

New Required Document Guides

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To assist commercial lines agents with completing new-business submissions, Citizens has created new required document guides. These guides replace the generic *Commercial Lines New Business Submission Checklist* and provide information about the coverage limits, loss settlements and document requirements for each commercial policy type:

- *Builders Risk Commercial Nonresidential Wind-Only* (CNR-W-BR)
- *Commercial Nonresidential Multiperil* (CNR-M)
- *Commercial Nonresidential Wind-Only* (CNR-W)
- *Commercial Residential Multiperil* (CR-M)
- *Commercial Residential Wind-Only* (CR-W)

Agents can access these guides in the following ways:

- Log in to the *Agents* site:
 1. Select **Commercial**.
 2. Select the policy type on the left.
 3. Select a guide under the *Required Document Guides* section in the *Spotlight* area.
- Log in to the *Agents* site:
 1. Select **Training**.
 2. Select **Commercial** on the left.
 3. Select a guide under the *Required Document Guides* section in the *Learn More* area.
- In a new-business submission in PolicyCenter[®]:
 1. Access the *Required Documents* screen.
 2. Click **Premium Estimate**.
 3. Select the **Required Document Guide** link.
 4. PolicyCenter will open the guide in a new window.
 5. Optional: Scroll down to access the PDF printer-friendly version.

Note: Due to timeout issues, agents who have been inactive on the *Agents* site for more than 30 minutes must log back into the *Agents* site to access the guide.

- Log in to the *Agents* site:
 1. Select **Search Frequently Asked Questions** under the search icon at the top of each webpage.
 2. Enter *Required Document Guide* in the search field.
 3. Click **Search**.
 4. Select the guide in the search results.
 5. Optional: Scroll down to access the PDF printer-friendly version.

Note: Due to timeout issues, agents who have been inactive on the *Agents* site for more than

30 minutes must log back into the *Agents* site to access the guide.and other agent-level answers.

Note

Each guide contains a synopsis of Citizens' rules and documentation requirements, but does not replace or supersede anything in the underwriting manuals. Underwriting may request additional documentation as needed for unique circumstances.

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