

# Arizona

Personal Auto / Recreational Vehicle

Revised October 2, 2019



UNDERWRITING & PRODUCT GUIDE

*Underwritten by: National General  
Insurance Company*

**National General**   
Auto, Home & Health Insurance

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## Contact Information

### Claims Services

Report a New Claim (Available 24/7) ..... 1-800-468-3466

Discuss a Pending Claim..... 1-888-233-4575

### Addresses

#### Correspondence

National General Insurance  
PO Box 3199  
Winston-Salem, NC 27102-3199

#### Payments

National General Insurance  
PO Box 89431  
Cleveland, OH 44101-6431

#### Overnight Payments

National General Insurance  
Attention: Lockbox Operations  
800 Superior Ave E  
Cleveland, OH 44114

## Unacceptable Risks

Unacceptable risks include, but are not limited to, the following:

- Multiple National General Insurance policies in the same household are unacceptable **unless**:
  - A child owns their own vehicle **or**
  - Unrelated residents/roommates are living in the same household.
 

**Note:** If two National General Insurance policies are written in the same household, the driver with lower limits must be excluded from the policy with higher limits.

When a household has policies from multiple insurance carriers, the household members who do not have a National General Insurance policy should be listed on the National General Insurance policy as Other Insurance.
- When at least one vehicle on a policy is not garaged in Arizona a minimum of 7 months of the year — **except** Full-Timer RV policies or policies with only RV-type vehicles.
 

**Note:** For full-time students and members of the U.S. military, vehicles not garaged in the principal state are acceptable provided at least one vehicle is garaged in the state the policy was written.
- A policy with more than one Artisan Use vehicle.
- A named non-owner policy with a vehicle classified as Business Use or Artisan Use.
- A policy with spouses living in separate households.
- A new business policy with more than six total driver points or more than nine total policy points.
 

**Note:** Does not apply to RV business.
- A new business policy with more than one non-chargeable incident.
- A new business policy with only one driver/one vehicle.

## Unacceptable Drivers

The following drivers are not eligible for coverage:

- Driver or household member who has been convicted of insurance fraud.
- Driver or household member who has been convicted of a felony.
- Driver without a valid U.S. driver license or learner permit — **unless** National General Insurance can obtain a valid MVR — **or** a driver without a foreign driver license.
 

**Note:** We accept any official government issued identification — including passports and Matricula Consular ID cards — as valid proof of a foreign driver license.
- Driver with a revoked or permanently revoked driver license. National General Insurance allows 30 days to obtain a valid state driver license or learner permit.
- Any entertainer, celebrity, professional athlete, or other nationally known person.

## Unacceptable Vehicles

The following vehicles are not eligible for coverage:

- Vehicles without a valid U.S. garaging ZIP Code.
- All vehicles on policy have an out-of-state garaging ZIP Code.  
**Exception:** Full-Timer RV policies or policies with only RV-type vehicles.
- Vehicles garaged in the District of Columbia, Hawaii, Massachusetts, Michigan, New Jersey, or New York or outside the U.S.
- Vehicles that do not have a title — **unless** rated as a stationary trailer.
- Vehicles not licensed for street use.
- Kit cars and dune buggies.
- Flatbed trucks, stake trucks, dump trucks, cutaway vans, and all other commercial type trucks.
- Vehicles leased or rented to other drivers by the named insured.
- Vehicles regularly available to drivers who are not listed on the policy.
- Vehicles insured for stated amount.  
**Exception:** RVs.
- Vehicles with an altered suspension or a modified engine.
- Vehicles used for Business Use or Artisan Use **and**:
  - Driven by employees **or**
  - Not owned by the named insured or spouse **or**
  - Vehicle type is motorhome, van conversion, trailer, camper, utility, bus conversion, semi, or cabriolet.
- Artisan Use vehicles that visit more than two job sites a day.
- Vehicles used for the following: emergency; racing; livery; delivery/pick up of goods (including, but not limited to, delivering magazines, newspapers, or pizza); limousine service or taxi service; hauling explosives.  
**Exception:** Vehicles used for mail delivery are acceptable when Association is Rural Letter Carriers.
- Vehicles used for Route Use — **unless** the Association is Rural Letter Carriers.
- Postal unit and right-hand drive vehicles not used for route delivery.
- Non-RV type vehicles equipped with cooking equipment or a bathroom.
- Vehicles equipped with snow removal equipment. No exceptions — even for personal use on private property.
- Vehicles with a load capacity greater than one ton — **unless** there is a non-motorized RV-type vehicle on the policy.
- Purely electric vehicles.  
**Exception:** Chevy Volt and Nissan Leaf.
- Gray market vehicles.
- Vehicles with Original Cost New (OCN) greater than \$150,000.  
**Exception:** Recreational Vehicles.

- Any make/model vehicle listed below:

Make	Model	Make	Model
Electric Vehicles	All Makes (except Chevy Volt and Nissan Leaf)	Lada	All Models
ARO	All Models	Laforza	PSV-L4
Aston Martin	All Models	Lamborghini	All Models
Audi	RS6, RS7, R8 Quattro, S8 Quattro AWD	Lexus	LFA
Avanti	All Models	Lotus	All Models
Bentley	All Models	Maserati	All Models
BMW	Z8	Maybach	All Models
Bricklin	All Models	McClaren	All Models
Bugatti	All Models	Mercedes	SLR McLaren, CL63 AMG, CL65 AMG, B F CELL, CL600, SL600, SL63 AMG, SL65 AMG, S63 AMG, S600, S65 AMG, SLR, SLSAMG, E63 AMG
Cadillac	All Hearses and Limousines	Morgan	All Models
Callaway	C12	Mosler	All Models
Checker	All Models	Nissan	All Stillen Models, GT-R
Chevrolet	Lingenfelter, Hammer, and Mallet Corvettes; Grumman; Camaro Z28 (2014 & newer); Camaro ZL1 (2012 & newer); Corvette Z06 (2014 & newer); Corvette ZR1 (2006 & newer)	Panoz	All Models
Chrysler	All Limousines	Pantera	All Models
Delorean	All Models	Pontiac	Lingenfelter Trans Am
Dinan	All Models	Porsche	All Ruf Models, Carrera GT, 911 Turbo, 911 Turbo S, 911 GT2 RS, 911 GT3 RS, 911 Turbo/Turbo S, 911 Turbo Cabriolet, 911 GT2, 911 GT3, Panamera Turbo
Dodge	Shelby Durango, Challenger SRT Hellcat, Charger SRT Hellcat, Viper (2008 & newer)	Rolls Royce	All Models
Elio	All Models	Roush	All Roush Mustangs
Ferrari	All Models	Ruf	All Models
Ford	All Saleen Mustangs, Ford GT, Mustang Shelby GT500 (2007 & newer)	Saleen	All Models
GEM	All Models	Shelby	Cobras and Series 1
Hennessey	All Viper Models	Smart Cars	All Models (except Fortwo)
Honda	EV, FCX	Spyker	All Models
Hummer/American General	H1, Humvee	Tesla	All Models
Jaguar	XKR-S	Toyota	All HKS Enhanced Supra Turbos
Jensen	All Models	Vector	All Models

## Unacceptable Vehicles — RV Only

- Business Use or Artisan Use vehicles with a vehicle type of motorhome, van conversion, trailer, camper, utility, bus conversion, semi, or cabriolet.
- RVs with original cost new greater than \$1M.
- RVs on consignment — **unless** on an approved consignment lot and Consignment coverage is purchased from National General Insurance.
- Class A and Class C motorhomes that are the only vehicle in the household — **unless** a Full-Timer policy.
- Vehicle type is motorhome, van conversion, camper, utility, bus conversion, semi, or cabriolet **and** the vehicle is not licensed **and** can be moved easily.
- Park models and mobile homes.
- Stationary RVs/trailers that:
  - Are used as a primary residence
  - Are used as a Full-Timer residence
  - Have skirting
  - Have wheels removed and/or up on blocks
  - Have any permanently attached structures (e.g., a deck)
  - Are hooked up to permanent utilities
  - Are not located in an RV park or campground. (The unit must be located in an RV park or campground.)

