/A	NY		MVR	N	N/A

CLUE (ACCIDENT) RECONCILIATION PROCESS

Amending Claims – Example 2 - Change "At Fault" Indication

Example – Deer Loss with At Fault indicator as "Yes"

	Driver	Date of Incident	Incident Type	Incident Description	At Fault	State	Claim Amt	Source	Open Claim	Reconcile Status
●	P PALAMORE	10/31/2015	Conviction	DISOBEYED TRAF DEV	N/A	NY		MVR	N	N/A
●	P PALAMORE	12/23/2014	Accident	DAMAGE BY ANIMAL OR FOWL	Y	NY	7,325	Clue	N	N/A
●	P PALAMORE	12/02/2014	Accident	INSURED'S VEHICLE HIT OTHER VEHICLE	Y	NY	1,749	Clue	N	N/A
●	P PALAMORE	6/24/2014	Accident	INSURED'S VEHICLE HIT OTHER VEHICLE	Y	NY	8,023	Clue	N	N/A
●	STELLA MUMMEY	5/10/2011	Conviction	OPER W/O INS - INF ORDER #: A0303150000	N/A	NY		MVR	N	N/A
●	STELLA MUMMEY	1/12/2012	Conviction	CL/RL-CONV TRAF INF ORDER #: A0311150000	N/A	NY		MVR	N	N/A

INCLUDE ALL ACTIVITY OVER THE LAST 5 YEARS.

Accidents / Convictions

Save & Exit   Continue

Add Incident   To   P PALAMORE   Add Driver

Click the option button to get to the individual claim screen.

Accidents / Convictions

*Required Information
**Conditionally Required Information

Information returned from the MVR and Clue in grey area cannot be changed.
If applicable you may select amend or delete claims below to change data.

Incident # 1 2 3 4

Incident* : Accident

Accident State* : NEW YORK

Incident Description* : DAMAGE BY ANIMAL OR FOWL

Date of Accident** : 12/23/2014   Date of Conviction** :

Violation/Suspension Date** :   Reinstatement Date :

At Fault** : ● Yes ○ No

Incident Source : Clue

Please enter the whole dollar amount for the following Loss types:

Bodily Injury** :   Uninsured Motorist BI** :
Property Damage** :   Underinsured Motorist PD** :
No Fault** :   Uninsured Motorist PD** :
Medical Payments** :
Comp, Glass and Towing** : 7325
Collision** :

Payout Amount Unknown : ☐   Fatality : ☐ Yes
No Payout : ☐   Open Claim : ☐ Yes

Amending and Deleting Claims:

☑ Do you want to amend this claim?
   Select from the following options* :
   ☐ Reassign to other rated driver
   ☑ Change "At Fault" indication to
      ○ Yes ● No
   ☐ Car Parked
   ☐ Change Payouts
☐ Do you want to remove this claim?

Save & Exit   Continue

CLUE (ACCIDENT) RECONCILIATION PROCESS

Steps to "Change At Fault indication":

1. Check the box "Do you want to amend this claim?"
2. Check the box "Change At Fault indication to".
3. Select "No". When the "At Fault" indicator is changed from "Yes" to "No", the following pop-up message appears:
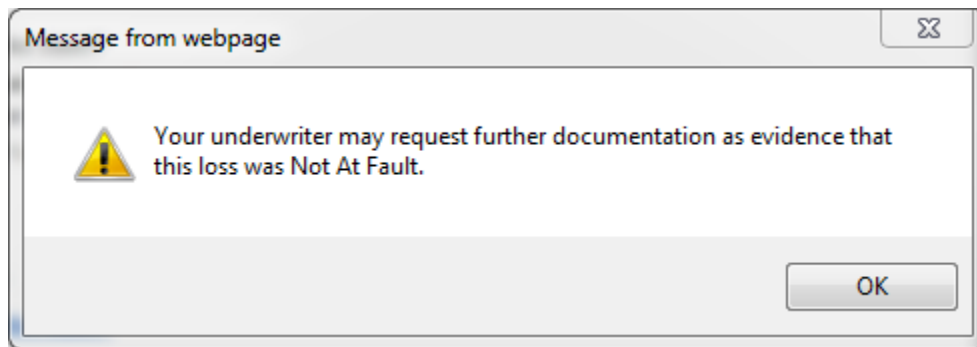
4. Select "OK" on the pop-up and then "Continue" and the At Fault will be changed. Additionally, the Claim is considered "Reconciled".

