

## Understanding the @Home Business Policy renewal process

Forty-five days prior to the policy expiration date, a renewal policy and bill are mailed to the insured from RLI. Two copies of the renewal declarations are mailed to the state administrator (IIANM), which will forward the producer copy to the producing agency. Neither the administrator nor the producer receives a copy of the bill.

The due date reflected on the bill will be the renewal effective date. If there are any changes to be made upon renewal, the bill will instruct the insured to contact their agent. If premium has not been received 10 days prior to the due date, a second bill is mailed to the insured from RLI. Two copies of a reminder letter are mailed to IIANM, which will forward the producer copy to the producing agency. Premium is to be mailed to RLI in the return envelope provided or can be paid over the phone with a credit card by calling 866-302-7925.

Three days after the due date, a Direct Notice of Cancellation for nonpayment of premium is mailed to the insured from RLI if premium has not yet been received. RLI mails two copies of the DNOC to IIANM, which will forward the producer copy to the producing agency.

If premium is received prior to the cancellation effective date, a reinstatement notice is mailed to the insured from RLI. Two copies of the reinstatement notice are mailed to IIANM, which will forward the producer copy to the producing agency.

If premium is received after the cancellation effective date, it will be returned with a letter to the insured from RLI. Two copies of the letter are mailed to IIANM, which will forward the producer copy to the producing agency.