

FAQs | Enhanced Builders Risk (EBR) One-Shot

I exited the Make a Policy Change screen on Builders Online Business (BOB) 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 EBR One-Shot policy is linked to your account in BOB, 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?

No. If you need coverage beyond the initial policy period, you must contact your agent and request renewal prior to the policy's expiration and pay any additional premium due.

Can I change from an Annual pay plan?

Yes, please contact your agent to make changes to your pay plan. Please note, pay plans can only be changed at renewal.

Can I view my documents or make payments online?

Yes. You can view documents online for any EBR One-Shot policy that has been linked to 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.