INCLUDE ALL ACTIVITY OVER THE LAST 5 YEARS.

Driver	Date of Incident	Incident Type	Incident Description	At Fault	State	Claim Amt	Source	Open Claim	Reconcile Status
P PALAMORE	10/31/2015	Conviction	DISOBEYED TRAF DEV	N/A	NY		MVR	N	N/A
P PALAMORE	12/23/2014	Accident	DAMAGE BY ANIMAL OR FOWL	N	NY	7,325	Clue	N	Y
P PALAMORE	12/02/2014	Accident	INSURED'S VEHICLE HIT OTHER VEHICLE	Y	NY	1,749	Clue	N	N/A
P PALAMORE	6/24/2014	Accident	INSURED'S VEHICLE HIT OTHER VEHICLE	Y	NY	8,023	Clue	N	N/A
STELLA MUMMEY	5/10/2011	Conviction	OPER W/O INS - INF ORDER #: A0303150000	N/A	NY		MVR	N	N/A
STELLA MUMMEY	1/12/2012	Conviction	CL/RL-CONV TRAF INF ORDER #: A0311150000	N/A	NY		MVR	N	N/A

CLUE (ACCIDENT) RECONCILIATION PROCESS

Amending Claims – Example 3 - Car Parked

Example – Collision only Loss with At Fault indicator as "Yes" where vehicle was Legally Parked

	Driver	Date of Incident	Incident Type	Incident Description	At Fault	State	Claim Amt	Source	Open Claim	Reconcile Status
●	P PALAMORE	10/31/2015	Conviction	DISOBEYED TRAF DEV	N/A	NY		MVR	N	N/A
●	P PALAMORE	12/23/2014	Accident	DAMAGE BY ANIMAL OR FOWL	N	NY	7,325	Clue	N	Y
●	P PALAMORE	12/02/2014	Accident	INSURED'S VEHICLE HIT OTHER VEHICLE	Y	NY	1,749	Clue	N	N/A
●	P PALAMORE	6/24/2014	Accident	INSURED'S VEHICLE HIT OTHER VEHICLE	Y	NY	8,023	Clue	N	N/A
●	STELLA MUMMEY	5/10/2011	Conviction	OPER W/O INS - INF ORDER #: A0303150000	N/A	NY		MVR	N	N/A
●	STELLA MUMMEY	1/12/2012	Conviction	CL/RL-CONV TRAF INF ORDER #: A0311150000	N/A	NY		MVR	N	N/A

INCLUDE ALL ACTIVITY OVER THE LAST 5 YEARS.

Accidents / Convictions

Save & Exit   Continue

Add Incident   To   P PALAMORE   Add Driver

Click the option button to get to the individual claim screen. Amend the Incident Description.

Accidents / Convictions

*Required Information
**Conditionally Required Information

Information returned from the MVR and Clue in grey area cannot be changed.
If applicable you may select amend or delete claims below to change data.

Incident # 1 2 3 4

Incident* : Accident
Accident State* : NEW YORK
Incident Description* : INSURED'S VEHICLE WAS HIT WHILE PARKED
Date of Accident** : 12/02/2014   Date of Conviction** :
Violation/Suspension Date** :   Reinstatement Date :
At Fault** : ● Yes ○ No
Incident Source : Clue

Please enter the whole dollar amount for the following Loss types:

Bodily Injury** :   Uninsured Motorist BI** :
    sured Motorist PD** :
    sured Motorist PD** :

Message from webpage

⚠ Your underwriter may request further documentation as evidence that this loss was Not At Fault.

