

# Insights Into the UW Process & Operations

# Where the magic happens

Prioritization  
Service Standards  
Automation  
Integration  
T.O.M.



Self-Service

- Loss Runs
- S.O.C
- Renewal Apps
- Status
- Policies, IDC
- Invoices
- Endt Requests
- A/R
- Claims


AMS download  
Online payments

**INTERNAL EFFICIENCY**

**EXTERNAL EASE OF BUSINESS**

# Producer Portal: Self-Service

Cross-account tools



An AIG company

🏠

Producer Home

🔔

Alerts

🔄

Renewal Tracker

🕒

Submission Tracker

📄

Claims Inquiry

📁

RD Endt Queue 2

📄

Resources

M

Marketing Central

🛒

Glatfelter Store

Welcome, [redacted]

Program Filter

1473  
VFIS

16  
GPE

1  
GMC

Status Filter

In-force1467

Prior23

Sub-Broker Filter

Sub-Brokers1339

Direct151

Filter by State

🔄

📄

Program ↑↓	Customer Name ↑↓	Status ↑↓
GMC	[redacted]	In-force
GPE	[redacted]	In-force
GPE	[redacted]	In-force
GPE	[redacted]	In-force
GPE	[redacted]	In-force
GPE	[redacted]	In-force
GPE	[redacted]	In-force
GPE	[redacted]	In-force
GPE	[redacted]	In-force
GPE	[redacted]	In-force
GPE	[redacted]	In-force
GPE	[redacted]	In-force
GPE	[redacted]	In-force
GPE	[redacted]	In-force
GPE	[redacted]	In-force
GPE	[redacted]	In-force


Showing 1 to 15 of 1490 entries << < 1 2 3 4 5 > >>


# Producer Portal: Client Specific


**BAY LEAF VFD D/B/A NORTHERN WAKE FIRE DEPARTMENT**  
C04474  
FIRE DEPARTMENT


11713 SIX FORKS ROAD  
RALEIGH, NC 27614  
WAKE COUNTY

Applications

  
Financial Inquiry















  
Loss Experience

  
Summary of Coverage

  
Claims Inquiry

In-force

Prior

Policy	Dates	Underwriter	Underwriter Assistant	Actions
VFP 4434-1370G-00	06/01/2025 - 01/01/2026	 <a href="#">Ronay Fregm</a>	 <a href="#">Ronay Fregm</a>	<div></div>
Coverages: Accident and Sickness				
VFNUCM0033633-01	04/03/2025 - 04/03/2026	<div><div><b>Ronay M. Fregm</b> Dept: VFIS A&amp;S Title: A&amp;S Underwriter Email: <a href="mailto:rfregm@vfis.com">rfregm@vfis.com</a> Phone: 717-741-0911 x7508 Manager: <a href="#">Tina Kerchner</a></div></div>		<div></div>
Coverages: AUTO LIABILITY, AUTO PHYSICAL DAMAGE				
VFNUTR0033632-01	04/03/2025 - 04/03/2026	 <a href="#">Simon Darley</a>	 <a href="#">Whitney Eckenrode</a>	<div></div>
Coverages: CRIME, GENERAL LIABILITY, MANAGEMENT LIABILITY, PORTABLE EQUIPMENT, PROFESSIONAL HEALTHCARE LIAB, PROPERTY, SYSTEMS BREAKDOWN, UMBRELLA				

# Producer Portal: Document Alerts

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An AIG company

- Producer Home
- Alerts**
- Renewal Tracker
- Submission Tracker
- Claims Inquiry

Welcome, [User Name]



Log Out

All (5349) Policies (1367) Endorsements (1319) Invoices (2417) Claims (241) Other (0) Archived (12148)									
Archive Selected		Download Selected		Enable File Compression: <input type="checkbox"/> Search: <input type="text"/>					
<input type="checkbox"/>	Date	Program	Insured Name	Insured State	Policy Number	Document Type	Actions		
<input type="checkbox"/>	10/20/25	CBN	[Redacted]	NC		Claims Closing Notice			
<input type="checkbox"/>	10/20/25	CBN	[Redacted]	NC		Claims Closing Notice			
<input type="checkbox"/>	10/20/25	VFIS	[Redacted]	NC	VFNU-CM-0009371-05	ENDORSEMENT			
<input type="checkbox"/>	10/20/25	VFIS	[Redacted]	NC	VFNU-CM-0018573-05	ENDORSEMENT			
<input type="checkbox"/>	10/20/25	VFIS	[Redacted]	NC	VFNU-CM-0025527-05	INVOICE			
<input type="checkbox"/>	10/20/25	VFIS	[Redacted]	NC	VFNU-CM-0025527-05	POLICY			
<input type="checkbox"/>	10/20/25	VFIS	[Redacted]	NC	VFNU-TR-0025526-05	INVOICE			
<input type="checkbox"/>	10/20/25	VFIS	[Redacted]	NC	VFNU-TR-0025526-05	POLICY			
<input type="checkbox"/>	10/20/25	VFIS	[Redacted]	NC	VFNU-TR-0026151-05	INVOICE			
<input type="checkbox"/>	10/20/25	VFIS	[Redacted]	NC	VFNU-TR-0026151-05	POLICY			