## Coverages

The system will automatically display available coverage limits.

### Liability

#### Bodily Injury (BI)/Property Damage (PD)

- BI/PD coverages must be written together.
- Limits must be the same for all motorized vehicles on a policy.
- Required on all motorized vehicles on a policy — **unless** a Storage Comp vehicle.
- Required on all motorized vehicles on a policy with a Financial Responsibility filing.
- Limits must be equal to or higher than minimum Financial Responsibility limits required by law in any state in which a vehicle is garaged 2 months of the year.

#### Medical Payments

- Optional coverage.
- Limits must be the same for all vehicles on a policy.
- Bodily Injury coverage is required on a policy.

#### Uninsured Motorist Bodily Injury (UMBI)

- Required on all vehicles with BI coverage — **unless** rejected.
- Limits cannot exceed BI limits.
- Limits must be the same for all vehicles on a policy.
- Limits must equal BI limits — **unless** lower limits are selected.
- Requires BI/PD coverages on policy.

#### Underinsured Motorist Bodily Injury (UIMBI)

- Required on all vehicles with BI coverage — **unless** rejected.
- Limits can exceed UMBI limits.
- Limits cannot exceed BI limits.
- Limits must be the same for all vehicles on a policy.
- Limits must equal BI limits — **unless** selected at lower limits.
- Requires BI/PD coverages on policy.



## Physical Damage

### Comprehensive/Collision

- Comprehensive coverage is required on vehicles with a loss payee.
- Comprehensive coverage is required on vehicles in storage.
- Comprehensive coverage is required on all vehicles with Collision, Rental Reimbursement, Towing and Labor, and Additional Customized Equipment and Parts coverages.
- Comprehensive and Collision coverages are required on all vehicles with Diminishing Deductible coverage.
- Collision coverage is required on any vehicle with a loss payee — **unless** the vehicle is an RV in storage.
- Comprehensive or Collision coverage is not available for any vehicle with a model year more than 20 years of age.
- Full Glass coverage is an option.
- Any motorhome or van conversion type vehicle with Comprehensive coverage will include \$2,000 Tow Bar coverage at no additional cost.

### Accident Forgiveness

Available for customers who meet the following requirements:

- No driver on the policy has any violations in the 12 months prior to the policy effective date.
- No driver on the policy has any chargeable accidents in the 12 months prior to the policy effective date.
- No driver on the policy has any major violations.
- No more than one chargeable accident in the 35 months prior to the policy effective date.

Accident Forgiveness is not available for policies that reinstate with a lapse.

The first at-fault accident will be forgiven.

- Rates will not be impacted by first accident.
- No surcharges will be applied.

Subsequent at-fault accidents during the experience period will cause the endorsement to be removed and points will be charged for **all** accidents that occurred in the previous 35 months — including the first (forgiven) accident. Only one forgiven at-fault accident can be on a policy at any given time during the experience period.

**Note:** Non-chargeable accidents are not considered.

If an insured requests to remove Accident Forgiveness coverage, any forgiven accident will be surcharged at renewal. If Accident Forgiveness is removed from a policy for eligibility reasons, it cannot be added back to the policy.

## Original Equipment Manufacturer (OEM) (PPA Only)

- Available on motorized personal auto, pickup truck, and conversion van type vehicles with a model year that is 10 years old or less. Coverage will be removed on the first renewal after vehicle becomes 11 years old
- Not available for vehicles rated as antique or classic cars, restored autos, motor homes, or trailers.
- Comprehensive and Collision coverages are required on the vehicle.
- Deductible is same as deductible for Comprehensive and Collision.
- When used for the repair of a covered vehicle, National General Insurance will specify the use of parts that are made by the original equipment manufacturer.
- When used for the repair of a non-owned vehicle, National General Insurance may specify the use of mechanical, non-safety-related parts not made by the original manufacturer. These parts will be at least equal in terms of fit, quality, performance, and warranty to the original manufacturer parts they replace.

## Diminishing Deductible

If the Diminishing Deductible policy option is chosen, every vehicle on the policy with Comprehensive and Collision coverages will have their respective Comprehensive/Collision deductibles reduced every claim-free year.

- Comprehensive and Collision coverages are required on the vehicle.
  - Note:** When a vehicle is placed in storage, only Comprehensive coverage is required.
- For every claim-free year, the credit balance increases by 25 % at each annual renewal — up to a maximum of 100%.
- If a claim is filed, the credit can be applied toward the Comprehensive or Collision deductible for any covered vehicle.
  - Towing and labor only claims do not reset the deductible credit to 0%.
  - Any other claim (excluding Comprehensive/Collision Towing/Labor) will prevent earning another 25% deductible credit at the next annual anniversary.
- If the Comprehensive or Collision deductible is changed on any vehicle, the deductible credit is reset to 0%.
- If an insured removes Comprehensive and Collision coverages and then later adds the coverages back to their policy, the credit balance is reset to 0% and the deductible period re-starts.
- If the insured removes Liability and Collision coverages and puts the vehicle into storage, the credit balance is not reset to 0%.
- The deductible credit does **not** apply when an undisclosed household driver is involved in the loss and the deductible credit is reset to 0%.

### Accidental Death and Dismemberment (AD&D)

- An optional policy level coverage that is available for motorized vehicles on a policy with Bodily Injury coverage.
- AD&D coverage pays when an insured is killed or dismembered in a motor vehicle accident. Two plans are available:
  - The **Individual Plan** only covers the named insured.
  - The **Family Plan** covers the named insured, spouse, and any unmarried children in the household who are under 19 years of age.
- Not available for non-motorized vehicles or vehicles in storage.

### Additional Customized Equipment and Parts (ACEP)

- Provides physical damage protection for any permanently installed add-on equipment that was not installed by the original vehicle manufacturer.
- Before ACEP coverage applies to additional equipment, the equipment must be listed on the application and the proper premium paid.
- Available for any personal auto, pickup truck, conversion van, semi, or cabriolet type vehicle with Comprehensive coverage.
- \$1,000 of ACEP coverage is included at no additional premium on all vehicles with Physical Damage coverage. Coverage up to \$4,000 in actual cash value may be purchased for a maximum total of \$5,000.
- Coverage is provided up to the lesser of actual cash value, actual cost to repair, or declared value.

### Rental Reimbursement (PPA Only)

Reimburses the insured for expenses incurred for a rental vehicle while a covered vehicle is being repaired as the result of an accident — subject to a maximum per day limit/maximum number of days per accident limit.

- Comprehensive coverage is required on the vehicle.
- Limits must be the same for all vehicles on a policy.

### SureDrive

- Provides for a “full-size” vehicle (“full-size” as defined by rental agency).
- Rental vehicle must be rented from a commercially licensed rental agency.
- Rental period is up to 30 days (limited to the time reasonably required to repair the insured's vehicle); in the event of a total loss, we offer to pay the Actual Cash Value (ACV) — whichever is less.
- The rental agency bills National General Insurance — the insured never sees the invoice.

### Towing & Labor

Reimburses the costs incurred for mechanical labor and/or towing to a nearby facility for each disablement on a covered vehicle — subject to a maximum limit per occurrence/per policy term.

- Comprehensive coverage is required on the vehicle.
- Limits must be the same for all vehicles on a policy.

### Mexico Physical Damage (PPA Only)

- Provides Physical Damage coverage for any accident that occurs in Mexico within 50 miles of the U.S. border.
- Comprehensive and Collision coverages are required on the vehicle.
- Repairs must be made in the U.S.
- The insured must have Liability insurance from a licensed Mexico insurance company at the time of loss. Proof of coverage is required when a loss occurs.
- Does not cover towing and labor or rental reimbursement.

**Note:** If the covered vehicle cannot be driven as a result of a loss that occurred in Mexico, this coverage will pay the cost of necessary towing and labor to return the covered vehicle to the nearest point in the U.S. where repairs can be made.