OK

☐ Yes
☐ Yes

Amending and Deleting Claims:

☑ Do you want to amend this claim?
    ☐ Change "At Fault" indication to
    ☑ Car Parked
        Was the car parked illegally?
        ○ Yes ● No
    ☐ Change Payouts
☐ Do you want to remove this claim?

Save & Exit   Continue

CLUE (ACCIDENT) RECONCILIATION PROCESS

Steps to "Change to Car Parked":

1. Check the box "Do you want to amend this claim?"
2. Check the box "Car Parked".
3. Answer the question, "Was the car parked illegally?". In this example, select "No".
4. This will generate the pop-up message.
5. Select "OK" on the pop-up and the At-Fault changes from "Yes" to "No". Select "Continue" and the Claim is considered "Reconciled"..

CLUE (ACCIDENT) RECONCILIATION PROCESS

Amending Claims – Example 4 - Change Payouts

Example – Collision only Loss that was fully subrogated

	Driver	Date of Incident	Incident Type	Incident Description	At Fault	State	Claim Amt	Source	Open Claim	Reconcile Status
●	DONALD RUBIN	5/12/2015	Conviction	FLD COMPLY WITH ORD	N/A	NY		MVR	N	N/A
●	DONALD RUBIN	6/23/2012	Accident	DAMAGE BY ANIMAL OR FOWL	N	NY	3,747	Clue	N	N/A
●	DONALD RUBIN	6/23/2012	Accident	GLASS DAMAGE	N	NY	420	Clue	N	N/A
●	PAMELA SAVOIC	2/17/2015	Conviction	NO SEAT BELT DRIVER	N/A	NY		MVR	N	N/A
●	PAMELA SAVOIC	11/25/2015	Accident	INSURED'S VEHICLE WAS REAR-ENDED	N	NY	3,376	Clue	N	N/A
●	PAMELA SAVOIC	6/10/2015	Accident	TOWING	N	NY	75	Clue	N	N/A

Accidents / Convictions

INCLUDE ALL ACTIVITY OVER THE LAST 5 YEARS.

Save & Exit   Continue

Add Incident   To   DONALD RUBIN ▾   Add Driver

Click the option button to get to the individual claim screen.

Accidents / Convictions

*Required Information
**Conditionally Required Information

Information returned from the MVR and Clue in grey area cannot be changed.
If applicable you may select amend or delete claims below to change data.

Incident # 4 5 6

Incident* : Accident ▾

Accident State* : NEW YORK ▾

Incident Description* : INSURED'S VEHICLE WAS REAR-ENDED ▾

Date of Accident** : 11/25/2015   Date of Conviction* :

Violation/Suspension Date** :   Reinstatement Date :

At Fault** : ○ Yes ● No

Incident Source : Clue

Please enter the whole dollar amount for the following Loss types:

Bodily Injury** :   Uninsured Motorist BI** :

Property Damage** :   Underinsured Motorist PD** :

No Fault** :   Uninsured Motorist PD** :

Medical Payments** :

Comp, Glass and Towing** :

Collision** : 3376

Payout Amount Unknown : ☐   Fatality : ☐ Yes

No Payout : ☐   Open Claim : ☐ Yes

Amending and Deleting Claims:

☑ Do you want to amend this claim?
    Select from the following options* :
      ☐ Reassign to other rated driver
      ☐ Change "At Fault" indication to
      ☐ Car Parked
      ☑ Change Payouts
☐ Do you want to remove this claim?

Save & Exit   Continue

CLUE (ACCIDENT) RECONCILIATION PROCESS

Please enter the whole dollar amount for the following Loss types:

Bodily Injury** : [ ]

Property Damage** : [ ]   **2**

No Fault** : [ ]

Medical Payments** : [ ]

Comp, Glass and Towing** : [ ]

Collision** : [3376]   **3**

Uninsured Motorist BI** : [ ]

Underinsured Motorist PD** : [ ]

Uninsured Motorist PD** : [ ]

Payout Amount Unknown : [ ]   Fatality : [ ] Yes

No Payout : [ ]   Open Claim : [ ] Yes

Amending and Deleting Claims:

1 ☑ **Do you want to amend this claim?**

    Select from the following options* :
- [ ] **Reassign to other rated driver**
- [ ] **Change "At Fault" indication to**
- [ ] **Car Parked**

2 ☑ **Change Payouts**

[ ] **Do you want to remove this claim?**

| Save & Exit | Continue |

Steps to "Change Payouts":
1. Check the box "Do you want to amend this claim?"
2. Check the box "Change Payouts". Note that the payout fields are no longer greyed out.
3. Amend the applicable payout(s). In this case, remove the collision payout.
4. Select "Continue" and the claim will now reflect no collision payout. Additionally, the Claim is considered "Reconciled".

