

COVERTREE AGENT GUIDE

SUMMER 2024



Contact Us

Prior to Policy Issuance

Binding assistance, coverage questions, portal assistance, etc.

agentsales@covertree.com

Underwriting Flags

Roof condition, past claims, lapse in coverage, etc.

agentuw@covertree.com

After Policy Issuance

Endorsements, additional insured, mortgagee update, payment status, etc.

agentservice@covertree.com

Claim Submissions

Submit via covertree.com/claims/



About Covertree

Who are we?

CoverTree is an insurance technology company dedicated to providing manufactured home owners and renters with a seamless insurance experience.

Why partner with CoverTree?

CoverTree provides experiences that manufactured home owners and agents cannot get anywhere else: the ability to buy insurance policies easily online or over the phone from a team entirely based in the USA.

Our Commitment to You

We pledge to uphold the dignity of your clients with utmost respect. Our goal is to simplify the insurance purchasing experience for all parties involved. Obtaining a quote, whether online or over the phone, can be completed in just 3-5 minutes.



Frequently Asked Questions



Do you accept rental properties?

We are temporarily discontinuing the sale of new landlord/tenant policies as our team prepares to launch a self-service version of our portal. Your patience is greatly appreciated during this time.



Which payment methods are accepted?

- Mortgage Billing
- Credit/Debit Card



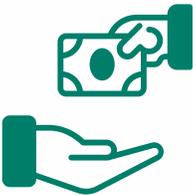
The policy was issued with an incorrect effective date/payment method. Is it possible to update this?

Unfortunately, the original policy cannot be modified. However, you can request to cancel the original policy by emailing agentservice@covertree.com and rewrite it via the agent portal with the correct effective date/payment method.



I ran a quote but cannot access it anymore, do you know why?

It's likely the quote was flagged by underwriting and will need our team's assistance to resolve the issue, make necessary adjustments, and finalize the policy. Please reach out to agentsales@covertree.com with any questions and be sure to include the quote ID. Once it's issued, you'll regain access to the active policy via the agent portal.



One of my policies has to be rewritten, can the funds be transferred from the previous policy to the new one?

Transferring funds is not possible. To make changes, the policy needs to be canceled, refunded, and then rewritten. If the payment was made via credit/debit card, a new payment will be required.



Why is 11-pay not showing up as a payment option on this quote?

The 11-pay option becomes available once you meet certain criteria: a minimum AOP deductible of \$1000, a minimum wind/hail deductible of \$2500, and a premium of \$500 or higher. This option is subject to Underwriting Review.

Frequently Asked Questions



My client does not have an email address, how do I proceed?

If the customer does not have an email address, please use the following formula in place of the email:

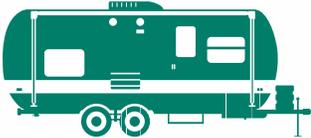
policyholder+phonenumber@covertree.com

Example: policyholder+9999999999@covertree.com



The manufacturer for this quote is not populating, how do I proceed?

Type in “not listed” and select it from the drop down once it populated



Do you offer Replacement Cost for stationary travel trailers?

We currently do not offer replacement cost for stationary travel trailers



Do you provide a statement of no loss or can we use our own?

Statement of no loss form can be provided upon request or you may use a ACORD Form



How do I go about setting same day/retroactive effective date?

Same day/retroactive effective dates are reviewed by underwriting on a case by case basis. Proper documentation is required (closing docs, current declarations page, etc.) Please send request to agentuw@covertree.com



Our Offerings



**WE KEEP YOU COVERED
WHEREVER YOU'RE PLANTED**

Additional Offerings



Additional Offerings

Scheduled Personal Property: covers listed personal items for special coverage such as jewelry, antiques, etc.

Specific Building/Structure Exclusion: this line highlights the exclusion of certain structures on the property

Hobby Farming: small, non-income producing farming can be specially covered (IWe allow for 5 large animals or 10 small animals)

Water damage coverage

Animal Liability: default at \$10K but can buy up to personal liability amount

Golf Cart coverage

Fungi, wet or dry rot, or bacteria property coverage
& more!

