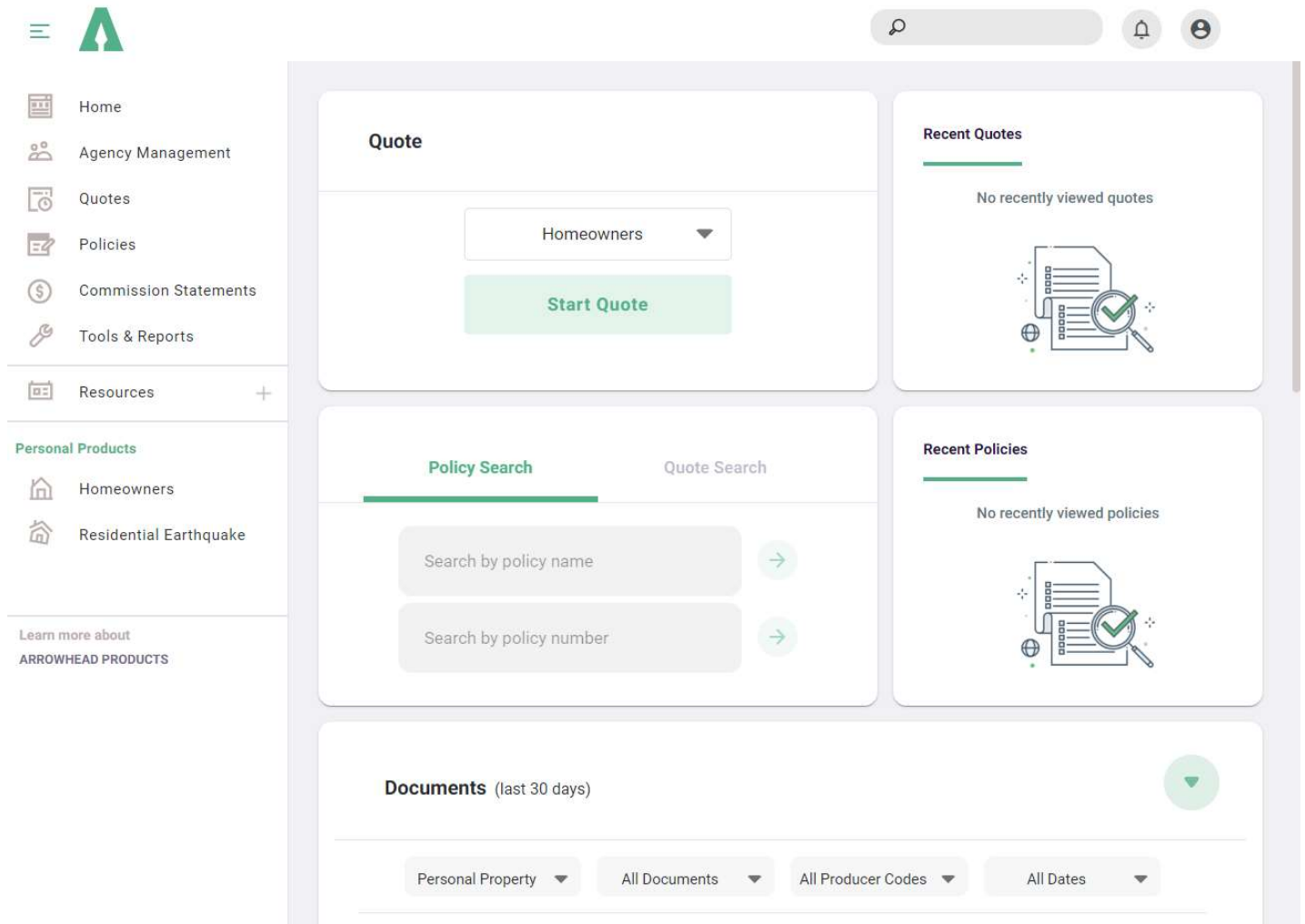


## Arrowhead Exchange highlights: What's new and improved

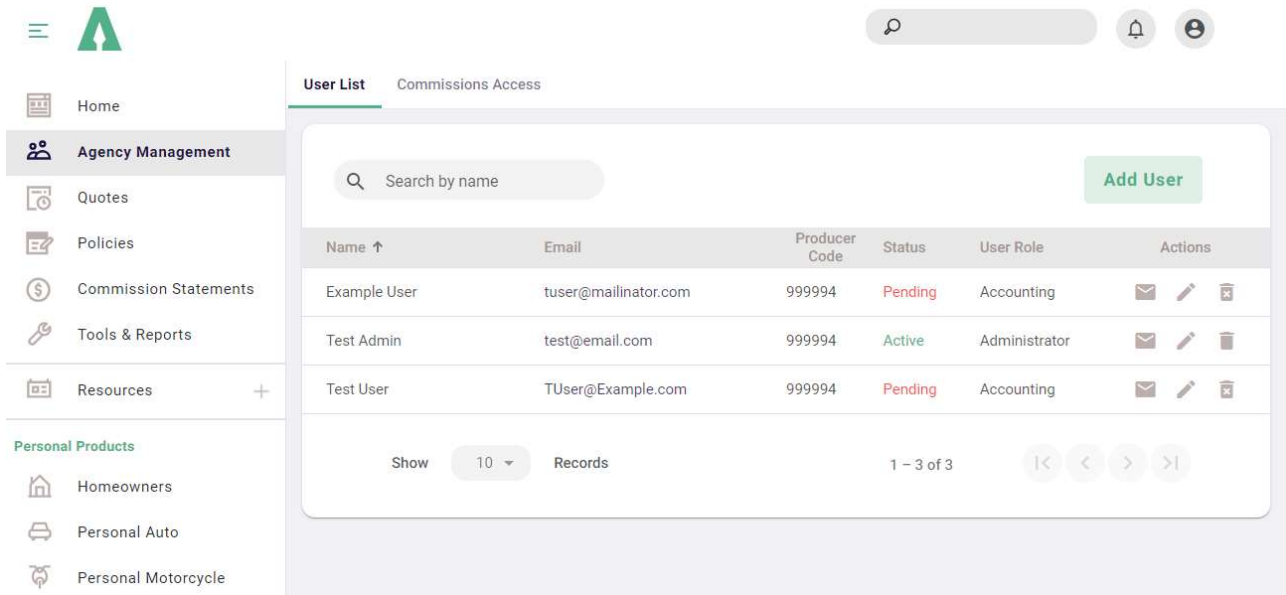
We're excited to share the latest updates to Arrowhead Exchange, aimed at making the process of managing day-to-day operations smoother and more efficient for our producers. From faster searches to streamlined tools for managing books of business, here's what's new:



The screenshot displays the Arrowhead Exchange dashboard. On the left is a navigation sidebar with a menu icon and the Arrowhead logo. The sidebar includes sections for 'Home', 'Agency Management', 'Quotes', 'Policies', 'Commission Statements', 'Tools & Reports', and 'Resources'. Below these are 'Personal Products' (Homeowners, Residential Earthquake) and a link to 'Learn more about ARROWHEAD PRODUCTS'. The main dashboard area features a top navigation bar with a search bar, a notification bell, and a user profile icon. The dashboard is divided into four main sections: 1. 'Quote' section with a dropdown menu set to 'Homeowners' and a green 'Start Quote' button. 2. 'Recent Quotes' section showing 'No recently viewed quotes' with a document icon and a checkmark. 3. 'Policy Search' section with two search input fields: 'Search by policy name' and 'Search by policy number', each with a green arrow button. 4. 'Recent Policies' section showing 'No recently viewed policies' with a document icon and a checkmark. At the bottom is a 'Documents (last 30 days)' section with a dropdown arrow and four filter buttons: 'Personal Property', 'All Documents', 'All Producer Codes', and 'All Dates'.

## Easy access to agency management

Producers with administrative roles now have quicker access to Agency Management, where they can add new users, assign roles and manage their team — all from one place. This update is designed to save time and ensure agencies run as smoothly as possible.