Accidents / Convictions

INCLUDE ALL ACTIVITY OVER THE LAST 5 YEARS.

	Driver	Date of Incident	Incident Type	Incident Description	At Fault	State	Claim Amt	Source	Open Claim	Reconcile Status
●	DONALD RUBIN	5/12/2015	Conviction	FLD COMPLY WITH ORD	N/A	NY		MVR	N	N/A
●	DONALD RUBIN	6/23/2012	Accident	DAMAGE BY ANIMAL OR FOWL	N	NY	3,747	Clue	N	N/A
●	DONALD RUBIN	6/23/2012	Accident	GLASS DAMAGE	N	NY	420	Clue	N	N/A
●	PAMELA SAVOIC	2/17/2015	Conviction	NO SEAT BELT DRIVER	N/A	NY		MVR	N	N/A
●	PAMELA SAVOIC	11/25/2015	Accident	INSURED'S VEHICLE WAS REAR-ENDED	N	NY		Clue	N	Y
●	PAMELA SAVOIC	6/10/2015	Accident	TOWING	N	NY	75	Clue	N	N/A

| Save & Exit | Continue |

Add Incident   To   [DONALD RUBIN ▼]   Add Driver

4

CLUE (ACCIDENT) RECONCILIATION PROCESS

Removing Claims - Hyperlink

Hyperlink provides overview of drop-down selections for removing a claim

Accidents / Convictions

*Required Information
**Conditionally Required Information

Information returned from the MVR and Clue in grey area cannot be changed.
If applicable you may select amend or delete claims below to change data.

Incident # 1 2 3 4

Incident* : Accident

Accident State* : NEW YORK

Incident Description* : INSURED'S VEHICLE HIT OTHER VEHICLE

Date of Accident** : 6/07/2013   Date of Conviction** :

Violation/Suspension Date** :   Reinstatement Date :

At Fault** : ● Yes ○ No

Incident Source : Clue

Please enter the whole dollar amount for the following Loss types:

Bodily Injury** :   Uninsured Motorist BI** :

Property Damage** : 527   Underinsured Motorist PD** :

No Fault** :   Uninsured Motorist PD** :

Medical Payments** :

Comp, Glass and Towing** :

Collision** :

Payout Amount Unknown : ☐   Fatality : ☐ Yes

No Payout : ☐   Open Claim : ☐ Yes

Amending and Deleting Claims:

☐ Do you want to amend this claim?

☐ Do you want to remove this claim?

Save & Exit   **Continue**

Driver not in household – The driver has established a permanent address aside from the policy address AND does not have access to any of the policy rated vehicle(s).

Driver in household, but not licensed – The driver lives at the policy address AND does not have a valid drivers license.

Driver in household, with own vehicle and insurance – The driver lives at the policy address AND has a vehicle or vehicles registered in his/her name AND has an active automobile insurance policy covering the vehicle or vehicles.

Driver deceased – The driver has passed away.

Motorcycle loss – A loss where the driver was operating a motorcycle or trike motorcycle.

Commercial Auto loss – A loss where the driver was operating a pickup or van which is predominantly used for business AND was insured under a Commercial Auto Policy at the time of the loss.

Emergency Response loss – A loss where the driver was using any vehicle in the performance of his/her duty as a paid or volunteer member of any police or fire department, first aid squad, or any law enforcement agency.

CLUE (ACCIDENT) RECONCILIATION PROCESS

Removing Claims – Example 1 - Driver in household, with own vehicle and insurance

Accidents / Convictions

INCLUDE ALL ACTIVITY OVER THE LAST 5 YEARS.