## Coverages — RV Only

### Consignment

Provides Comprehensive and Collision coverages for any RV or trailer that is parked for sale on an approved consignee dealership. The premium must be paid in full at the time the coverage is added to a policy and is fully earned.

Underwriting approval is required to purchase Consignment coverage.

### Emergency Expense

- When a covered RV becomes inoperable due to a collision or comprehensive loss more than 100 miles from the insured's home, Emergency Expense coverage provides reimbursement for certain expenses up to a maximum of \$750. (Covers expenses such as lodging, transportation, and meals until the covered RV is repaired or returned to its principal garaging location.)

**Note:** The 50-mile limit does not apply to Full-Timers; the coverage is applicable anywhere the Full-Timer is located.

- \$750 of Emergency Expense coverage is included at no additional cost for any RV with Comprehensive coverage.
- Subject to a maximum limit up to \$250 per day.
- Higher limits of \$1,500 and \$3,000 are available for an additional premium.
- A limit of \$7,500 is available to Full-Timers for an additional premium.

**Note:** Full-Timer coverage is required on the policy.

### Full Time Protection

Full Time Protection is a special coverage designed to provide a homeowner-like package that includes Liability and Medical coverages for Full-Timer vehicles. Liability coverage pays for injuries sustained by — and damage to property of — others who the insured is legally liable for.

- Available for RVs used as a primary residence.
- A Full-Timer may or may not own a home.
- Vehicle cannot be parked in one location for more than 6 months.
- Extends Liability coverage and Medical Payments coverage to include Personal Liability coverage.
- Extends Physical Damage coverage to include Supplementary and Personal Effects coverages.
- Bodily Injury limits must be equal to or greater than 50/100.
- Comprehensive coverage is required on the vehicle.
- Full-Timer Personal Liability limits must equal auto Liability limits — unless it is a trailer only policy.
- Full-Timer Medical Payments limits must equal Medical Payments limits. If Medical Payments coverage is not on a policy, Full-Timer Medical Payments limit is \$1,000.

## Mexico Physical Damage

- Provides Physical Damage coverage for any accident that occurs in Mexico.
- Comprehensive and Collision coverages are required on the vehicle.
- Repairs up to \$750 can be performed in Mexico with prior written approval from National General Insurance.
- The insured must have Liability insurance from a licensed Mexico insurance company at the time of loss. Proof of coverage is required when a loss occurs.
- Does not cover towing and labor or rental reimbursement.
  - Note:** If the covered vehicle cannot be driven as a result of a loss that occurred in Mexico, this coverage will pay the cost of necessary towing and labor to return the covered vehicle to the nearest point in the U.S. where repairs can be made.
- Not available for:
  - A bus conversion
  - An RV in storage
  - A Full-Timer policy.

## Personal Effects

Insures personal property used in conjunction with an RV.

*Personal effects* are items that belong to the named insured or a family member that are not permanently attached to their RV — such as clothing, dishes, furniture, etc.

- In the event of a covered personal effects loss, Personal Effects coverage is primary and homeowner or renter insurance is secondary.
- Personal Effects coverage is allowed up to 20% of the value of the vehicle or \$5,000 — whichever is higher — with a maximum amount of \$30,000.
- The first \$3,000 of Personal Effects coverage is provided at no cost.
- Comprehensive coverage is required on the vehicle.

## Pet Protection Service

If an insured's pet dog or cat is riding in a covered vehicle that is involved in a covered collision or comprehensive loss, our Pet Protection Service will provide the following at no additional charge:

- \$1,000 per incident — up to \$3,000 per policy term — for pet medical treatment
- \$25 per day — up to \$125 per policy term —for boarding fees if the insured is hospitalized and unable to care for their pet
- \$75 per policy term for recovery costs if insured's pet is missing after an accident
- \$125 per policy term for replacing pet-related travel equipment (e.g., car carriers, ramps, barriers, etc.) damaged in an accident.

## RV Basic Economy

- The standard first \$3,000 of Personal Effects coverage is not included; however, there is an option to buy up to \$10,000 of coverage. If Personal Effects coverage is selected, the minimum limit is \$1,000. A \$100 deductible is applicable.
- Permanently Attached Equipment added aftermarket to an RV will be capped at \$1,000. There is an option to purchase back a \$5,000 limit.
- Depreciation may be applied to a covered loss.
- The following are not included:
  - Emergency Expense coverage is not included but is available to purchase.
  - Vacation Liability coverage is not included but is available to purchase.
  - Fire Department Services.
  - Locksmith Services.
- Not available for an RV in storage.

## RV Broadened Comprehensive

- Covers all Physical Damage type losses that are not defined under Collision or specifically excluded. (Broadened Comprehensive is **not** limited to only a pre-defined list of perils.)
- Comprehensive coverage is required on the vehicle.

## RV Custom Equipment

- Increases the amount of additional aftermarket permanently attached equipment on an RV that we will cover in the event of a loss from \$1,000 to \$5,000. Permanently attached equipment that comes standard on the RV, such as awnings, are covered as a normal part of the RV and not capped under RV Custom Equipment.
- Comprehensive coverage is required on the vehicle.
- Only available for RV Basic Economy policies.

## RV Depreciation Free Claims

- In the event of a partial loss to an RV, depreciation will not apply to items with a limited life when replacing or repairing damaged parts.
- Comprehensive coverage is required on the vehicle.

## Tow Bar/Tow Dolly

\$2,000 of Tow Bar coverage is included at no additional cost for motorhomes and van conversions with Comprehensive coverage.

- Pays to repair or replace a tow bar or a tow dolly when it is damaged in a covered collision or comprehensive loss **or** is stolen.
- The tow bar/tow dolly must be designed to tow a private passenger-type vehicle behind a motorhome **and** the private passenger type-vehicle must have at least two wheels on the ground while being towed.
- Subject to a maximum limit of up to \$2,000 for each accident.

## Vacation Liability

Vacation Liability covers incidents that occur in and around the premises of the RV while it is being used as a temporary residence in a campground or camping spot off road. \$10,000 of coverage is included at no additional cost and additional limits up to \$300,000 are available for purchase.

- Bodily Injury and Property Damage coverages are required if the RV is a motorhome.
- Comprehensive coverage is required on the vehicle.
- Limits cannot be higher than Bodily Injury limits.
- Limits must be the same for all RVs on a policy.
- Not available on:
  - A Full-Timer policy
  - An RV in storage
  - Bus conversions.



## Physical Damage Settlement Options

### Settlement Options — PPA Only

#### Replacement Cost

- Pays the cost to replace a new vehicle when there is a comprehensive or collision total loss — including theft.
- Only available when the insured vehicle:
  - Has Comprehensive and Collision coverages **and**
  - Is a model year that is 2 years old or less from the current calendar year **and**
  - Has not been previously titled **and**
  - Is insured with Comprehensive and Collision Replacement Cost coverages within the first year of ownership.
- Coverage is not available for leased vehicles.
- Deductible must be the same deductible as Comprehensive and Collision.
- If the covered vehicle is a total loss, National General Insurance reserves the right to replace the vehicle or to pay the total loss in money.

*Replacement cost* is the current amount that must be paid for a new vehicle — same model year, make, model, and equipment as the covered vehicle — without adjustment for depreciation.

- Coverage will be removed on the first renewal after a vehicle becomes 3 years old.
- No coverage is provided under this provision for a non-owned, temporary substitute, or rental vehicle.

## Settlement Options — RV Only

### Actual Cash Value

- Settlement is based on current market value/actual cash value of the vehicle.
- The settlement option is available for all RV types.
- Values up to \$1,000,000 are permitted; however, underwriting review is required when value is over \$500,000.

### Agreed Value

When an insured's RV is totaled or stolen, National General Insurance will pay the agreed upon value.

