



# BUILDERS RISK

Manage your One-Shot policy with Builders Online Business

## Frequently Asked Questions

### ⊗ I exited the make a policy change screen and returned later to make the change. Now it won't allow me, what do I do?

Since you already made one attempt today, you'll be unable to access this policy until the next business day.

### ⊕ What is the location for my current invoice?

When an Electronic Builders Risk policy is linked to your account in Builders Online Business, the Insured Name/Policy Number and Effective/Expiration Date is displayed on the My Policies list. An additional column will show the Location address including the street address and lot number. Hover over the address to see city, state and zip code.

### ⊕ If I cancel my policy before it expires will I receive a refund?

Yes, after the minimum premium requirement is met any unearned premium will be refunded.

### ⊕ Will my policy automatically renew?

Existing Builders Risk policies will be upgraded to the new Electronic Builders Risk policy at renewal. Current Electronic Builders Risk policies will receive a renewal offer approximately 45 days prior to policy expiration.

### ⊕ Can I change from an Annual pay plan?

Yes, please contact your agent to make changes to your pay plan.

### ⊕ Can I view my documents or make payments online?

Yes. You can view documents online for any Electronic Builders Risk policy that has been linked to Builders Online Business (BOB). Payments can be made online by check or credit card for active policies.

### ⊕ How do I change my mailing address?

On the My Policies screen select Make a Policy Change. Check Mailing Address Change, update your information and click Submit. Changes can only be backdated for 7 days prior to the current date.

### ⊕ How can I add/change Mortgagee information?

On the My Policies screen, select Make a Policy Change. Check Mortgagee and you can add an additional mortgagee, change the existing mortgagee, or delete a mortgagee.

### ⊕ How do I see only my active policies?

Use the Sort Options on the My Policies screen to control your view.

### ⊕ I can't link some of my Builders Risk policies in Builders Online Business. Why?

Builders Risk Policies that have not been converted to Electronic Builders Risk (EBR) policies will display the prefix BRP or BBR. BRP and BBR policies cannot be accessed online.

**LOGIN TO BUILDERS ONLINE BUSINESS AND GET STARTED TODAY!**

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