DISCOUNTS

- ✓ Home & Auto Bundling
- ✓ Claims Free Discount
- ✓ Storm Mitigation (in select States)
- ✓ Full pay earns a annual premium discount (applicable to mortgage billed as well)

Where We Do Business



Competitive Advantages

- **Owner, Tenant/renters, Vacant & Seasonal MH home coverage available**
- **Replacement Cost is available for 30 years & newer (extended replacement cost is 20% of the dwelling amount)**
- **\$5,000 to \$300,000 Dwelling coverage (up to \$500,000 for Modular)**
- **Up to \$300,000 Liability coverage (\$500k available if approved by UW with proper documentation)**
- **Adjustable covered perils for the client's risk appetite (Basic, Broad, Special, & Comprehensive)**
- **No age limit for Replacement Cost of Personal Property**
- **Easily manage your client's policy online including fully digital claims process**

Standard Policy Components



Issued on
09/08/2021



Policy Declarations

Markel American Insurance Company Powered by CoverTree

Policy Summary

Policy Number CTMH-100200300	Policy Term Effective 09/15/2021	Policy Term Expiration Date 09/15/2022 12:01 AM standard time at the unit location
Insured Name John Doe Mary Doe	Insured Name 100 Main Street, Lot 5 Cincinnati, Ohio 45227	Email JohnDoe@CoverTree.com
Agency CoverTree Agency 15912-98765	Agency Address 200 Main Street, Cincinnati, Ohio 45227	Contacts Agency@CoverTree.com 888-888-8888

Policy Level Coverages

Coverage	Limit(s)
Identity Fraud Expense	\$15,000
Scheduled Personal Property	
Ladies Engagement Ring, 14K w.g. mtg.; 1.25 dwt; set with one 1.25ct brilliant cut diamond; color "I"; clarity VS-1	\$5,000
Nikon F1 camera body, black, #23334K5619	\$2,500

Policy Level Deductibles

Coverage	Deductibles
Identity Fraud Expense	\$250

YOU WILL BE BILLED SEPARATELY FOR ANY PREMIUM DUE.

Policy Premium Summary

Unit #	Unit address	Unit premium
1	100 Main Street, Lot 5 Cincinnati, Ohio 45227	\$100.00
2	100 Main Street, Lot 7 Cincinnati, Ohio 45227	\$200.00
Policy Level		\$50.00
Insurance Tax		\$2.00

Policy Total **\$357.00 / year**

Note: A minimum earned premium of \$100 plus any applicable taxes, fees, and assessments applies to this policy.

Unit Premium Summary

Coverage Premium	\$98.00
Tax/Fee Item 2	\$2.00
Total Cost	\$100.00 /year

Unit Specific Coverages cont.

Coverage	Included
Roof Exclusion	Included
Water Damage	Full Coverage
Fungi, Wet or Dry Rot, or Bacteria Property - Sublimit	\$3,500
Hobby Farming	Included
Water Backup and Sump Overflow	\$5,000

Unit Specific Coverages

Coverage	Limit(s)
Home Coverage Actual Cash Value	\$25,000
Other Structures	Not Purchased
Personal Property Replacement Cost	\$12,500
Loss of Use	\$2,500
Personal Liability	\$100,000
Damage to Property of Others	\$500

Golf Cart Physical Damage and Liability Extension	1
Trip Collision	30 days
Earthquake	Included
Inflation Guard	3%
Loss Assessment	Not Purchased
Enhanced Coverage	Not Purchased
Occasional Rental	Not Purchased

Increased Debris Removal	Not Purchased
Specific Building/Structure Exclusion	Big Red Barn Behind House

Unit Specific Deductibles

All Other Peril Deductible	\$1,000
Wind/Hail Deductible	\$2,500
Trip Collision	\$100
Water Backup and Sump Overflow	\$250
Earthquake Deductible	
Dwelling	\$3,750
Other Structures	Not Purchased
Personal Property:	\$1,875

Styles

- Nearly all prefabricated housing is acceptable within the Manufactured Home program. Shipping Container Homes are the big exception.
- Manufactured homes typically refer to homes built to the national Housing and Urban Development (HUD) code. Mobile homes have not been made since 1976.

Occupancies

- All personal lines occupancies (including vacant) are available in the manufactured home program. Homes with a business on the premises are only acceptable, with underwriting approval, with little to no foot traffic and may not involve any hazardous conditions.
- Home sharing is allowed up to 30 days when coverage is purchased on Owner or Seasonal occupancies.