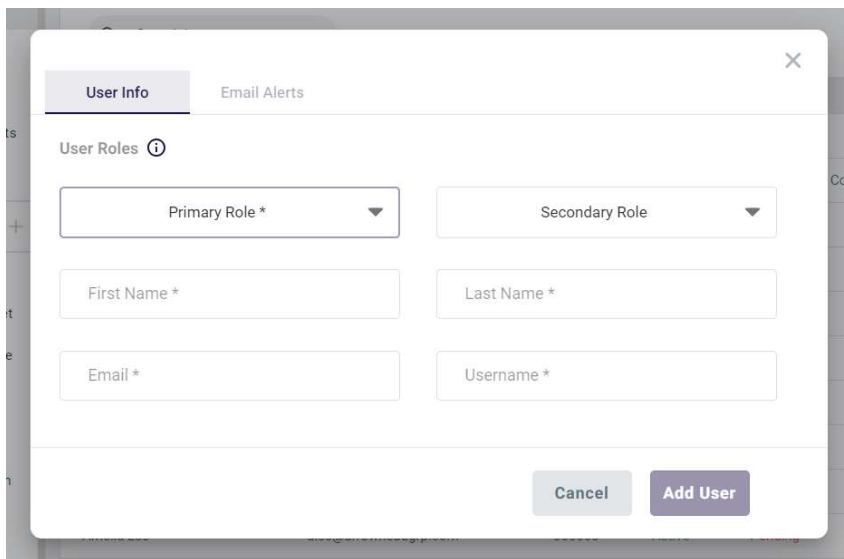
The screenshot shows the 'User List' interface within the Agency Management section. On the left is a navigation sidebar with options: Home, Agency Management (selected), Quotes, Policies, Commission Statements, Tools & Reports, Resources, and Personal Products (Homeowners, Personal Auto, Personal Motorcycle). The main content area has a search bar 'Search by name' and an 'Add User' button. Below is a table with columns: Name, Email, Producer Code, Status, User Role, and Actions.

Name ↑	Email	Producer Code	Status	User Role	Actions
Example User	tuser@mailinator.com	999994	Pending	Accounting	[Email] [Edit] [Delete]
Test Admin	test@email.com	999994	Active	Administrator	[Email] [Edit] [Delete]
Test User	TUser@Example.com	999994	Pending	Accounting	[Email] [Edit] [Delete]

At the bottom of the table, there is a pagination control: 'Show 10 Records' and '1 - 3 of 3' with navigation arrows.

## User roles for a customized experience

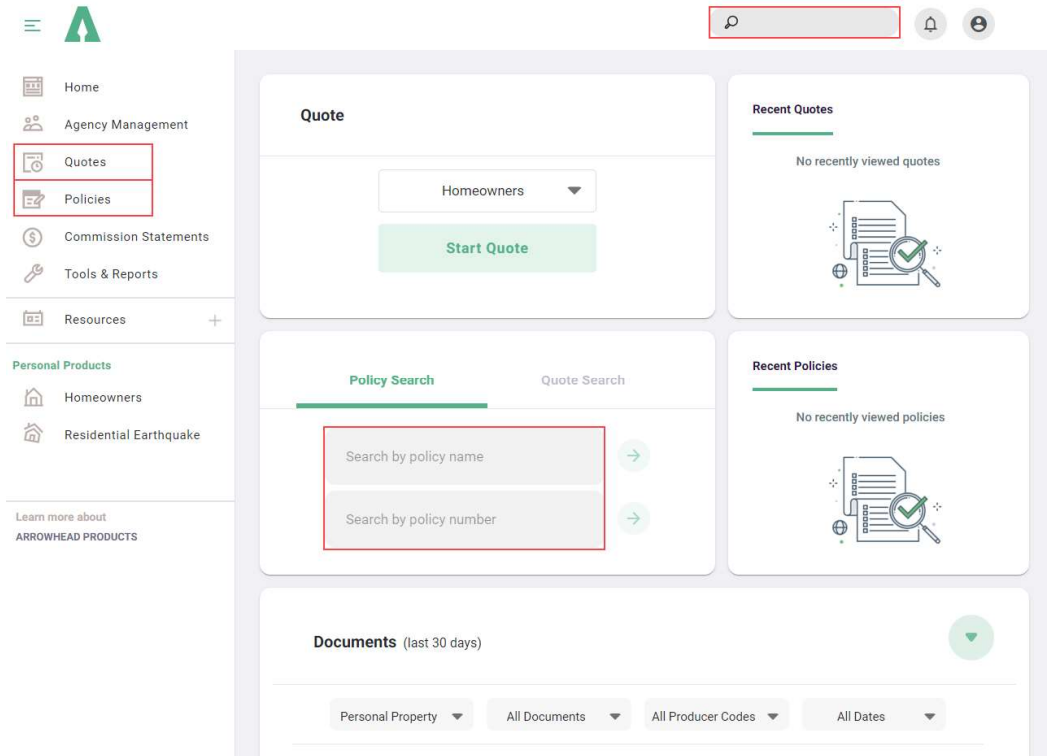
With the ability to assign specific user roles, producers can customize access based on their team’s needs. Whether it’s full access for administrators or limited roles for accounting and sales, they’ll have the flexibility to tailor the platform to suit each user’s responsibilities.