- An optional coverage.
- Only available for unique or highly customized RVs for which a Blue Book value cannot be obtained easily.
- Underwriting review is required on all vehicles with Agreed Value coverage and documentation may be required to verify vehicle type and value.
- RV must have both Agreed Value Comprehensive and Collision coverages.  
**Exception:** An RV in storage where only Agreed Value Comp can apply.
- Deductible is same as deductible for Comprehensive and Collision, respectively.
- Not available when there is unrepaired damage on the RV.
- Not available for RV with an Agreed Value more than \$300,000.
- Not available for a semi, bus conversion, or cabriolet vehicle type.
- Not available in combination with Replacement Cost coverage.

### Enhanced Replacement Cost

- An optional coverage.
- Available on vehicle with a model year 20 years old or newer at new business and/or when coverage is first endorsed.
- Values up to \$500,000 are permitted.
- Must be purchased for both Comprehensive and Collision coverages.  
**Exception:** A vehicle in storage with Comprehensive Only coverage.
- Deductible is same as deductible for Comprehensive and Collision, respectively.
- RVs that do not qualify for Enhanced Replacement include:
  - Bus conversions
  - Horse trailers
  - Semi's and cabriolets
  - Utility trailers.
- Not available when there is unrepaired damage on the vehicle.
- If the rating value of the vehicle is reduced, settlement will be reduced to actual cash value.
- Documentation may be required to verify vehicle type and value.
- Agents should keep copies of all purchase documents in the customer's file.

## Total Loss Replacement

If an insured's RV is totaled or stolen and the insured decides to replace the vehicle, National General Insurance will cover the full cost to replace it with a new untitled similar vehicle or a vehicle valued up to the full original purchase price — not a depreciated amount.

- An optional coverage.
- Available within the current model year and 4 years prior for vehicles with an original cost new less than \$300,000. (The new model year begins January 1 of each year.)
- Available within the current model year and 2 years prior for vehicles with an original cost new between \$300,000 and \$500,000. (The new model year begins January 1 of each year.)
- Values up to \$500,000 are permitted.
- If the rating value of the vehicle is reduced, settlement will be reduced to actual cash value.
- In the event of a total loss, coverage provides for replacement with a new or comparable, never titled vehicle in the first 5 model years. After the first 5 model years, settlement is based on the purchase price of the vehicle.
- Despite the coverage form referencing paying the lesser of the purchase price as stated on the Declarations Page or the purchase price actually paid by the insured as verified by the bill of sale, in some states the Declarations Page does not reference the purchase price value  in which case, we would cover a replacement up to the purchase price actually paid by the insured as verified by the bill of sale.
- Documentation may be required to verify vehicle type and value.
- Agents should keep copies of all purchase documents in the customer's file.
- RVs that do not qualify for Total Loss Replacement include:
  - Bus conversions
  - Semi's and cabriolets
  - Utility trailers.

## Discounts

The system will automatically request any proof documentation required to retain a discount.

### Advance Quote (PPA Only)

Available for new business and renewal policies when:

- The policy is quoted 6 or more days before the policy effective date **and**
- All required rating information is provided by the customer **and**
- The policy has prior insurance with no lapse in coverage.

### Anti-Theft Recovery

Available for each vehicle on a policy that is equipped with an active recovery device or tracking system. Cannot be applied in combination with any other anti-theft discount on the same vehicle.

### Commercial Driver License

Available to any Rated driver who:

- Has a valid, active commercial driver license **and**
- Performs in an occupation that requires use of the commercial driver license **and**
- Drives a minimum of 15,000 miles per year for that occupation.

### Electronic Funds Transfer (EFT)/Auto Pay

Available when policy payment is set up to transfer automatically from a savings account or checking account.

This discount does not apply when payment transfer is set up from a credit card or debit card.

### Electronic Low Mileage (PPA Only)

Available when:

- We can verify mileage through use of factory-installed telemetry technology **and**
- The vehicle owner agrees that odometer information can be accessed through the use of the telemetry technology.

### Factory-Installed Anti-Theft & Recovery (PPA Only)

Available for each vehicle on a policy that is equipped with an active factory-installed tracking system. Cannot be applied in combination with any other anti-theft discount on the same vehicle.

### Good Sam Member

Available when an insured has an Active, Lifetime, or Elite membership to Good Sam.

## Good Student (PPA Only)

Available to each Rated driver who meets the following criteria:

- Is between 16 and 24 years of age **and**
- Has a valid U.S. driver license or learner permit **and**
- Is a full-time high school, college/university, or technical/vocational school student **or** is enrolled in an academic home study program **and**
- Provides a certified statement from a school official — at discount inception and annually thereafter — indicating that the student has met one of the following requirements during the preceding semester/quarter:
  - Is ranked scholastically in the upper 20 % of their class **or**
  - Maintains a cumulative 'B' (3.0) average or better **or**
  - Is listed on a Dean's List, Honor Roll, or comparable listing of scholastic achievement **or**
  - Is ranked in the top 20 % of a national standardized test administered within the past 12 months (e.g., SAT, ACT PSAT, PACT).

**Note:** A copy of the test results is required. Proof is retained by the Agent.

Discount does not apply if the student is an Excluded driver.

## Homeowner

Available when the insured owns their home, condo, or townhome **or** has a Full-Timer policy.

**Note:** Does not include mobile homes.

## In-Agency

Available when the agency that is writing the new National General Insurance policy has the existing personal lines auto policy with the insured and that policy has been in-force for at least 12 months.

Proof of discount eligibility will be part of the review process; proof is retained by the Agent.

## Legacy Family

Available when the named insured has one or more of the following:

- Ally Auto Lease
- Ally Auto Loan
- Ally Demand Note or Smart Note
- Ally Mortgage
- Select Automaker Credit Card.

Or when the named insured is a:

- Select Automaker Dealer Employee
- Select Automaker Employee or Retiree
- Select Automaker Extended Family Member
- Select Automaker Supplier Employee.

## Mobile Home

Available when the named insured or spouse owns the mobile home they reside in **and** the mobile home is 10 years old or less.

### Multi-Car (PPA Only)

Available for all vehicles on a policy when the policy covers more than one PPA-type vehicle.

**Note:** This discount only applies to PPA-type vehicles. It does not apply when there is one PPA-type vehicle and one RV-type vehicle on a policy.

All vehicles must be listed on the same policy and primarily driven by persons living in the same household.

### Multi-Policy

Available when an insured has a National General Insurance PPA/RV policy **and** one or more of the following policies with National General Insurance or an affiliated company:

- Accident and Health
- Agency Controlled Homeowners (HO3)
- Commercial
- Homeowners (HO3)
- Manufactured Home (MH3)
- Motorcycle
- National General Group
- Renters (HO4).

**Note:** See [Multi-Policy Warranty](#) under Discounts — RV Only.

### Multi-Product

Available for all vehicles on a policy when the policy covers one or more PPA-type vehicles **and** one or more RV-type vehicles.

### New Vehicle (PPA Only)

Available for vehicles on a policy when the vehicle model year is within the last 3 years.

### Paid In Full

Available when the insured pays 100% of the total premium by cash, check, Electronic Funds Transfer (EFT)/Auto Pay, credit card, or debit card at the inception of a policy term.

### Go Paperless

Available at new business when the named insured chooses to receive policy documents electronically and provides and maintains an active, valid e-mail address. If an e-mail is returned undelivered, the documents will be sent via regular mail and the discount will be removed.

If the insured endorses Paperless onto the policy mid-term, the discount will be applied effective the day the insured confirms their paperless preference.

If the insured requests to receive policy documents by conventional mail, the discount will be removed.

