



INSURANCE

FRONTLINE INSURANCE PORTAL FAQ

Fall 2017, Version 2.0

GENERAL POINTS TO NOTE:

FRONTLINE PRO - NEW AGENT PORTAL SYSTEM

You'll see this reference throughout this document and all other training documents.

POS2 - THIS STANDS FOR "POINT OF SALE"

This is the system that is being replaced by the Frontline Pro system.

TOPIC: SYSTEM ACCESS AND LOGIN

HOW DO I ACCESS THE FRONTLINE PRO SYSTEM?

To access the new system simply copy and paste the following URL, or click the link to be taken the site:

<https://gateway.frontlineinsurance.com>

WHAT CREDENTIALS WILL I BE USING TO ACCESS THE NEW SYSTEM?

The same email address you use to log into POS2 will be your username in the new system. The first time you log in, you will need to validate your username email address. Simply click "First time users click here" and follow the instructions



DO I HAVE TO LOG-IN TO THE OLD URL TO ACCESS AND SERVICE MY EXISTING POLICIES IN POS2?

No. The old system and new system are fully integrated. You will be able to seamlessly navigate from the new Frontline Pro system to the POS2 system.

WHAT IF I FORGET MY USER NAME OR PASSWORD?

Just like in POS2, a "forgot password" link can be found on the login page. Follow the instructions there to reset your password.

TOPIC: MIGRATION OF POLICIES

HOW DO I ACCESS MY EXISTING POLICIES?

The Frontline Pro policy search feature will search both the POS2 system and the Frontline Pro system and return policies from both systems. When you click the policy number hyper-link, you will be redirected to the policy screen in either the POS2 system or the Frontline Pro system. This is done automatically, so you don't have to go into separate systems to access new or old policies.

WILL MY SAVED QUOTES DONE IN POS2 BE AVAILABLE IN FRONTLINEPRO OR DO I HAVE TO RECREATE THEM?

Quotes entered in the POS2 system will not be available in the Frontline Pro system, however they will be available in the POS2 system. You won't be able to start any new quotes in the POS2 system, but you'll be able to search and bind quotes that were done prior to the launch of the new system. NOTE: If you want to start taking advantage of the new features Frontline Pro provides you, simply reenter your quotes in the new system.

TOPIC: SYSTEM ACCESS AND LOGIN

WHEN ARE MY EXISTING POLICIES GOING TO MOVE OVER TO THE NEW SYSTEM?

We are migrating policies to the new system based on their renewal date. We have a current target of 40 days after launch, for the first renewal offers to be issued to policyholders out of the Frontline Pro system. As soon as the renewal offer has gone out to the customer, you will be able to see the renewal term in the Frontline Pro system.

HOW DO I ACCESS EXPIRING TERMS?

In the Frontline Pro system, after the renewal has been sent to the customer, when you search based on the insured name or policy number, you will see two different line items for the same insured. One that represents the expiring term and the other that represents the renewal term. Click the policy number and you'll navigate to the system applicable to the term.
(expiring > POS2; renewal > Frontline Pro)

CAN I MAKE CHANGES TO THE POLICY IN THE NEW SYSTEM?

Assuming the policy has a renewal in the new system, you can ONLY change the renewal term in the new system. If changes are needed with an effective date prior to the renewal effective date, you'll need to make those changes in the old system and the new system.

Example: You have a customer with a renewal effective date of August 1st. The insured wants to add coverage for a new ring that was purchased on July 1st. In this case, two policy terms are impacted. Access the policy in the Frontline Pro system and click the policy number hyper-link for the term date that is expiring. The system will open a new browser window which advances you to the policy screen in POS2 where the change can be made to the expiring term. Once this is complete, you can go back to the new system (Frontline Pro) and process your change to the renewal term there.

SPECIAL NOTE:

Until the policy renewal offer has been issued out of the Frontline Pro system, you will continue to access and service your policies in the POS2 system. If the the current term hasn't expired and the renewal term is available in the new system, you will use the POS2 system to access, change, make payments etc. to the expiring term and you'll use the Frontline Pro system to access, change, make payments etc. to the expiring term.

TOPIC: ADMINISTRATION/COMMISSION

WILL THE AGENCY ADMIN USER STILL BE ABLE TO ADD AND REMOVE USERS?

Yes. The process is slightly different from what it is in POS2. Refer to the “Admin User Guide” for detailed instructions. If you are an admin user and don’t have the user guide, please contact your sales rep.

DO I NEED TO MANAGE USERS IN BOTH THE NEW SYSTEM AND OLD SYSTEM?

The short answer is yes. However, some user updates are not needed in both systems. Refer to the Admin User Guide for details.

WILL FRONTLINE BE SENDING ONE COMMISSION CHECK FOR POLICIES IN BOTH SYSTEMS?

No. Commissions will be paid from each system until all policies have migrated to the new system. This means you will receive separate checks; one from the old system and one from the new system.

WILL COMMISSIONS BE DIRECT DEPOSITED?

No. We plan to investigate this option once we get all states up and running in the new system.

HOW ARE COMMISSION STATEMENTS DELIVERED?

In the new system, we are not sending any paper statements.

If your agency receives paper statements today, you’ll continue to receive them for any commissions payable on policies in the old system.

The plan is to do away with paper statements all-together, once all policies have migrated to the new system.

TOPIC: ADMINISTRATION/COMMISSION

HOW WILL I ACCESS MY COMMISSION STATEMENTS?

The new system gives the agency the ability to assign a “commission” role to the user(s) as needed. This can be done by the Frontline Sales Admin staff. Users with the “commission” role, will see a link in the portal called “Reports”. Click this link to view any commissions that have been paid out of the new system. See the Admin User Guide for detailed instructions.

HOW WILL I KNOW WHEN A NEW STATEMENT IS AVAILABLE?

The agency commission contact will receive an email when a new statement is available. If you don't know who your commission contact is, please see your sales rep or contact Frontline Sales Admin at agencyrequest@flhi.com.