The screenshot shows the 'User Info' form for adding a user. It has two tabs: 'User Info' (selected) and 'Email Alerts'. The form includes a 'User Roles' section with two dropdown menus: 'Primary Role \*' and 'Secondary Role'. Below these are input fields for 'First Name \*', 'Last Name \*', 'Email \*', and 'Username \*'. At the bottom are 'Cancel' and 'Add User' buttons.

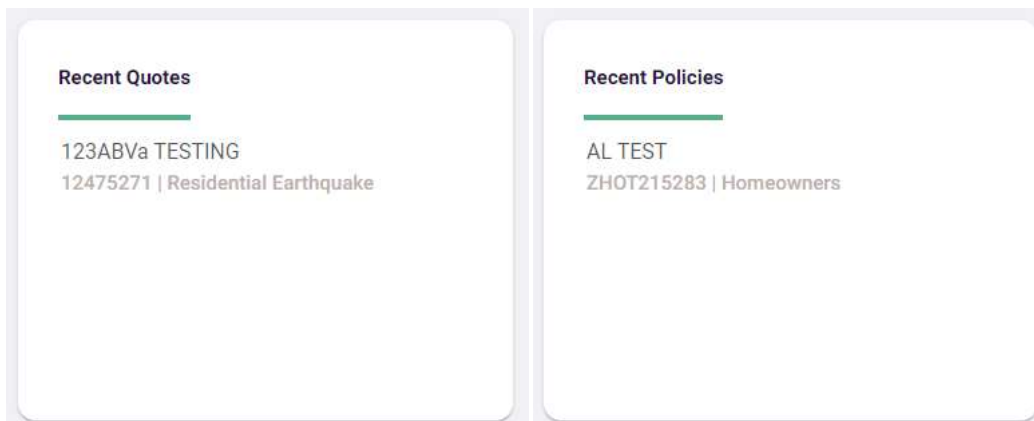
## Improved quote and policy search

We've revamped the search functionality to make finding quotes and policies faster and more intuitive. This feature helps producers access the information they need quickly, allowing for a smoother workflow and better time management.



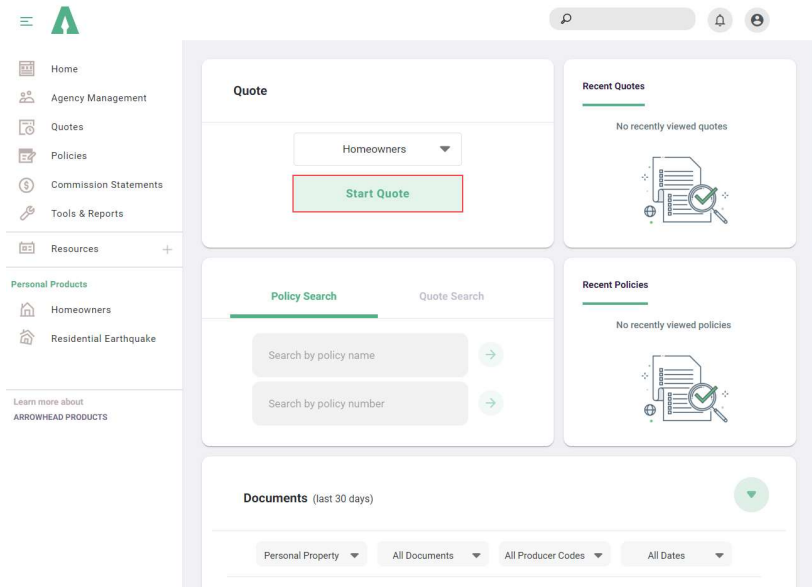
## One-click navigation for recently viewed quotes and policies

Need to get back to a recently viewed quote or policy? Now, producers can quickly navigate back to recently viewed items with just one click — no more digging through menus.



