



CORE COMMERCIAL RENEWALS

The first time, it's a bit complicated, with the transition from QBE to Arrowhead. Here's the process for the first go-round:



Log onto ArrowheadExchange.com and go to the Core Commercial page. Under *Policy Inquiry*, search by either the insured's name, DBA, FEIN or address.

Did your client's information come up?

 **YES**

Renewing on ArrowheadExchange

The next screen will pull up your client's information. Note the NEW policy number and click on that link.

On the next screen, you can add, modify or cancel their recurring EFT. If they had recurring EFT (automatic payment) under their former policy, you must go into Arrowhead Exchange (AEX) and set up the policyholder again for EFT.

You can also "print to PDF" and send their new electronic policy docs via email to your client or print hard copies and mail them.

 **NO**

Renewing on QBE System

If your renewing insured is in a state not rolled out yet to the Arrowhead system, they will renew under QBE and continue to use QBE's system. For the next year or so, you may have to use QBE for some policies while logging into AEX for others.

CONTACTS

Customer Service

Billing and Payment Inquiries
Mon. - Fri. 5 am to 5 pm PST

AHCoreService@ArrowheadGrp.com
866.401.2111

Marketing Operations

Contracting and Licensing
Mon. - Fri. 6 am to 5 pm PST

Marketinginfo@ArrowheadGrp.com
800.669.1889

Technical Support

Password and Online Portal Assistance
Mon. - Fri. 6 am to 5 pm PST

TechSupport@ArrowheadGrp.com
800.669.1889

Claims Reporting

Program Carrier:
General Casualty Company of Wisconsin
and Regent Insurance Company (Parent
Company QBE)

QBE North America
PO BOX 975
Sun Prairie, WI 53590

Claims Service Center:
1-844 QBE CLAIMS (1.844.723.2524)

New losses can be emailed to:
NewLossQBE@us.qbe.com

Please note: endorsements may be handled differently depending on the system used. Policy documents on the QBE system will be mailed to your clients, while your Arrowhead policies available on AEX must be sent by you, either electronically or by hard copy, to your clients.

Learn more about Arrowhead Core Commercial: ArrowheadGrp.com/products/core-commercial/

Contact Information

Contact your region's Business Development Professional
ArrowheadGrp.com/products/core-commercial/resources#leadership

800.669.1889 | 619.881.8733
MarketingInfo@ArrowheadGrp.com