### Restricted Coverage (PPA Only)

- Permissive Driver and Named Auto Only restricts Liability coverage to the named insured and rated drivers listed on the Declarations Page and provides state minimum limits for permissive drivers. Coverage is also limited to the listed vehicles. There is no coverage for using another vehicle not listed on a policy (with permission or otherwise) — including rental cars.
- When Restricted Coverage is selected, the following two endorsements are attached:
  - The **Permissive Driver endorsement** is specific to Arizona. It restricts Liability coverage to named insured and rated drivers listed on the Declarations Page; it provides state minimum limits for permissive drivers.
  - The **Sliding Deductible endorsement** has a triple deductible in the first 30 days after policy effective date and a double deductible for days 31 – 60. Regular deductible applies after day 60.
    - Example:** Policy has a \$500 deductible. If a loss occurs during the first 30 days a policy is in effect, the deductible would be \$1,500. If a loss occurs between days 31 and 60 that a policy is in effect, the deductible would be \$1,000.
- Only applies to private passenger autos on policy.
- A discount is applied when Restricted Coverage is selected.
- The Sliding Deductible may start new with a reinstatement or lapse.
- Insured must sign Reduced Coverage Disclosure form.

### Route Use (PPA Only)

Available when a vehicle is driven by an employee of the U.S. Government and is primarily used by that person to deliver mail. Proof must be provided that the named insured is a Rural Letter Carrier.

### Student Away at College (PPA Only)

Available for any Rated driver on a policy who:

- Is enrolled in a college or university that is at least 100 miles from home and does not have a vehicle at school **and**
- Is between 16 – 24 years of age **and**
- Possess a valid U.S. or foreign driver license **and**
- Has a marital status of Single.

Discount does not apply if the student is an Excluded driver.

### Vehicle Brand Loyalty (PPA Only)

Available when all private passenger vehicles on a policy are the same vehicle brand of an automaker with which National General Insurance has or has had a joint marketing agreement.

## Discounts — RV Only

### All Household Vehicles

Available when all vehicles in a household are insured by National General Insurance on the same policy. Must have at least one other vehicle besides an RV.

### Enclosed Garage

Available when an RV is regularly kept (at least 7 months of the year) in a fully enclosed garage, (i.e., three walls and a door), no open sides, **and** all the vehicles in the household are insured by National General Insurance on the same policy.

### Good Driver

Available when the principally assigned driver has no accident or violation points during the past 35 months.

### Good Sam Affiliation

Available when an insured has an RV and is enrolled in the Good Sam Emergency Roadside Service (ERS) and/or Extended Service Plan (ESP). Not required to be a Good Sam Member.

### Military/EMS

Available when the principally assigned driver is a current or former member of the U.S. military **or** is a current or former emergency response professional.

### Multi-Policy — Warranty

Available when an insured has a National General Insurance RV policy **and** a Warranty policy with National General Insurance.

### Original Owner

Available when the named insured is the original owner of an RV and the RV has been titled to only one person.

### RV Association

Available when a Rated driver on the policy is a current member of an approved RV Association. Cannot be combined with Good Sam Member discount.

### RV Safety Course

Available to drivers who are primarily assigned to RV-type vehicles **and** the driver has completed an approved RV safety course within the past 36 months and can provide a certificate of completion.

### Senior Driver

Available when the principal driver of the vehicle:

- Is 55 years of age or older **and**
- Has successfully completed a qualifying Motor Vehicle Accident Prevention Course within the past 36 months **and**
- Has no at-fault accidents or moving violations since completing the accident prevention course.

### ZIP Match

Available when the mailing ZIP Code on a policy is the same as the garaging ZIP Code on the policy.

Discount does not apply to Full-Timers.



## Surcharges

### Artisan Use (PPA Only)

Applied when a private passenger vehicle is used to carry tools and incidental supplies from the insured's home to a job site.

Unacceptable Artisan Use includes, but is not limited to, vehicles:

- Used in any form of pick up or delivery of goods
- Used to transport flammable liquids, chemicals, or explosive materials
- Owned by a corporation or partnership
- Used to visit more than two job sites per day
- Driven by someone other than the named insured or resident relative.

Only one Business Use or Artisan Use vehicle can be on a policy.

### Business Use (PPA Only)

Applied when a private passenger vehicle is used regularly or frequently for business errands or personal transportation related to the insured's employment.

Unacceptable Business Use includes, but is not limited to, vehicles:

- Used for livery, taxi, or limousine
- Used to transport children, workers, or hotel guests
- Used in any form of pick up or delivery of goods or property
- With a load capacity of one ton or greater.

Only one Business Use or Artisan Use vehicle can be on a policy.

### Excluded Driver

Applied when a resident licensed driver is excluded from a policy. See [Driver Eligibility — Excluded Driver](#) for more information.

### Revoked Driver License

Applied to any driver who has a revoked driver license.

### Storage Comp (PPA Only)

Applied to a vehicle in storage that is insured for Comprehensive Only coverage.

- Limited to one vehicle per policy.
- Must have at least one other vehicle on the policy with required Liability coverages — **unless** RV storage policy.

### Suspended Driver License

Applied to any driver who has a suspended driver license but does not require a financial responsibility filing.

### Unacceptable Risk

Applied when an unacceptable driver or vehicle is endorsed onto a policy that cannot be canceled or declined mid-term. The policy will be non-renewed.

### **Undeclared Driver (PPA Only)**

Added to a policy when we discover a driver who is not listed on the policy.

### **Unverifiable Driving Record**

Applied when a driver:

- Has only a foreign or international driver license (including Puerto Rico) **or**

**Note:** An official government issued identification is acceptable proof of a foreign driver license, (e.g., a Matricula Consular ID card or a passport). Retain those documents in your customer file.

- Is 20 years of age or older and cannot verify 24 months on MVR **or**
- Is 19 years of age and cannot verify 12 months on MVR.

A driver with a learner permit will not receive the surcharge during the first 12 months of the policy term. The surcharge may be assessed at the annual anniversary if an MVR cannot be obtained.

### **Surcharges — RV Only**

#### **Incomplete Bus Conversion**

Applied when a bus conversion is determined to be incomplete or is a high risk.

#### **Multiple Owner RV**

Applied to any RV that is owned by two or more individuals residing in separate households **and** the RV is only used for personal recreation.

## Quote Information

### Accidents and Violations

#### Experience Period

The experience period is 35 months or less prior to the policy effective date. The occurrence date is used for accidents and violations.

#### Accident Threshold

Threshold	Amount
Non-Threshold Incidents	\$1
Comprehensive Coverage	\$1,001
Property Damage	\$1,001
Injury	\$1,001
Negligence %	51%

#### Not-at-Fault Accidents

All accidents are chargeable — **unless** proof of not-at-fault is provided. Acceptable proof of not-at-fault is:

- A copy of the police report or court documents clearly indicating not-at-fault.
- A letter from the previous carrier.
- A letter from the Agent or from the named insured containing details of not-at-fault, such as:
  - Vehicle involved in the accident was legally parked at the time of the accident.
  - Insured was reimbursed by, or on behalf of, the person responsible for the accident or has a judgment against such person.
  - Insured's vehicle was struck in the rear by a vehicle headed in the same direction and the insured was not convicted of a moving traffic violation in connection with the accident.
  - Insured's vehicle was struck by a "hit-and-run" driver and the accident was reported to the proper authorities within 24 hours by the applicant or resident driver.
  - Insured was not convicted of a moving traffic violation in connection with the accident.
  - Insured was adjudicated not to be liable by a court of competent jurisdiction.
  - Insured received a traffic citation that was dismissed or nolle prossed.
  - Insured can provide written information establishing that they were not-at-fault and this information is not contradicted.
  - Accident was caused by flying or falling objects or contact with animal or fowl.
  - Accident occurred when using a vehicle in response to an emergency when the driver of the vehicle at the time of accident was a paid or volunteer member of any Police or Fire Department, First Aid Squad, or any law enforcement agency. This exception does not include an accident occurring after the vehicle ceases to be used in response to such emergency.

Keep these documents in your agency files.

## Insurance Score

For applicants 18 years of age or older, National General Insurance will request credit information to develop an insurance score used in determining tier. To obtain the most accurate quote information, include applicant's full name, current address, and Social Security number. Although an applicant is not required to provide their Social Security number, it helps determine a more accurate estimate. If an applicant has recently moved, prior address may be used.

No one will be denied coverage based on their credit history.

A customer can request a copy of their credit report by calling the credit reporting agency. Only the customer can request this information; it cannot be provided to National General Insurance or the customer's Agent.

