

# Terrain Issue for Wind-Only Clearinghouse Quotes

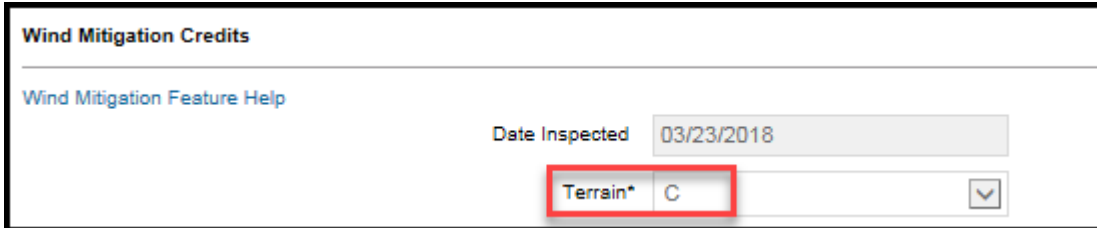
August 16, 2018

Some agents are not receiving a valid Citizens quote in the Property Insurance Clearinghouse for the following policy types:

- *Homeowners 2 – Wind-Only Form (HW-2)*
- *Homeowners 6 – Unit-Owners Wind-Only Form (HW-6)*

To receive a valid Citizens quote for HW-2 and HW-6 risks, agents should select **C** for the *Terrain* field in the clearinghouse quote.

If the *Terrain* field shows a different value, the agent must change the *Terrain* field to **C** on the *Step 1: Provide information* screen:



The screenshot shows a web form titled "Wind Mitigation Credits". Below the title is a link for "Wind Mitigation Feature Help". The "Date Inspected" field is a text input containing "03/23/2018". Below it, the "Terrain\*" field is a dropdown menu with "C" selected. A red rectangular box highlights the "Terrain\*" label and the "C" value.

Figure 1: *Terrain* field on the *Step 1: Provide information* screen in the clearinghouse

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For more information, refer to the *Resources* section below.

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## Resources

Log into the *Agents* site:

- Select **Personal**, then **PR-W** and the applicable policy form to access links to the *Underwriting Guidelines* manuals on the right.
- Select **Training** → **Personal** for [clearinghouse](#) training materials.
- From the website's top menu, select **Search** → **Search Frequently Asked Questions (FAQs)**, and enter *clearinghouse* or *terrain*.

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