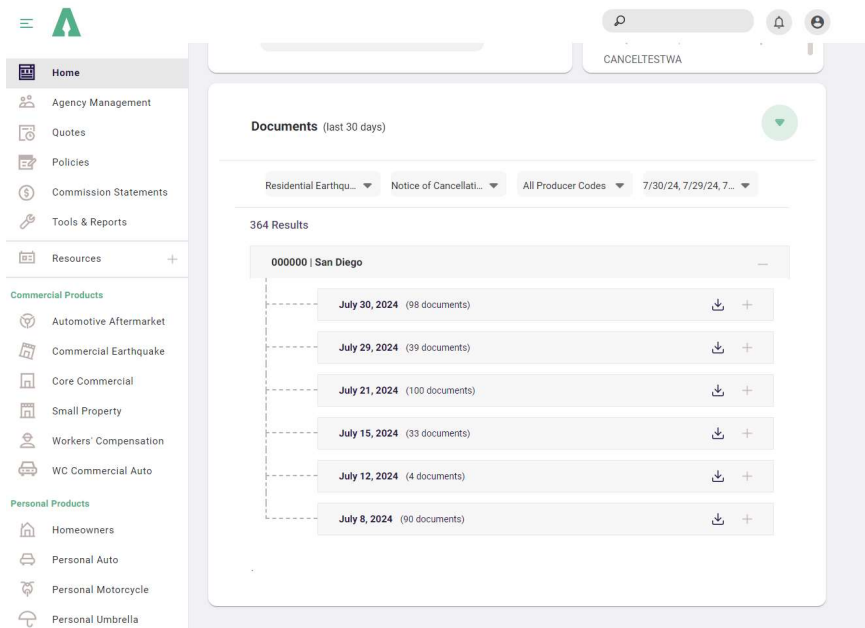
## One-click option to start a quote

Producers can now start a quote in seconds using the new one-click option. This feature simplifies the process, making it easier to jump right into quoting and keep things moving.



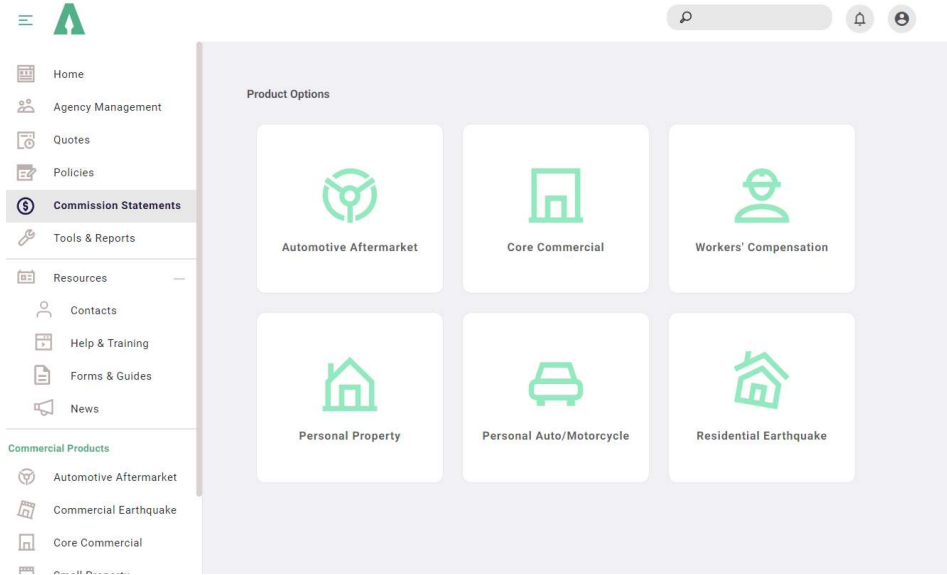
## Quick access to recently issued policy documents

No more searching for recently issued documents — producers will now have quick access to recently issued policy documents directly from the homepage. This update reduces the steps needed to retrieve important documents, keeping workflows smooth and efficient.