## Vehicle History Rating

National General Insurance will obtain a Vehicle History Report — based on Vehicle Identification Number (VIN) — from AutoCheck (a part of Experian). A vehicle history score/code is assigned based on characteristics found in the Report. The following are a few of the vehicle characteristics:

- Prior vehicle damage
- Number of title changes (i.e., number of owners)
- Length of ownership
- Branded title (e.g., salvage, flood, junk, rebuilt).

**Note:** Vehicle History Rating does not apply to RVs.

A customer can request a copy of their Vehicle History Report from the AutoCheck Insurance Client Help Desk at 855-568-2664.

## Supplementary Risk Score

Supplementary Risk factors are based on the interaction of the following variables:

- Number of days lapse in prior coverage
- Bodily Injury Group Number (Prior BI limits)
- Supplementary Risk Model (SRM) action code.

**Note:** Supplementary Risk Score does not apply to RVs.

## Lifetime Value Score

A Lifetime Value Score is determined by a statistical model that produces a score group that ranges from 1 – 10. Predictor variables include, but are not limited to:

- Tier
- Number of drivers
- Number of vehicles
- Number of miscellaneous vehicles
- Full coverage or Liability Only policy.

## Insurance Experience

A rating factor is applied based on the applicant's insurance history — such as length of time insured, number of carriers, etc. The insurance history information is obtained from a third party consumer report.

**Note:** Insurance Experience does not apply to RVs.

## SR-22 Filings

An SR-22 is required under certain circumstances, (e.g., as a result of a DUI, DWI, or other serious moving violation). National General Insurance files an SR-22 form with the state to confirm Liability coverage for a specified driver. Drivers requiring an SR-22 filing cannot be excluded.

**Note:** Storage Protection is not available if there is a driver on the policy who requires an SR-22. All vehicles listed on a policy must retain Liability coverage.

## Underwriting Tiers

National General Insurance competitively prices risks for all categories — from low risk to higher risk.

All risks are written in the lowest priced underwriting tier for which they qualify. Any risk submitted for a tier for which it does not qualify will be issued in the lowest tier for which it does qualify.

At the inception of a policy, National General Insurance considers factors for rating auto liability insurance. Those factors include, but are not limited to:

- Number of days since the prior policy lapsed
- Current Bodily Injury limits
- Insurance score
- Age of named insured when determining the lowest applicable program tier.

## Proof of Prior (POP)

POP is not required if during the quoting process a hit is received on current carrier that validates prior company, prior coverage dates, **and** prior limits.

If no hit is received on current carrier or current carrier only validates prior company and prior coverage dates, the customer must provide:

- Proof of prior Bodily Injury limits
- Proof of 6 months previous continuous coverage. Multiple policies can be submitted to reach the six-month minimum.

**Note:** A prior National General Insurance policy is not acceptable POP.

If we do not receive required proof within 21 days of the policy inception date, POP will be removed. If POP is received within 45 days, proof will be applied effective back to the policy inception date. If POP is received more than 45 days after the policy inception date, proof will not be applied on the policy.

To be considered acceptable POP, a document must be issued by a prior U.S. or foreign insurance company and must contain all the following information:

- Applicant listed as a named insured or as a driver on a personal auto, commercial, or motorcycle policy
- Prior company name
- Bodily Injury limits

**Note:** If the proof is written in another language and the prior limits cannot be determined, the minimum POP limits must be given.

- Policy expiration date.

The following documents are acceptable POP:

- Declarations Page
- Renewal/Renewal Offer Declarations Page
- Letter from previous carrier
- ID card (only acceptable for minimum Liability limits)
- Commercial Policy
- Motorcycle Policy.

A billing statement is **not acceptable** POP.

## End-of-Term Transfers

For policies being transferred to National General Insurance at the end of the prior policy term, the following company-issued documentation is acceptable POP:

- Renewal Offer
- Non-Renewal Notice
- Prior Declarations Page
- ID card (only acceptable for minimum Liability limits).

## Driver Eligibility

A policy must cover at least one named insured who is a Rated driver. The named insured includes the person listed as the named insured and that person's spouse if residing in the same household. Corporations, partnerships, estates, and receiverships are not acceptable as a named insured.

The named insured or spouse must have a valid U.S. or foreign driver license.

**Note:** An official government issued identification is acceptable proof of a foreign driver license, (e.g., a *Matrícula* Consular ID card or a passport). Retain those documents in your customer file.

All residents in the household who are at least 14 years of age (whether licensed or not) **or** anyone who regularly drives any vehicle listed on the policy (defined as at least 10 % of that vehicle's usage) must be classified in one of the following categories.

### Rated

At least one named insured or spouse must be a Rated driver. All Rated drivers are evaluated in the various rate calculations.

Rated drivers include:

- Any **household** member who has a driver license **or** who is 17 years of age or older.
  - Note:** When a Listed driver turns 17 years of age, that driver must become a Rated driver — **unless** in another Driver Status category — as of the effective date of the next renewal term whether they have obtained a driver license or not.
- Any **non-household** member who regularly drives any of the vehicles on a policy at least 10 % of the vehicle's usage.
- Any driver requiring an SR-22 filing.

### Excluded

National General Insurance will exclude any driver from a policy — provided we receive a completed and signed Driver Exclusion Form — **except** those requiring a Financial Responsibility filing. Individuals who have a revoked, permanently revoked, or suspended driver license are unacceptable risks — **unless** they are Excluded.

Any driver other than the named insured can be Excluded.

### Non-Driver

A Non-Driver is any household member who does not:

- Have a driver license and does not ever expect to obtain one **and**
- Drive and does not ever expect to drive.

This category typically includes, but is not limited to, household members with impairments that prevent them from driving and elderly people who have surrendered their driver license.

### Listed

Listed drivers are only noted on a policy and do not impact the policy premium.

Listed drivers include any household member who:

- Does not have a driver license **and**
- Is at least 14 years of age, **but** less than 17 years of age.

**Note:** When a household member obtains a driver license **or** turns 17 years of age, they can no longer be classified as Listed.

### Other Insurance

Any driver who is 21 years of age or older and can prove continuous Liability insurance with another company. Proof of insurance is required.

## Named Non-Owner Policy

A named non-owner policy provides Liability coverage for individuals who do not own a vehicle and who do not have regular or frequent access to any vehicle for personal use. The rating territory is based on the named insured's resident ZIP Code — which cannot be out of state. This coverage is in excess of any other coverage.

- Coverage only applies to non-owned vehicles that are not available for regular use.
- If the named insured is married, the spouse is the only other driver who may be covered on the policy.
- Coverage does not extend to other household members (besides the spouse when named insured is married) or other permissive drivers.
- Vehicles cannot be listed on the policy.
- Only Liability coverage is available.
- Bodily Injury and Property Damage coverages are required.
- Physical Damage coverage is not available.
- Financial Responsibility filings are acceptable.
- Business Use or Artisan Use is not acceptable.
- Discounts and surcharges are applicable.

## Vehicle and Driver Assignment

The National General Insurance personal auto product uses Average Driver Factor for driver assignment and to determine the rate per vehicle. The Average Driver Factor is based on driver classification, violation and accident points, discounts and surcharges, and a point by age factor by driver.

The National General Insurance RV product uses Principal Driver Assignment — drivers are assigned to vehicles they principally drive.

## Driver Marital Status

National General Insurance classifies persons who are not legally married as single for rating purposes. Married driver rates are only applied to those who are legally married and residing in the same household. Drivers who are married but living in separate households, widowed, separated, or divorced are rated as single.

## Garaging Location

Each vehicle will be rated based on ZIP Code in which the vehicle is primarily garaged. Post Office Box ZIP Codes cannot be used for rating. The garaging street address and ZIP Code must be given for all Post Office Box mailing addresses.

At least one vehicle must be garaged in Arizona for a minimum of 7 months of the year.