Dwelling Covered Perils (numerous options available)

- Basic (8 perils; similar to a DP-1) - vacant should default to basic
- Broad (16 Perils; similar to a DP-2)
- Special (All unless excluded; Named Perils for Personal Property; Similar to an HO-3)
- Comprehensive (All unless excluded for Cov A, B, and C; Similar to an HO-5; Default option for all except vacant)



Owner-Occupied Packages

	Silver	Gold	Platinum
DW Settlement	Actual Cash Value	Replacement Cost, 30 years and newer available	Extended Replacement Cost 20%, 30 years and newer
PP Settlement	Actual Cash Value	ACV/RCV	ACV/RCV
Other Structures	2%	10%	10%
Personal Property	30%	50%	50%
Loss of Use	10%	20%	20%
Deductibles	2500 AOP/2500 W/H	1000 AOP/2500W/H	1000 AOP/1000 W/H
Liability	50,000 (MED 500)	100,000 (1000 MED)	300,000 (5000 MED)
Enhanced	No	No	Yes



Plan comparison tool (sample)

New Quote

- Home Details
- Personal Details
- Personalized Quotes
- Underwriting
- Policy Summary
- Checkout

Reset All Fields

Comparing plans ×

	Silver Plan \$35.34 /month	Gold Plan \$113.00 /month	Platinum Plan \$120.34 /month
Home Coverage ▼	\$34,761 Actual Cash Value	\$140,859 Replacement Cost	\$140,859 Extended Replacement Cost
Your Belongings ▼	\$10,428 Actual Cash Value	\$70,430 Actual Cash Value	\$70,430 Replacement Cost
Personal Liability ▼	\$100,000	\$100,000	\$300,000
Standard Deductible (AOP) ▼	\$2,500	\$1,000	\$500

+ Create

5.34 /mo

3.00 /mo

0.34 /mo

d?

Common Endorsements

Coverages	Exclusions (UW Flexibility)
<ul style="list-style-type: none">• Enhanced Coverage (Increases policy sub-limits & additional coverages to bring policy closer to standard homeowners)• Earthquake• Hobby Farming (provides protection for light farming. - i.e. less than \$5000/year)	<ul style="list-style-type: none">• Roof Exclusion• Specific Building Exclusion• Wind/Hail Exclusion

Common Underwriting Issues

Condition: The primary concern in underwriting. Homes don't need to be aesthetically pleasing, but they must be structurally sound. Homes with Replacement Cost will be held to a higher standard than Actual Cash Value.

Previous Losses: Although we have a lenient policy regarding the number of losses an insured can have, repeated losses, particularly those without significant mitigation efforts, will face challenges in the underwriting process.

Our Portals Best Practices



ADDRESS POPULATION

When quoting an address through the agent portal, enter it slowly to allow the system to populate the address. Be sure to include any abbreviations and punctuation (e.g., Southeast should be entered as SE).

EFFECTIVE DATES

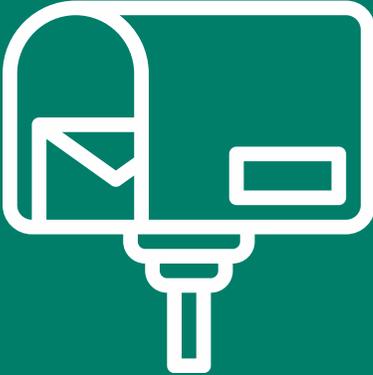
Effective dates in agent portal automatically default to 7 days out, this can be updated manually by selecting “edit my plan” on the final summary screen prior to binding



EMAIL ADDRESS CHANGE

After binding, you can edit the email address, but this does NOT resend the application. Submit a ticket for us to update the email and send the e-sign application to the correct address.

Our Portals Best Practices



MAILING ADDRESS CHANGE

Mailing addresses can be edited on the final summary screen by selecting save & then “edit” next to the mailing address listed

UNDERWRITING FLAG

When receiving a UW flag, select “[View Reason](#)” for a description of the reason for the flag and what is needed for review



HOME/AUTO BUNDLING

Home/Auto Bundling discount available for select states

Payment Info



PAYMENT OPTIONS

Currently ACH/EFT is not acceptable. Credit/Debit & Mortgage billing are only options. If a lender requires the insured to pay the 1st year & then escrow after, please email us & we will add the lender to the policy

AUTO-DRAFT

Once payment is processed with a debit/credit card for 11-pay or 2-pay, transactions will be auto-deducted from the card used at the time of issuance based on the payment plan selected



Underwriting Flags

EMAIL DOCUMENTS TO AGENTUW@COVERTREE.COM



Roof Condition

Provide photos of the roof and/or paid in full invoice if replaced since original roof

Lapse in Coverage 1-7 days

Provide signed statement of no loss to include last date of coverage as well as reason for lapse



Lapse in Coverage 8+ days

Provide 4 photos of home exterior (1 of each side,) signed statement of no loss with last coverage date, & reason for lapse



Open Claim

To proceed, a loss run report from the insurance carrier must be provided showing claim is closed



Water Claims

Provide the loss address, state it's occupancy type, describe the incident, detail any mitigation efforts, and confirm repair completion.



