



Paperless Delivery Q&A

Definitions

eDelivery - Agents receive their insured's consent to send their policy information electronically. Agents electronically deliver policy documents to the insured.

eDocs - eDocs is a form of download that pushes a PDF of a policy from SECURA's system directly to the agency's management system. eDocs download is available for all lines of business (Commercial Lines, Specialty Lines, Farm Lines, and Agribusiness Lines).

Paperless/Suppress Print - Agents consent to discontinuing print of specific Commercial Lines, Specialty Lines, and Agribusiness Lines policies to their agency.

Frequently asked questions

What type of policies are eligible for paperless?

All policies related to commercial, specialty, and agribusiness are eligible for paperless delivery by the agent. Agribusiness standalone policies are only available and any policies in conjunction with Farm Lines will not be included.

How do I enroll in paperless?

Contact our Agency Tech Support team 800-558-3405, option 6, or email agencytechsupport@secura.net. Their hours are 8 a.m. - 4:30 p.m. CT, Monday through Friday.

Do I need to suppress all accounts?

No. There are three options for suppressing print.

1. Suppress all commercial, specialty, and agribusiness accounts.
2. Suppress on an account by account basis.
3. Suppress all accounts, but choose a few to still have printed.

Our Agency Tech Support Department can help you decide what is the best option for your agency.

How do my policyholders receive their documents?

It is the agency's responsibility to deliver all documents to your insureds. With your insured's consent, you have the option to send them electronically or you can print the documents yourself and deliver them.

Am I responsible for eDelivery?

Yes. Agencies assume responsibility for delivering policy documents to insureds if they choose to suppress print with SECURA.

Do my clients need to consent to eDelivery?

E-delivery of insurance documents will be subject to state law, and usually requires insured consent. It is important that your agency obtain valid consent from the insured and deliver the policy in a timely manner for the protection of the agency and SECURA.

SECURA has created a sample consent form. Email Agency Tech Support at agencytechsupport@secura.net to request a copy of the consent form.

Will my agency receive any printed documents?

Cancellations and reinstatements will continue to be printed and sent to your agency. The following policy transactions will not be printed:

- New business
- Endorsements
- Reverse endorsements
- Renewals
- Premium audits (including Workers' Compensation audits)

If I enroll in paperless, how do I receive policy documents from SECURA?

You can enroll in eDocs to receive policy documents into your Agency Management system, or you can download documents from AgentLinkSM.

How do I enroll in eDocs?

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Is there any discount for my agency's policyholders if we participate?

No, there is no discount for policyholders at this time.

What are the benefits to my policyholders?

Policyholders will receive their paperwork faster and in an electronic, searchable, document that can be stored online.

What if we change our mind about SECURA's paperless delivery?

If you enroll and later find that paperless is not a good fit for your agency at this time, contact Agency Tech Support to resume paper delivery.

Questions?

Contact your sales manager or a member of our Agency Tech Support team **800-558-3405**, option 6, or email agencytechsupport@secura.net.

We will respond during our regular business hours: 8:00 a.m. - 4:30 p.m. CT, Monday through Friday.