

# Better systems. Better service. – Making Insurance Easier



For the past year, we've been telling you about our plans to launch new Policy, Claims and Billing systems with the goal of providing enhanced services and products for you, our agency partners, and our policyholders.

We are pleased to announce we are in the beginning stages of launching these new systems for Commercial Lines, and over the next several months, we will be rolling out these new systems in each state. When the time comes for your state, we will keep you informed and offer support resources to ensure a smooth transition to the new systems.

In addition to the benefits that will be gained with our new Policy, Claims and Billing systems, we also made significant improvements to our iBIS system. While the new Policy, Claims and Billing systems will be launched on a state-by-state basis, the new iBIS features will be immediately available to all our agency partners.

## Enhanced iBIS capabilities (**available on Feb. 12**):

- iBIS Agency Services Home Page – New Services tab with Policy, Billing, and Claims options to provide more streamlined access to these systems (new Services tab replaces the Policy tab)
- Quick Search – Enhanced search results that display a combined list of entry activity for New Business and all in-force policies including any associated billing or claim information
- Policy Inquiry – New graphic icons in Policy Actions section for options such as Endorsement, Cancellation, File a Claim, and Policy Documents
- Resources Tab – Reorganized for more efficient access to various reference information including a new Agency Education option
- Transaction and Notification Reports – Expanded format to include additional detailed information depending on the policy or claim circumstance
- First Notice of Loss – Adjuster assignment notification on the iBIS Confirmation Screen upon submission of any Commercial Lines claims

If you'd like to learn more about these enhancements, **register for one of the webinars listed in the Information Center on the iBIS Agency Services home page.**

## **Please Note: System Downtime**

To ensure everything runs smoothly with implementing our new Policy, Billing and Claims systems which includes several iBIS enhancements, the website will be unavailable from **5:30 p.m. on Friday, Feb. 9 until 7 a.m. on Monday Feb. 12.**

If the upgrade is completed sooner than expected, the website may be available late in the day on Sunday, Feb. 11. A website message will be posted both on the public website for policyholders and in iBIS for our agency partners.

We apologize for any inconvenience this may cause your agency or our mutual customers but look forward to the exciting new features these systems will offer.

For any questions regarding these enhancements or the planned system downtime, please contact Automation Support at

(800) 234-1133 extension 3000 or [agencyervices@fmins.com](mailto:agencyervices@fmins.com).