(877) 222 – 4586 option 1 For Agents

Sign

GETTING STARTED

 Be sure to bookmark pgac.com/mars as a favorite.

 $THE \star \star \star \star \star$

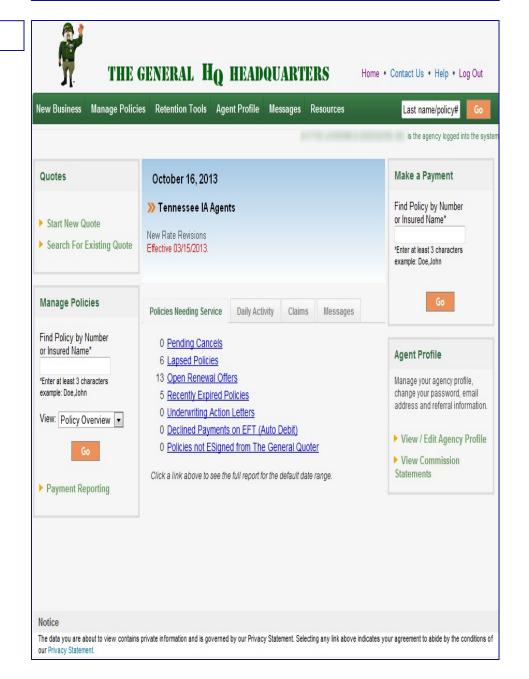
- Your Agency ID can be found on your welcome letter.
- If you forget your password, contact one of the Inside Sales Reps.

The General Headquarters, HQ

HQ provides easy access to the following agency tools:

- New Business
 - New Quote
 - Existing Quote
 - Quote Reports
- Manage Policies
 - Make A Payment
 - Endorsements
 - Policy Overview
 - ID Cards
- Retention Tools
 - Daily Activity Reports
 - Retention Tools
 - My Policies
 - Payment Reporting
- Agency Profile
- Messages
 - Resources
 - Underwriting Guidelines
 - Forms
 - About Us
 - Training
 - Contact Us
- Quotes
- Manage Policies
 - Payment Reporting
- Make A Payment
- Agency Profile
 - View/Edit Agency Profile

In	Welcome
Agency ID:	Welcome to The General Headquarters, HQ - The General's home for online agent services.
Password:	Registered agents can access activity reports, check policy status and make payments over the
Sign In	web. Register your agency today and see how we can help make doing business easier.



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AGENCY PROFILE

Manage agency information under agency profile:

- Change the agency password
- Add/Edit email address; up to 5 email addresses can be listed
- Set up daily activity emails to increase customer retention
- Add agency information under Referral listing to bring MORE business in the door

Agent Profile

Manage your agency profile, change your password, email address and referral information.

View / Edit Agency Profile

View Commission Statements

Change Password

	om 5-10 letters or numbers with no special characters that will be used to gain access to this site. -sensitive", meaning "password" is not the same as "PASSWORD".	
Password:	******	
Confirm:	•••••	
Email Addresses and Option	ns	
	esses to which you would like this agency's policy activity to be sent. il may be used to retrieve a lost password.	
Primary:	good Bringmond Long	
Others:		
2 CORE AND COMPANY		
Now, please answer the fol	owing questions to help us customize your email deliveries:	
Daily activity emails	should contain: Full details	
My email client is ca	pable of receiving HTML-formatted mail: Yes	

COMMISSION

Commission statements can be accessed under Agency Profile.

- Statements are available in excel or PDF format
- Viewable on the 3rd business day of each month
- Commissions are paid via direct deposit on the 4th business day of each month

Commission statements		
Agents -		
To view the commission statement in a printable format, click on the pdf image in the forms column. To view the commission statement in an excel spreadsheet, click on the excel image in the excel column.		
Commission Statement Totals = 2 From 01/01/ to 12/31/.		
Date	Forms	Excel
Agency -		
Ran on: 09/04/2013- For Period Ending: August 31, 2013	1	23
Agency -		
Ran on: 09/04/2013- For Period Ending: August 31, 2013		2
Export to Excel		

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Manage Policies

or Insured Name*

example: Doe, John

Find Policy by Number

*Enter at least 3 characters

View: Policy Overview

ID Cards

Payment Reporting

Policy Overview

Make a Payment Endorsement

MANAGE POLICIES

Use the Manage Policies section to go directly into the following policy sections:

- Policy Overview
- Make a Payment
- Endorsement
- ID Cards

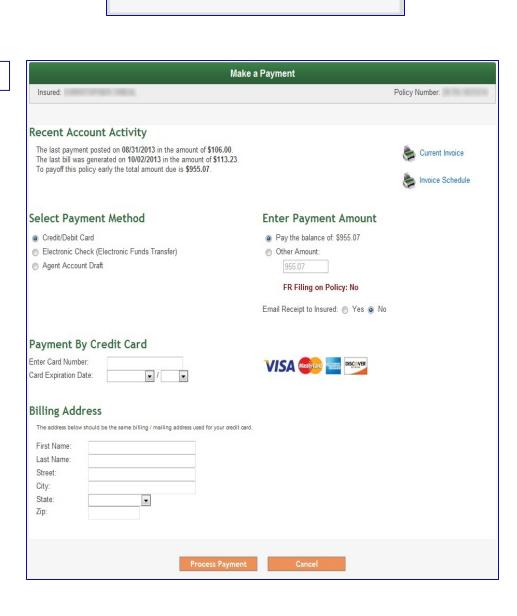
Also run reports to track payments and agency account draft detail

 Search by payment method, date, and amount

MAKE A PAYMENT

Use the Make A Payment section found on the HQ homescreen to apply money to your policies.

