

Frequently asked questions – Notifications

Motorists Insurance

Part of Encova Insurance, formerly Motorists Insurance Group

In the portal, you have the ability to subscribe to various notifications regarding your book of business. These notifications can be viewed in the portal or received through email.

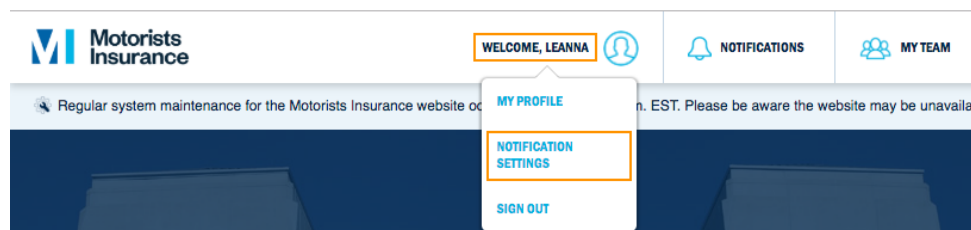
Which notifications can I subscribe to?

You can now receive notifications for policy, billing and claims information. The exact notifications are as follows:

- Policy Audit
- Policy Canceled
- Rescission of Cancellation
- Underwriting issues resolved – new business
- Underwriting issues resolved – policy change
- Down payment needed
- Past due account
- Closed claim
- New claim
- Reopened claim
- Non-renewal
- Reinstatement

How do I subscribe to notifications?

To subscribe to notifications, you will need to log in to your agent portal account. From the welcome screen, select the user profile (your name) located in the header and select “notification settings.” On this page, you can subscribe to notifications for policy, billing and claims.



Are notifications already set up for me?

When you visit the notification settings page for the first time, you will see that all notifications are turned on and will be displayed in the portal (delivery channel). The past due account notification and down payment needed notification will also be defaulted to send via email on a daily basis.

You may change these notifications at any point. Once changes are made, they are automatically saved.

Who gets the notifications I sign up for?

Notifications are currently sent on an individual level, so your preferences only apply to you.

How do I subscribe to see the notifications for others in my agency?

On the notification settings screen, there is a “receive notifications for” dropdown. This dropdown will have the list of all users in your agency or composite agency. You will receive notifications when the selected users in the dropdown are either the last to touch a quote or are the producer of a record. A tooltip has been added by the dropdown for an extra reminder.



What time will I get email notifications?

- If you set your notifications to be received via email on a real-time frequency, you will receive emails as soon as events happen on your book of business.
- If you set your notifications to be received via email on a daily basis, you will receive emails at 9 a.m. ET each weekday morning.
- If you set your notifications to be received via email on a weekly basis, you will receive emails at 9 a.m. ET every Monday.

Please note: Notification emails will not be sent over the weekend.

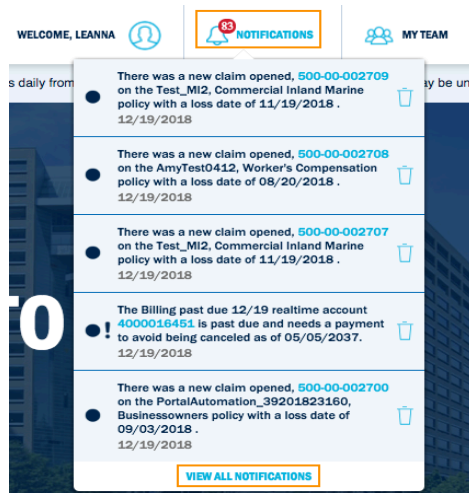
Which email address will I receive email notifications from?

Notifications will come from notifications@encova.com.

Where can I see the notifications that I have received in the agent portal?

When you log in to the agent portal, you will see a notifications bell in the header. Any unread notifications are indicated by a red colored icon. The icon will display the number of unread notifications.

If you click the notifications bell, you will see a dropdown where the five most recent unread notifications will appear. To view all notifications, click the “view all notifications” option in the dropdown.



How can I take action on the notifications that I receive?

Each notification has a blue link. This link will take you into a quote, to the account billing screen or a claim summary screen, depending on the message you receive.

How do I mark a notification message as “read?”

You can mark a notification message as “read” or “unread” by clicking the indicator next to each message in the portal. This will also change the number that shows in the bell with the count of unread notification messages.

NOTIFICATIONS	DATE
<input checked="" type="checkbox"/> There was a new claim opened, 500-00-002709 on the Test_MI2, Commercial Inland Marine policy with a loss date of 11/19/2018 .	12/19/2018
<input type="checkbox"/> There was a new claim opened, 500-00-002708 on the AmyTest0412, Worker's Compensation policy with a loss date of 08/20/2018 .	12/19/2018

What does the exclamation point mean for some messages?

The exclamation point is an extra icon for items that need action. Past due account and underwriting issue resolved notifications have the added icon.

I'd like to see more notifications or additional ways to customize my experience with Encova Insurance. Who should I reach out to?

We appreciate, value and encourage all feedback. Send an email regarding any questions or suggestions you may have to feedback@encova.com.