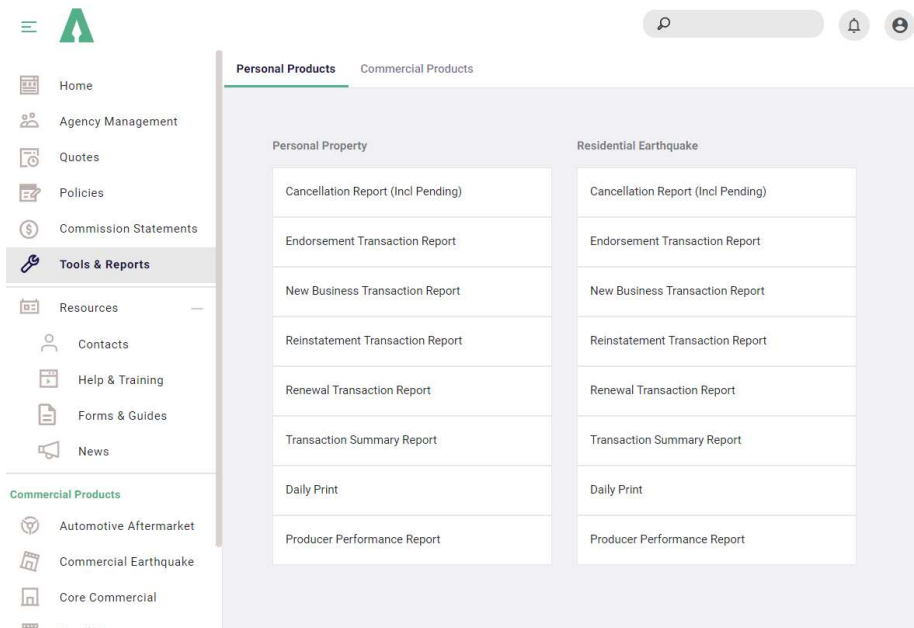
## Commission statements for administrators and accounting users

For administrators and accounting users, commission statements are now easily accessible within the portal. This feature makes it simpler to track payments and manage financials, giving producers more control over agency performance.



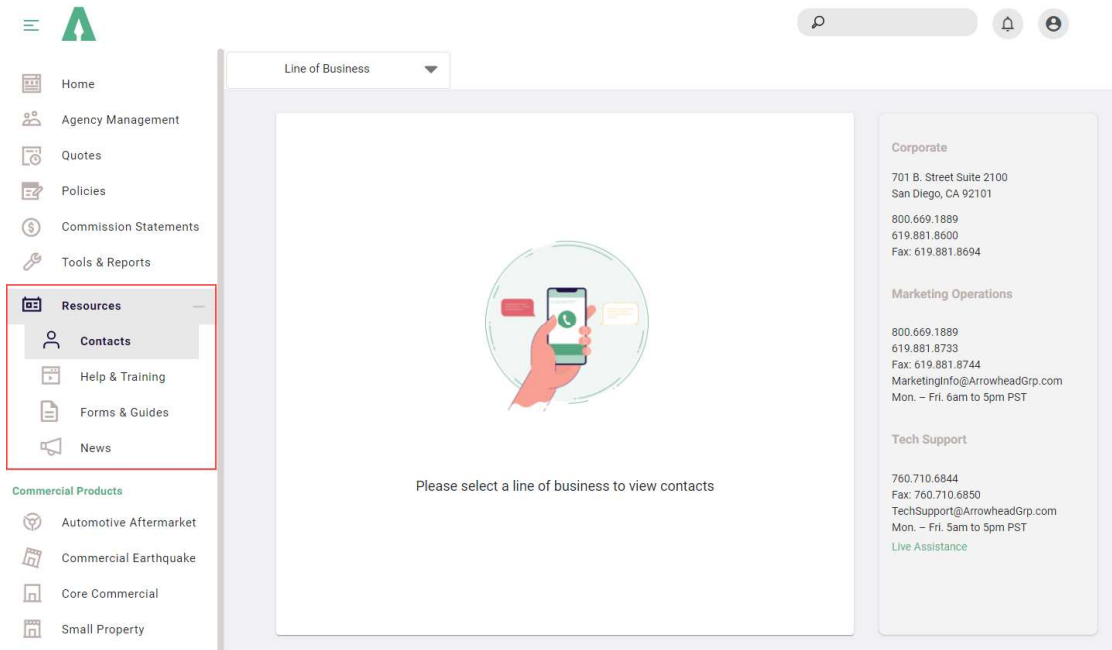
## Tools and reports to help manage your business

The enhanced Tools & Reports section allows producers to review recent transactions and manage their book of business more effectively. Whether you need to track transactions or monitor agency activity, this feature puts the data you need at your fingertips.



## Resources to save you time

We've made all our producers' essential resources easier to access. From contacts to help & training, forms & guides and news, everything you need is now conveniently located in the left-hand navigation menu. This update ensures producers can quickly find the information they need without wasting time.