- Policies / Endorsements
- Loss Payee copies
- Auto ID Cards
- Invoices

- Claims Closing Notices
- Loss Payee copies
- Broker Statements (agency bill)
- Broker Commission Statements (direct bill)

S.O.C

Report  
Error

# Let's win – perfect the hand-off!



Txn Type	Annual #	Mo. Per UW	Mo. Per UA
New Business (accounts)	800	6.1	2.6
Renewals (accounts)	13,124	99.4	42.1
Endorsements (transactions)	21,387	162.0	68.5

# New Business: Best Practices

1. A complete application is a happy application.
2. Email all material to [submissions@vfis.com](mailto:submissions@vfis.com).
3. Reply to emails in a timely manner.
4. Check the status on the [Submission Tracker](#).
5. Reply with a Bind Order.
6. If working with a Regional Director, cc them.





# New Business : Producer Portal

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Producer Home

Alerts

Renewal Tracker

Submission Tracker

Claims Inquiry

RD Endt Queue 2

Resources

Marketing Central

Glatfelter Store

Welcome,

NEW

Log Out

Please note that the Submission Tracker is not available for Worker's Compensation.

New Submission Received

Underwriter Process

Awaiting Response

Complete

**THE GRIFTON COMMUNITY FIRE ASSOCIATION, INC (C04756)**  
Awaiting Bind Order

Comment: Not Available  
UW / UA: Not Available

Range Start Date  
9/21/2025

Range End Date  
10/21/2025

Program	Customer Code	Customer
VFIS P&C	C96917	
VFIS A&S	C04756	

\*\*\* COMING SOON \*\*\*

- Upload Supplemental Docs

- Accept/Decline Quote

- UW contact card

ORDER PLACED

PREP

BAKE

QUALITY CHECK

DELIVERY

1

2

3

4

5

YOUR ORDER IS IN THE OVEN - Andrew put your order in the oven at 8:35 PM.