- An overview of the policy status and amount due will be at the top of the screen
- Payments can be applied from customer credit/debit card, customer account draft, or agency draft.
- Agency drafts are processed within 3 business days



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The General Quoter – *New Business*

- You can start a New Quote or search for an existing quote in your system
- The General Quoter has 9 tabs for easy navigation while inputting data
- Effective dates can be up to 30 days in the future
- Use note pad for internal notes
- Be sure to provide accurate data, no dummy information

PICK YOUR DUE DATE

Provide flexibility to customers by choosing their due date.

- 1. Select payment plan on Rating Info Tab
- 2. On Quote tab select due date from drop down
- Recalculate quote to see down payment adjustment.

CONSUMER REPORTS

- Consumer reports are run individually
- All consumer reports must be run in order to bind.
- Green check mark means report is complete
- Quotes are subject to change prior to completion of reports

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Consumer reports status: Complete				
~	1	Address Verification is complete		
 ✓ 	1	Credit order is complete		
 ✓ 	1	Risk Verification is complete		
 ✓ 	1	MVR is complete		
_ ✓	1	ADDs is complete		
 ✓ 	1	CLUE is complete		

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ACCIDENTS

- Accidents can be disputed at Point of Sale after the MVR and CLUE Reports are ran by reverting back to the "Rating Info" tab.
- Accidents listed as "Not At Fault" will not be charged on the policy. Please submit proof to avoid future uprate

Accidents/Vi	iolations: Add Violation			
Incident #1	Speeding	V	Date: 4 23 2011	MVR
Incident #2	Speeding	V	Date: 3 24 2011	MVR
Incident #3	ACCIDENT		Date: 12 15 2010	MVR
	Dispute Accident: At fault At fault At fault Not at fault			

VALIDATION

- Validating your quote ensures all information is input correctly.
- If there are errors, the system will give you edits that will have to be fixed before continuing.
- Edits will not go away until you attempt to validate again
- Validation is complete once you have a green check mark.
- Closing method can be in office or eSign.

Validation Status:	Validated
Sign-up for Paperless:	No
Closing Method:	Office 💌

REFILL Use The General Quoter's refill option to quickly and easily rewrite your customers Verify all customer data Update information as needed

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MA	NA	GE	PO	LICIES

Maintain business using the following tools and quick links:

- Policy overview •
- Print ID cards •
- **Transaction History** •
- **Claims Activity** •
- SR Filing Activity •
- Verify Coverage •
- Loss History •
- Letter of Experience
- **Payment Correction**
- **Endorsement Quotes**

licy #					Insured:	
olicy Overview	Drivers	Vehicles & Coverages	Transaction History	Claims Activity	SR Filing Activity	
olicy Status						
The last paymen	t posted	d on 10/2/2013 in the amou on 8/31/2013 in the amoun the total amount due is \$9	t of \$106.00.			
olicy Details						
Insured Contact Ir		1	Agent Co	ntact Information	AL	
				and a second		
			Assisting	Agent		
			Source of 1000TN -	sale TN Independent Sa	les	
Policy Term Inform	mation		Discount	nformation		
	tive Date:			2 Discount		
Orig.	Eff. Date:	08/04/2014 08/04/2011		Discount	er: 1	
	sion Tier: Pay Plan:	L Direct Billing [RP] 12 months 10% down 10 payments				
A	uto Debit:	Not Available				
licy maintenance						
Make payment Endorsement man					Endorsement Quotes Start New Endorsement Qu	
_etter of Experience					Renewal Quotes	ote 🛃
Reimburse NSF				We are up	able to provide a renewal quote a	t this time Tran

ENDORSEMENTS

- Start each endorsement as a auote
- The price is updated before you hit the submit button
- Add vehicle/driver, update customer data, and change coverage.
- You must submit quote in order for changes to be processed.

Term dates: 08/04/2	2013 - 08/04/2014			
Tell us what you would lik	e to do and we'll walk you throu	gh the rest:		
		for Information - obtain quote a additional information about the		
Make a Policy Cha	ange - obtain quote and/or su	ubmit to underwriting for processi	ng	
Endorsement effectiv	ve date selection			
The Endorsement	t effective date will be 10/1	17/2013.		
If the effective data	te should be a day other t	han 10/17/2013, click here for	options.	
The effective date that	t will be used is: 10/17/2013.			
Begin Quote				
Effect on Prem	ium			
Full term premium: \$11.00 increase	Pro-rata term premium: \$10.76 increase	Revised payment estimate:	Current payment due:	Current Amount due: \$79.20

Endorsement Status and Instructions

(\$844.00 to \$855.00) (\$825.43 to \$836.19)

After looking at the changes you have requested we have provided an estimated premium quote. If you have described all of your desired changes, you may now submit your request for processing. You may also continue to make further changes to your request.

10 pymts of \$78.18

Next payment due: 01/27/2013

What's the next step?

Policy:

Submit Changes (By choosing "Submit Changes" you are accepting the changes requested.)

Primary Insured:

- Make changes/corrections to this request
- View/Print Endorsement Request Forms
- View Endorsement Summary
- Copy This Quote For Customer Comparison
- Cancel Quote