



TRIDENT FAQ'S

LOGGING INTO TRIDENT

1. You will login to Trident just as you previously logged into FloodPro utilizing SSO.

If you need assistance logging into Trident please see the reference sheet with login instructions.

REPORTING

1. Where can we access reports?

While we are in the process of moving your policies & data to the Trident platform, you will need to go to FloodPro to access some information.

2. Multiple agency access:

If you have multiple agencies, they can be accessed separately in Trident/FloodPro or NFS can merge them into one code. Agency services can assist with either option but would need direction from the agency on how to proceed.

AGENCY MANAGEMENT

1. How can you add, update or delete users?

This is currently not an option in Trident. Any user management needs should be directed to the Agency Services Team.

2. Is there one login for the agency or separate logins for LSP's?

There are separate logins for the agent and LSP's.

3. For each user in the agency, will their dashboard have the same information?

The information shown in dashboard and search is specific to the individual users policies

ELEVATION CERTIFICATES

1. Can I return to a quote to add an EC?

Yes, quotes in Trident are auto saved throughout the quote process. If you need to close out of a quote, the system will save it for you to return later and add any missing information.

GENERAL QUESTIONS

1. How do I save my quote in Trident?

There is no save button in Trident, the system auto saves the policy throughout the quoting process.

2. How do we submit for manual flood zone determinations in Trident?

The flood zone determination process occurs when the user clicks, "submit address". If the address cannot be automatically determined, Trident will notify the user that the zone has to be manually determined. The agent will receive a notification on their dashboard when the zone determination has been completed.

TRIDENT FAQ'S (CONT)

GENERAL QUESTIONS CONT.

3. Will there still be a chat feature?

Yes, the chat feature is in the upper right corner in Trident. It is the  icon.

4. How can I toggle back to Trident from FloodPro?

FloodPro opens in a new tab/window; so you just switch back to the Trident tab/window when you want to go back to Trident.

5. Are the current Farmers flood policies going to be rolled over to Trident?

Yes, we have moved over any policies and quotes from the last 2 years belonging to your agency.

FLOOD ZONE DETERMINATIONS

1. If there is a zone discrepancy, how will they order a re-check in Trident?

You would complete this in the "Edit Flood Zone" section.

2. Is the flood zone automatically pulled by Trident when you input the address?

Yes, once you input the customer contact and property information, Trident will run a flood zone determination and pre-qualify the customer.

SEARCH FUNTIONS

1. How do I view policy details?

To view policy details in Trident, search for the policy by policy number, insured name or insured address. From the results, select the policy you would like to view. When you click on the policy, Trident will open the policy details page.

2. Can we do an out of location search? Can we look up policies that are not within our agency?

Trident returns results to a specific agent. You can not view details of a policy that is in another agents book of business.

QUOTING

1. Can we change the deductibles for a PRP?

Yes, you can change the deductible for a Preferred Risk Policy (PRP) but remember the PRP is a package policy. To change the deductible, you would also change the coverage amounts.

2. When does the system force you to upload pictures to complete the sale?

When you are rating with an elevation certificate or issuing a condo policy (RCBAP).

3. Can I quote without photos?

Yes, you can complete a quote without photos. However, if the customer decides to purchase the policy and the NFIP requires photos for it, they will need to be uploaded before the policy can be issued.



TRIDENT FAQ'S (CONT)

PAYMENTS

1. How do you make a payment for a renewal?

Renewals will still be handled in FloodPro at this time.

2. How do you process a mortgage payment at renewal?

FloodPro and Trident sites are for agent users, we do not allow mortgage companies to log into the system. If a mortgage is the payor on a policy; they should be indicated as such (you can endorse a policy in Trident to change the renewal bill payor) and we will send a bill to the mortgage company.

3. Will the customer be able to pay their bill the same way as before online?

Yes, the site and functionality for this has not changed.

4. Where can the agent see a processed payment?

In FloodPro you can view a processed payment in the payment history tab on the policy detail page.

DECLARATIONS PAGE

1. How do I print a declarations page at new business?

The declarations page is available in Flood Pro.

2. When changing a mortgagee, how can I print an updated declarations page in Trident?

Declaration pages are only available in FloodPro at this time.

PRIVATE FLOOD

1. Will EZ Flood be on Trident?

EZ Flood is a private flood insurance option through AON. The EZ Flood quote integration appears right below "Policy Sections" on the right and it shows up when the "Policy Builder" opens (which is the second screen after contact information and the address is entered).

ENDORSEMENTS

1. Can you save an endorsement to go back to later? A cancellation?

FloodPro allows an endorsement to be saved as a draft and submitted later. Trident does not. Cancellation cannot be saved and submitted later.

2. Where can I do a mortgage change with an effective date before the 30 days?

Trident will make the mortgage change effective the day that you complete the request. If you want a different date; you can complete the change in FloodPro.

3. Where do I correct an insured's name, like adding a spouse for a mortgage?

You can add a mortgage in Trident. You can change the name in FloodPro by selecting "create endorsement" in the policy action menu.