Fire Claim

To proceed, a fire marshall report showing the cause of the incident must be provided.



Current Coverage Maps

Check the map of coastal regions on the next pages to ensure the coverage may or may not have wind/hail exclusion

Alabama

Georgia

Mississippi

South Carolina

Texas



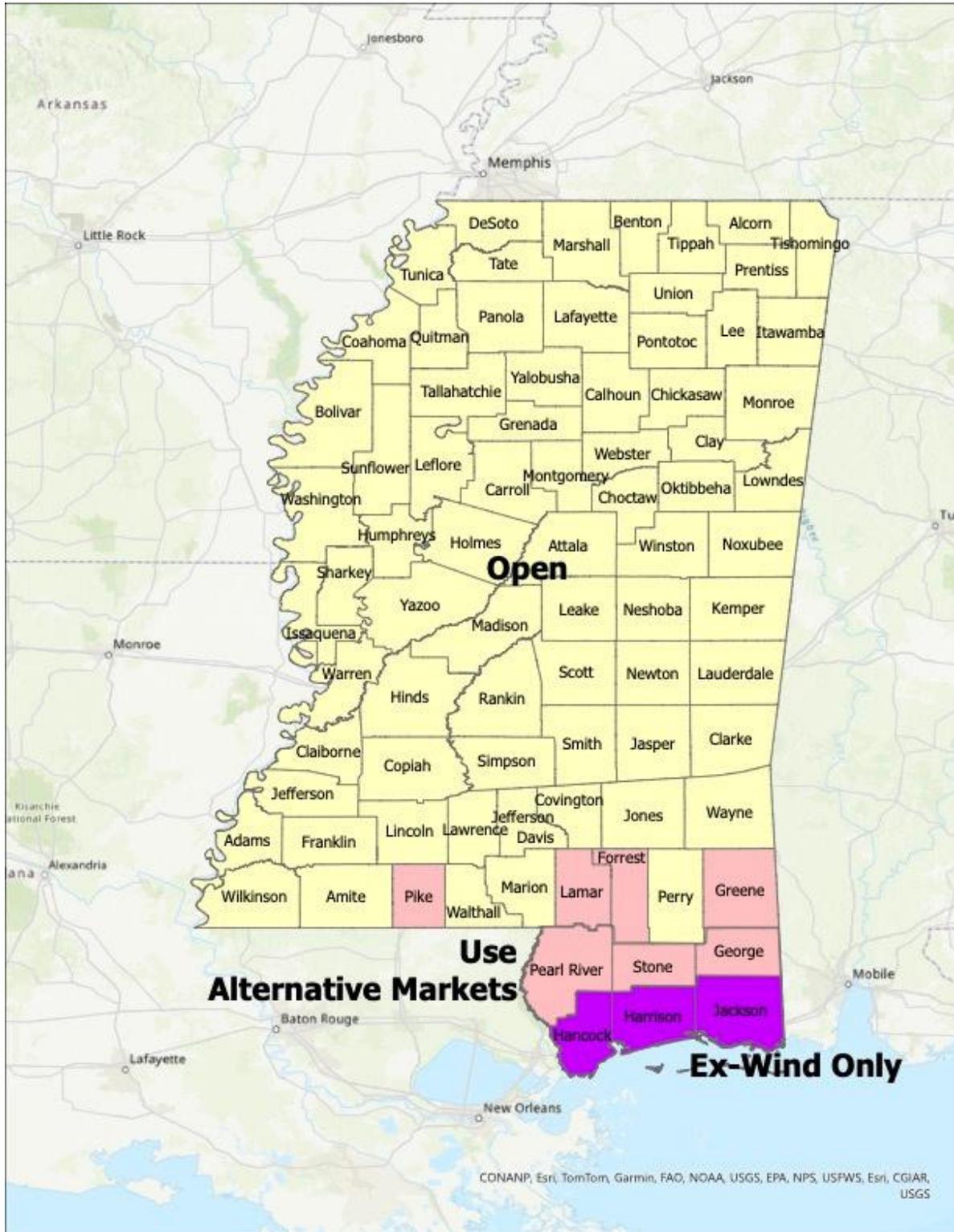
Alabama



Georgia



Mississippi



South Carolina