SHARE

DOMINO'S TRACKER WITH PETE THE PIZZAMAKER

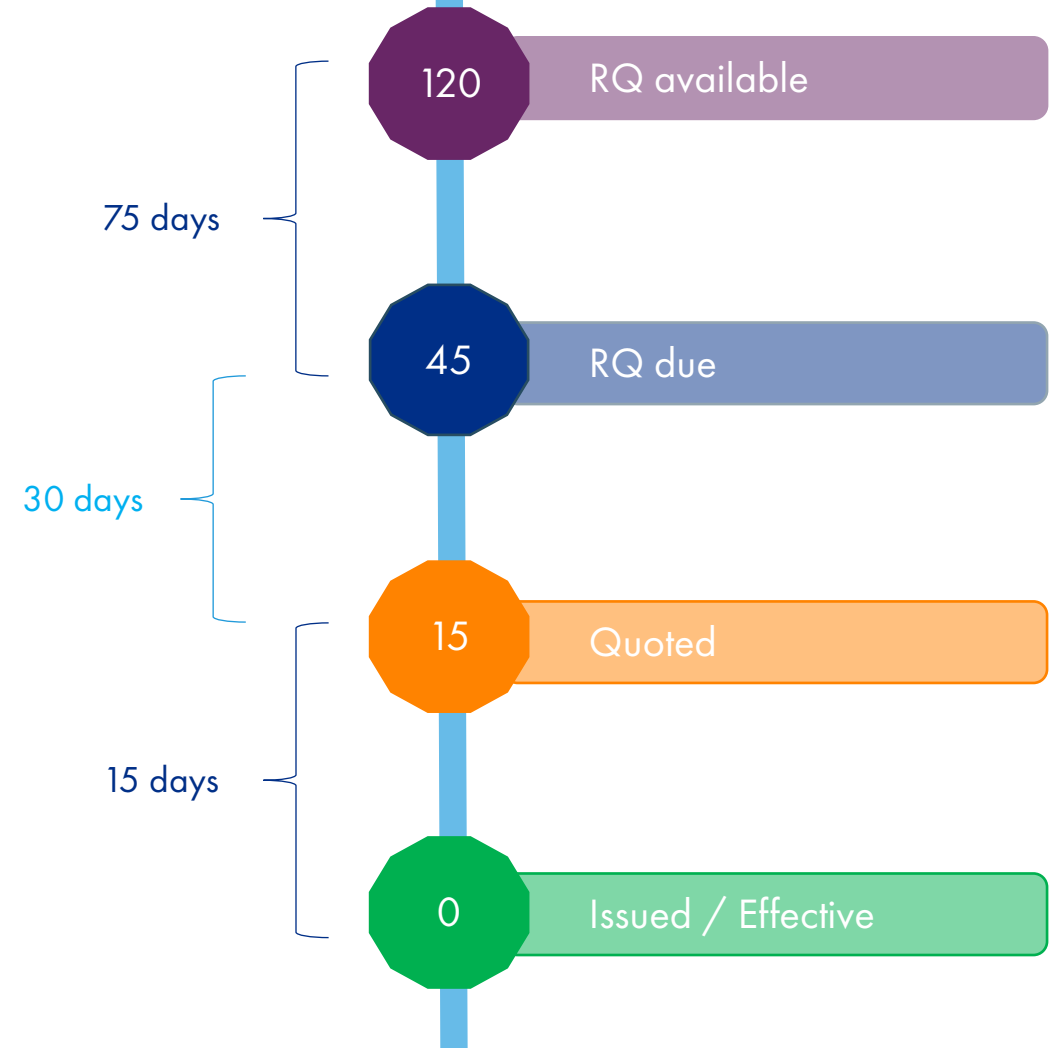
SURF WITH TRACKER

PICK YOUR THEME +



# Renewals: Best Practices

1. Get and return RQ via Renewal Tracker
2. If an RQ is required, return it on-time.
3. If an RQ is not required...
  - a) Return one... or...
  - b) Indicate a non-return
4. Upload additional documents via Renewal Tracker.
5. Check the Status on the Renewal Tracker.
6. If working with a Regional Director, cc them.



# Renewals: Producer Portal

Welcome, [REDACTED]

NEW



Log Out

No RQ		On Time		Late	
157	90.23%	17	9.77%	0	0.00%
No Response		60+ Days		46-60 Days	
0	0.00%	0	0.00%	0	0.00%
Non Returned		31-45 Days		Under 30 Days	

Renewal From: 1/1/2026 Renewal To: 1/31/2026 < > Customer Name:  ☐ Required Only

174 Total Renewals Found

Asterisk "\*" denoted items are Career Updates rather than RQs.

Export



Program	Customer Code ↓	State	Customer Name	Renewal Date	RQ Due Date	Renewal Status	RQ Return Status	Downloaded Date	Required	RQ Actions
VFIS AS	C05152	NC	[REDACTED]	01-01-2026	11-17-2025	Underwriter Review				+
VFIS PC	C05143	NC	[REDACTED]	01-22-2026	12-08-2025	Underw				
VFIS AS	C05126	NC	[REDACTED]	01-01-2026	11-17-2025	Underw				
VFIS AS	C05116	NC	[REDACTED]	01-31-2026	12-17-2025	Underw				
VFIS AS	C05106	NC	[REDACTED]	01-20-2026	12-06-2025	Underw				
VFIS AS	C05103	NC	[REDACTED]	01-23-2026	12-09-2025	Awaiting				
				01-04-2026	11-20-2025	UA Processing	Returned 10/08/2025	09-25-2025	✓	+
				01-27-2026	12-13-2025	UA Processing	Returned 10/17/2025	10-10-2025	✓	+
				01-30-2026	12-16-2025	Awaiting RQ / Information		10-03-2025	✓	+

## File Upload



SWIFT CREEK FIRE DEPARTMENT, INC ( C05152 )

Add

Submit

- Renewal Questionnaire
- Supplemental Document

\*\*\* COMING SOON \*\*\*

- Surplus Lines documents
- Accept/Decline Quote
- UW Contact Card
- Email notifications

# Endorsements: Best Practices

1. Use the Producer Portal.
2. Upload supplemental information with the request.
3. Reply to emails in a timely manner.
4. If working with a Regional Director, cc them.

\*\*\* COMING SOON \*\*\*

- Additional edits
- Cross-term updates
- VIN validation
- New UI design

**Endorsements** Close

**Insured's Name:** ASHE COUNTY RESCUE SQUAD, INC  
**Policy:** VFNU-TR-0009377-05  
**Endorsement Effective Date:** 09/18/2025  
**Submitting Agent:** Matthew Nolin

[Back To Main Page](#)

**General** Property GL Crime Portable Equip Mgmt Liab Excess Review/Submit

**General Information** Check here if change applies to A&S policies: ☐  
**Insured's Name\*:** ASHE COUNTY RESCUE SQUAD, INC  
**Address Line 1\*:** PO BOX 639  
**Address Line 2:**  
**City, State Zipcode\*:** WEST JEFFERSON, North Carolina 28694  
**Federal ID\*:** 561153525  
**Additional Comments:**

# Service Standards:

	GH	GMC	GPE	VFIS A&S	VFIS P&C
NB Quote	30 business days	10 business days	20 business days	10 business days	10 business days
NB Issuance	10 business days	10 business days	15 business days	10 business days	10 business days
RN Quote	Renewal minus 15-30 days	Renewal minus 15-30 days	Renewal minus 15-30 days	Renewal minus 15-30 days	Renewal minus 15-30 days
RN Issuance	10 business days	10 business days	15 business days	10 business days	10 business days
Endorsements	20 business days	10 business days	20 business days	15 business days	20 business days

If you have a specific “Need by” date, be sure to include it!  
Use the Producer Portal to check the status and to engage

# QUESTIONS?

# Thank you!

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