The following are exceptions to the same location rule:

- Full-Timer policies or policies that contain only RV-type vehicles.
- Students away from home at school with a vehicle titled in the insured's name.
- Members of the U.S. military who are stationed out of state.
- Vehicle is garaged out of state and the territory code for that garaging location ZIP Code is an acceptable territory. Any vehicle garaged out of state with an unacceptable territory code is unacceptable.

**Note:** Unacceptable states are District of Columbia, Hawaii, Massachusetts, Michigan, New Jersey, and New York and outside the U.S.



## Out-of-State Risks

An out-of-state risk is a student or member of the U.S. military who:

- Temporarily resides in a state other than the policy rating state **and**
- Garages an insured vehicle in that state, but permanently resides in Arizona.

To be an acceptable risk:

- At least one vehicle on the policy must be garaged in Arizona a minimum of 7 months of the year **and**
- Liability limits must equal or be greater than minimum required out-of-state limits **and**
- UMBI limits must equal Liability limits.

Unacceptable states are District of Columbia, Hawaii, Massachusetts, Michigan, New Jersey, and New York and outside the U.S.

## Leased Vehicles

Vehicles that are leased in the insured's name and are not classified as Artisan Use or Business Use are acceptable at no additional premium. The lessee should be listed as the named insured or spouse and the leasing company as the loss payee/additional interest.

Vehicles leased by an individual for business use are acceptable if the usage meets Business Use or Artisan Use guidelines.

## Transaction Guidelines

### Binding New Policies

An Agent in good standing with National General Insurance has the authority to bind coverage according to the terms and conditions in this Guide. New business applications cannot be bound or effective until the following conditions are met:

- The Agent has obtained adequate information to accurately rate the risk and has done so.
- The application and all applicable forms and documents are completed and signed by the applicant and the appointed Agent.
- The down payment has been collected.

All applications must be submitted within 48 hours of the policy effective date.

A policy cannot be effective earlier than the time and date that an accurate rate is generated, the applicant and Agent have signed the application, and the down payment or payment in full has been collected by the Agent.

National General Insurance reserves the right to reject or cancel any risk not bound in accordance with these rules. Agents do not have authority to issue policies, endorsements, or cancellation notices — **unless** specifically authorized by National General Insurance in writing.

Brokering is not permitted. It is not acceptable to give our underwriting materials to other Agents or brokers or to accept applications from them for risks they have underwritten or will service outside your office. Violations will result in immediate termination of the agency agreement.

### MVR/Loss History Reports Chargeback Process

At the close of each month, we review all quotes that included an order of a Motor Vehicle Report (MVR) and/or Loss History Report. We then use the total number of quotes with reports ordered to calculate the percentage of these policies that were bound. This bound percentage is then compared to the Agent's chargeback threshold. If the bound percentage is greater than or equal to the chargeback threshold, then no chargeback is applicable. If the bound percentage is less than the chargeback threshold, then the Agent is charged for all of the unbound MVRs and Loss History Reports during that specific month.

We run the comparison between the bound percentage and chargeback threshold 2 months in arrears. This ensures the Agent has time to bind any outstanding quotes with a report ordered. As an example, chargebacks on the commission statement in June are charged for reports ordered on unbound quotes in April.

The chargeback calculations are done at the state and product level. The agency's monthly commission statement will reflect any MVR/Loss History Report chargebacks.

## Hazardous Weather Binding Restrictions

If a hurricane, tropical storm, tornado, hailstorm, or flood occurs or a warning is placed in effect, **do not** bind any new Physical Damage coverage. Physical Damage coverage can be added when the moratorium or warning is lifted. If binding coverage within 48 hours after a warning or moratorium has been lifted, you must inspect the vehicle before binding Physical Damage coverage. Note the application that an inspection was completed.

### New Business

- Do not bind any new policies with Physical Damage coverage.
- Liability Only policies can be bound.

### Endorsements

- Do not add or replace a vehicle with Physical Damage coverage.
- Do not add Physical Damage coverage to an existing Liability Only vehicle.
- Do not lower a Physical Damage deductible for an existing vehicle.
- Do not increase Physical Damage coverage on an existing vehicle.
- All other types of endorsements can be bound.

### Reinstatements

- Policies with Liability Only coverage are eligible for reinstatement.

## Misrepresentation of Risk

Misrepresentation of a risk is insurance fraud. Each applicant has the responsibility and obligation to truthfully complete an application for insurance and to inform National General Insurance of any and all changes during the policy period. Failure to do so could result in denial of a claim or rescission of a policy.

The Agent is responsible for helping the applicant fully disclose all material facts. To avoid possible misrepresentation and to ensure the accuracy of quoted premiums:

- Verify the vehicles and drivers are not listed in our program as an unacceptable risk.
- Make sure the applicant understands and answers all questions. Ask the applicant all questions on the application concerning business use, prior vehicle damage, past insurance fraud, and felonies.
- Inform the applicant that National General Insurance uses MVRs, C.L.U.E., credit reports, and other available reports to assist in verifying information and rating a policy.
- All losses and accident activity — both at-fault and not-at-fault — must be disclosed.
- Verify the garaging address of all vehicles.
- Verify that **all** residents of the household who are of eligible driving age or permit age (whether they drive or not) and all drivers who regularly drive the insured vehicles are listed and rated on the application.

## Agent of Record

We believe that insureds and Agents are best served by renewing existing policies with the Agent who produced the policy; therefore, we do not encourage changing the Agent of Record. When an insured insists on changing Agents, we require a request to change the Agent of Record signed by the insured **prior to the renewal effective date**. Agent of Record changes will be effective at renewal and cannot be made midterm.

Policies written directly through National General Insurance **cannot** be transferred to an agency policy via an Agent of Record form. The policy must be written as a new business policy in your Agent code and in a company in which you are licensed to write business.

## Undeclared Drivers

In the event we discover a previously undeclared driver, National General Insurance reserves the right to make appropriate policy and coverage changes.

## Endorsements

Endorsement requests should be submitted using our agency policy system.

Premium adjustments resulting from policy changes will be made at the time of endorsement or incorporated into future installment bills. If all installment payments have been received, premium adjustments will be billed or credited directly to the insured.

Certain types of endorsements will be reviewed by National General Insurance and additional information may be requested as a result of the transaction being performed.

## Cancellations

### Flat Cancellations

Flat cancellations after policy inception are only permitted for one of the following reasons:

- National General Insurance is notified within 30 days of the policy effective date that there is duplicate coverage on the vehicles equal to or greater than the National General Insurance policy. A copy of the Declarations Page from the other policy **and** the named insured's written request must be submitted.
- The named insured did not take possession of the vehicle during a vehicle purchase and there are no other vehicles listed on the policy. The named insured must request the cancellation.

A Cancellation fee is not charged for a flat cancellation.

## Insured Requested

Insured requested cancellations are calculated pro rata and are reduced by a Cancellation fee. This fee is fully earned and no commission is paid on the fee. The Cancellation fee requires the equity date to adjust by the amount of the fee throughout the policy period.

When you receive a request to cancel a policy from a named insured, co-named insured, or resident spouse who is listed on the Declarations Page, you can process the cancellation. A signed written request from the named insured is required. You must retain the insured's signed written request and any necessary proof documents.

The cancellation effective date can be:

- 10 days or less in the future
- 30 days or less in the past.

**Note:** When the cancellation effective date is more than 30 days in the past, you must send National General Insurance a cancellation request signed by the insured along with proof of other coverage.

When Claims declares a vehicle is a total loss and National General Insurance retains the salvage vehicle, we will delete the vehicle from the policy the day after the loss. If the total loss vehicle is the only vehicle on the policy, we will send a letter to the insured requesting them to provide replacement vehicle information or advise if they wish to cancel the policy.

## Company Requested

### Cancellation for Non-Payment

If the initial down payment is non-sufficient or dishonored, the National General Insurance policy becomes null and void.

If payment for a billed installment is not received by the due date, Arizona law requires that a company give a 7-day Grace Period before canceling a policy. The cancellation is effective on the date the notice is mailed to the policyholder. If payment is received prior to the end of the Grace Period, the cancellation will not take effect and the policy will remain in-force. Cancellations for non-payment of premium are calculated pro rata.