	Driver	Date of Incident	Incident Type	Incident Description	At Fault	State	Claim Amt	Source	Open Claim	Reconcile Status
●	PATRICIA BLAIR	9/23/2013	Accident	INSURED'S VEHICLE HIT OTHER VEHICLE	Y	NY	1,062	Clue	N	N/A
●	PATRICIA BLAIR	6/07/2014	Conviction	FOLLOWED TOO CLOSELY	N/A	NY		MVR	N	N/A

Save & Exit   **Continue**

Add Incident   To   PATRICIA BLAIR ▾   **Add Driver**

Click the option button to get to the individual claim screen.

Accidents / Convictions

*Required Information
**Conditionally Required Information

Information returned from the MVR and Clue in grey area cannot be changed.
If applicable you may select amend or delete claims below to change data.

Incident # 1 2

Incident* : Accident ▾

Accident State* : NEW YORK ▾

Incident Description* : INSURED'S VEHICLE HIT OTHER VEHICLE ▾

Date of Accident** : 9/23/2013   Date of Conviction** :

Violation/Suspension Date** :   Reinstatement Date :

At Fault** : ⦿ Yes ○ No

Incident Source : Clue

Please enter the whole dollar amount for the following Loss types:

Bodily Injury** :   Uninsured Motorist BI** :

_____ured Motorist PD** :

_____ured Motorist PD** :

Message from webpage ✕

⚠ Your underwriter may request further documentation, such as a copy of a Dec Page or ID Card.

[OK]

☐ Yes

☐ Yes

Amending and Deleting Claims:

☐ Do you want to amend this claim?

☑ Do you want to remove this claim?

Choose one that applies * :

Driver in household, with own vehicle and insurance ▾

Save & Exit   **Continue**

CLUE (ACCIDENT) RECONCILIATION PROCESS

Steps to "Remove the Claim – Driver in household, with own vehicle and insurance":

1. Check the box "Do you want to remove this claim?"

2. From the drop-down, choose "Driver in household, with own vehicle and insurance".

3. This selection from the drop-down menu will generate the pop-up message.

4. Select "OK" on the pop-up and two additional fields appear. Please note that these fields are not mandatory.

5. Select "Continue" and the claim will be removed. Please note that removal of Claims returned from CLUE will be subject to Underwriting review.

CLUE (ACCIDENT) RECONCILIATION PROCESS

Removing Claims – Example 2 – Driver not in household; Driver in household, but not licensed; or Other Type of Loss

Click the option button to get to the individual claim screen.

CLUE (ACCIDENT) RECONCILIATION PROCESS

Steps to "Remove the Claim – Other than Driver in household, with own vehicle and insurance":

1. Check the box "Do you want to remove this claim?"

2. From the drop-down, choose "Driver not in household; Driver in household, but not licensed; or Other Type of Loss".

3. Select "Continue" and the claim will be removed. Please note that removal of Claims returned from CLUE will be subject to Underwriting review.

CLUE (ACCIDENT) RECONCILIATION PROCESS
Amended/Removed Claims listed on Supplemental page of the Application

MERCHANTS INSURANCE GROUP
Earning Your Business Every Day

DONALD L RUBIN
PAMELA SAVOIC
Quote Period: 08/01/2016 To 08/01/2017

Amended Claims:

Claim Date:	Change:
11/25/2015	Reassigned to driver - 002
	At Fault changed

Removed Claims:

06/23/2012	Driver not in household
	Insurance company name - ALLSTATE INSURANCE
	Policy number - 123456789

Amended and Removed Claims documented on the Application

I UNDERSTAND THAT THE COVERAGE SELECTION AND LIMIT CHOICES INDICATED HERE OR ANY STATE SUPPLEMENT WILL APPLY TO ALL FUTURE POLICY RENEWALS, CONTINUATIONS AND CHANGES UNLESS I NOTIFY YOU IN WRITING.

Applicant's Signature		Date	Producer's Signature	

We look forward to becoming your Automobile Insurance Carrier