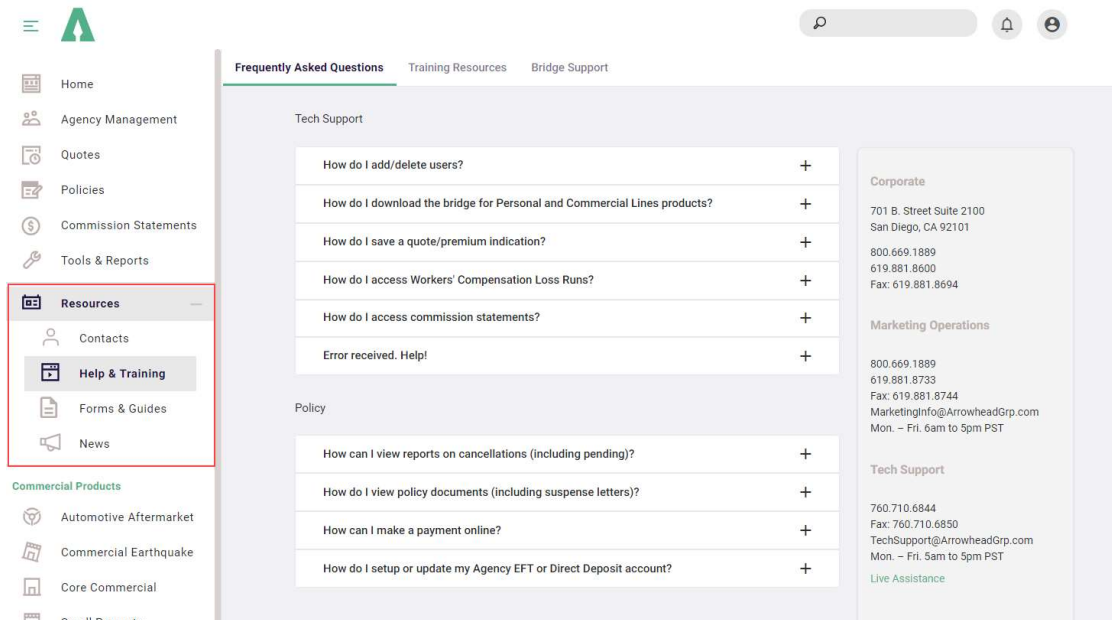
Line of Business

Please select a line of business to view contacts

**Corporate**  
701 B. Street Suite 2100  
San Diego, CA 92101  
800.669.1889  
619.881.8600  
Fax: 619.881.8694

**Marketing Operations**  
800.669.1889  
619.881.8733  
Fax: 619.881.8744  
MarketingInfo@ArrowheadGrp.com  
Mon. – Fri. 6am to 5pm PST

**Tech Support**  
760.710.6844  
Fax: 760.710.6850  
TechSupport@ArrowheadGrp.com  
Mon. – Fri. 5am to 5pm PST  
[Live Assistance](#)



**Frequently Asked Questions** Training Resources Bridge Support

**Tech Support**

- How do I add/delete users? +
- How do I download the bridge for Personal and Commercial Lines products? +
- How do I save a quote/premium indication? +
- How do I access Workers' Compensation Loss Runs? +
- How do I access commission statements? +
- Error received. Help! +















**Policy**

- How can I view reports on cancellations (including pending)? +
- How do I view policy documents (including suspense letters)? +
- How can I make a payment online? +
- How do I setup or update my Agency EFT or Direct Deposit account? +

**Corporate**  
701 B. Street Suite 2100  
San Diego, CA 92101  
800.669.1889  
619.881.8600  
Fax: 619.881.8694

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**Tech Support**  
760.710.6844  
Fax: 760.710.6850  
TechSupport@ArrowheadGrp.com  
Mon. – Fri. 5am to 5pm PST  
[Live Assistance](#)

-  Home
-  Agency Management
-  Quotes
-  Policies
-  Commission Statements
-  Tools & Reports
-  **Resources**
  -  Contacts
  -  Help & Training
  -  **Forms & Guides**
  -  News
- Commercial Products**
  -  Automotive Aftermarket
  -  Commercial Earthquake
  -  Core Commercial

### Forms & Guides


**Agency Documents** +


**Forms & Guidelines** -

- Alabama +
- California +
- Connecticut +
- Georgia +
- Kentucky +
- Louisiana +
- Maine +
- Maryland +
- Massachusetts +
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- Mississippi +

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

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## Start exploring the new features

With these new features and improvements, Arrowhead Exchange is here to help our producers work smarter and faster. If you need any assistance or have questions, our tech team is ready to help. Reach out at [TechSupport@ArrowheadGrp.com](mailto:TechSupport@ArrowheadGrp.com) or call 760-710-6844.