### Reinstatements

Policies may be eligible for reinstatement within 30 days of a cancellation date or expiration date provided certain criteria are met. Policies may be reinstated with or without lapse — depending on number of days since expiration or cancellation.

Company cancellations or non-renewals are not eligible for reinstatement. A policy may be rewritten if the insured meets current guidelines and satisfies any outstanding balance; the rate may change.

### Renewals

A renewal offer will be sent to the named insured prior to the policy expiration date according to statutory requirements. The insured must pay all balances due before money received can be applied to the renewal.

### Renewal Down Payments

The renewal down payment must be received prior to the renewal effective date to ensure no lapse in coverage. A policy can be renewed with a lapse in coverage if the customer makes the renewal down payment within 30 days after the renewal effective date.

If payment is received after 30 days, National General Insurance will write another policy with a current effective date.

## Billing, Payments, and Fees

### Term of Policy

Six-month and 12-month term policies are offered and will display in the system when available.

### Payments

All National General Insurance payment invoices are billed directly to the insured **except** the down payment, which must accompany the application. Each invoice will contain a schedule of remaining payments.

All refunds are mailed directly to the insured.

When an Agent accepts an insured's check, it should be made payable to National General Insurance or the agency. When an insured's check is made payable to National General Insurance, the check should be endorsed to the agency account by signing or stamping the check and indicating "For Deposit Only".

When an insured's check is returned to the agency for non-sufficient funds reasons, National General Insurance will reimburse the Agent — including any associated bank fees up to a maximum of \$25. Agent notification must be received at National General Insurance within 20 calendar days of the date the insured's check was written in order to receive reimbursement.

Acceptable methods of payment are:

- Down Payment — VISA, American Express, Discover, and MasterCard credit card or debit card, agent sweep, or electronic check
- Installment Payment — VISA, American Express, Discover, and MasterCard credit card or debit card, agent sweep, or electronic check
- Electronic Funds Transfer (EFT)/Auto Pay — VISA, American Express, Discover, or MasterCard credit card, checking account, or savings account.

### Electronic Funds Transfer (EFT)/Auto Pay

If the Electronic Funds Transfer (EFT)/Auto Pay payment method is available, an insured may complete a National General Insurance Electronic Funds Transfer (EFT)/Auto Pay Authorization Agreement at new business or at renewal and choose to have monthly installments electronically withdrawn from:

- A personal checking account or savings account **or**
- Credit card or debit card.

National General Insurance will provide the named insured a draft schedule of Electronic Funds Transfer (EFT)/Auto Pay transactions.

If a change occurs on a policy resulting in a premium change, a revised statement will be issued in advance confirming the new amount to be drafted. Agents should notify insureds that National General Insurance will continue drafting based on the current draft schedule until the revised statement is issued.

Requests to change account information or draft dates must be received by National General Insurance at least 10 business days prior to the next draft. Requests to stop Electronic Funds Transfer (EFT)/Auto Pay must be received by National General Insurance at least 3 business days prior to the next draft. For account information changes, a new Electronic Funds Transfer (EFT)/Auto Pay Authorization Agreement is required.

Renewal down payments will be drafted automatically from the named insured's account — **unless** a written request to stop the draft is received.

## Fees

### Acquisition Expense

A \$25 fee will be charged at the new business policy term to cover the cost of acquiring, setting up, and renewing a policy.

### Automobile Theft Prevention Authority

A \$1 fee will be charged on 12-month policies and a \$0.50 fee will be charged on six-month policies for each vehicle on a policy with Liability coverage.

**Note:** This is a state-mandated fee that is collected for and paid to the state of Arizona.

### Installment

The Installment fee is included in each installment payment and in renewal down payments. The amount of the fee is based on payment method. The Installment fee is not included in new business down payments.

Electronic Funds Transfer (EFT)/Auto Pay	
Checking/Saving	\$ 5
Recurring Credit Card/Debit Card	\$ 7
Direct Bill	\$10

### Non-Sufficient Funds

A \$35 fee will be charged for all returned checks that were not honored by the bank.

## Document Retention and Review Requirements

It is important to maintain complete and accurate records on all insurance transactions conducted on behalf of National General Insurance. When you complete a sale or policy endorsement, an Agency ToDo prints a list of documents required to be submitted to National General Insurance or to be retained in your customer file. These documents, whether paper or electronic form, should be retained for at least 5 years from the policy expiration date (or if coverage was never bound, from the date on which the quote was rejected). If State Law requires such documents be retained longer than 5 years, comply with the state requirement.

All agency records pertaining to the business of National General Insurance are open for evaluation and inspection during routine reviews. Upon request, you will be required to present specific documentation. Failure to provide the documentation within the allotted time period will result in a failed review.

### Uploading Policy Documents

When a Policy ToDo requires documentation be submitted to National General Insurance, uploading documents through the policy system is the fastest and easiest way to ensure we immediately receive the policy documents.

### ePosting

At new business, the policy contract and all amendatory endorsements that do not contain the insured's personal information are posted online via our self-service portal. Any forms that are revised **or** added to the policy due to an endorsement or renewal **and** do not contain the insured's personal information will be added to the ePosting Forms PDF Packet.

Your customers can go to the agency policy system to view, print, and save the policy documents in the ePosting Forms PDF Packet.

**Note:** The cover letter and Declarations Page will advise the insured how to access the policy documents.

### Go Paperless

Enroll your National General Insurance customers in paperless document delivery — adding value for your customer and reducing calls to your office. Paperless document delivery provides the insured immediate access to Declarations Pages, Policy Booklets, endorsements, renewals, and other documents.

**Note:** The insured will continue to receive printed invoices and cancelation notices delivered by the U.S. Postal Service.

The only requirement for an insured to Go Paperless is a valid email address.

Insureds choosing to Go Paperless will receive a welcome email advising them to register for online Self-Service.



## eSignature

Your new business customers can choose to sign Point of Sale (POS) policy documents that require a signature electronically (eSign) — eliminating the need for you to obtain a handwritten signature.

The following eSign options are available:

- **Customer Self Service**
- **National General Insurance eSign Authentication**
- **Agent Vendor eSign**

**Note:** The eSign options are only available for new business point of sale documents requiring a signature. The eSign options are not available for signature documents generated by endorsements or renewals.

### Customer Self-Service

When a new business customer is on the phone, a valid email address is required in order to choose eSign. When the policy is bound, the insured and co-named insured (if applicable) will receive an email advising them to 1) register for a self-service account **and** 2) review and eSign their documents.

**Note:** Registration is a one-time process required for the insured to set up their ID and password for future access to their policy information.

When an insured does not eSign the documents within 3 days of receiving the email, the New Business Packet will be printed and mailed to them via the U.S. Postal Service using the address on the policy. Failure to submit the requested information to National General Insurance could result in an increase in policy premium or even cancellation of the policy.

### National General Insurance eSign Authentication

When a new business customer is in your office **and** is the **only** named insured listed on the policy, he/she can eSign the POS policy documents before the process of binding the policy is complete. You must confirm the insured 1) provides a valid email address; 2) consents to sign documents requiring a signature electronically; 3) confirms he/she has the ability to view documents in a PDF format; and 4) reviews the eSign documents.

If there is more than one named insured listed on the policy, the system automatically will use the Customer Self-Service method.

The electronically signed documents will be available on the Quote Wrap Up screen for you to view and/or print.

The insured will receive an email with a link to download their policy documents. The email will also invite them to register for an account in order to take advantage of online policy benefits.

### Agent Vendor eSign

When your new business customers choose to sign POS policy documents electronically, you can use your own eSign vendor. (Contact your Marketing Representative for a list of eSign vendors accepted by National General Insurance.)

You are responsible for obtaining the signature on all documents that must be signed — regardless of the signature option selected by the insured. In the event the insured does not sign documents that require a signature electronically, you must get the printed documents signed and retain those documents in your customer file.