NATIONAL GENERAL
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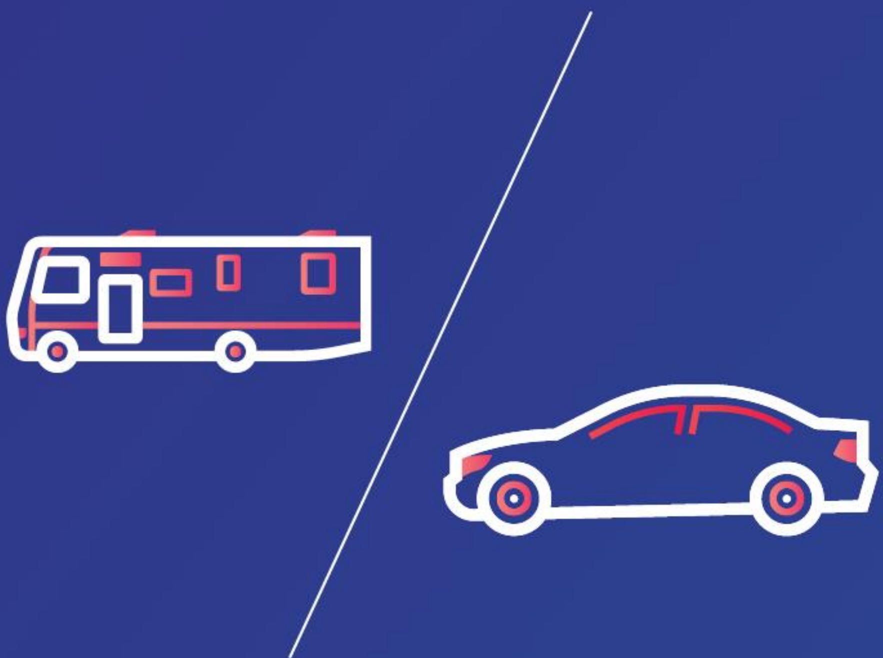

OREGON

RV & Auto
Underwriting & Product Guide

Revised: *05/15/2026*

Underwritten by: Integon Indemnity Corporation

Edition Date: 03/01/2019 Form Number: 13653

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Unacceptable Risks

Unacceptable risks include, but are not limited to, the following:

- A named non-owner policy with:
  - Business Use or Artisan Use
  - Any rated driver in addition to the named insured who is listed and that driver is not the named insured's spouse or listed as Civil Union.
- Policies with more than one Artisan Use vehicle.
- A new business policy with more than 18 total driver points or more than 18 total policy points.
- A new business policy with more than 3 total non-chargeable violations.
- Spouses living in separate households.
- Multiple National General policies in the same household are unacceptable **unless:**
  - A child owns a vehicle **or**
  - Unrelated residents/roommates are living in the same household.

Note: If two National General policies are written in the same household, the driver with lower limits are required to be excluded from the policy with higher limits.

When a household has policies from multiple insurance carriers, the household members who do not have a National General policy should be listed on the National General policy as Other Insurance.

- When at least one vehicle on a policy is not garaged in Oregon a minimum of 7 months of the year — **except** Full-Timer RV policies or policies with only RV-type vehicles.
- All vehicles on policy have an out-of-state garaging ZIP Code — **except** Full-Timer RV policies.
- Policies with vehicles garaged at two different addresses and drivers in two different households.

Exception: Student or military risks (e.g., spouse of named insured, unmarried child of insured), Named insureds with two different households (e.g., one permanent home and one vacation home), drivers who live at different addresses but all vehicles are garaged at one location, spouses in the process of divorce and vehicles are still considered community property.

Unacceptable Drivers

The following drivers are not eligible for coverage:

- Drivers or household members who has been convicted of insurance fraud or felony use of auto.
- Rated drivers under the state licensing minimum age of 15.
- Driver or household member who had a prior policy with a company under the National General Group which has canceled or non-renewed for underwriting reasons or material misrepresentation within the past 36 months.
- Applicants who have knowingly threatened bodily harm or engaged in menacing behavior toward a company employee or an authorized independent agent of the company.
- Any entertainer, celebrity, professional athlete, or other nationally known person.
- Named Insureds or drivers who had never been licensed nor has a permanently revoked license.

Note: A Financial Responsibility filing is required in order to obtain a valid driver license.

- Drivers without a valid United States driver license or learner permit, or without an acceptable foreign driver license or form of ID — **unless** National General can obtain a valid Motor Vehicle Report (MVR).

Note: Any official government issued identification is accepted as valid proof of a foreign driver license including foreign passports and Matrícula Consular ID cards.

Unacceptable Vehicles

The following vehicles are not eligible for coverage:

- Vehicles without a valid United States garaging ZIP Code.
- Vehicles garaged in the District of Columbia, Hawaii, Massachusetts, Michigan, New Jersey, or New York or outside the United States.
- Vehicles that do not have a title — **unless** rated as a stationary trailer.
- Vehicles not licensed for street use.
- Kit cars and dune buggies.
- Flatbed trucks, stake trucks, dump trucks, cutaway vans, and all other commercial type trucks.
- Commercial vehicles — including step vans and panel vans.
- Vehicles with an altered suspension or a modified engine.
- Vehicles equipped with snow removal equipment. No exceptions — even for personal use on private property.
- Non-RV type vehicles equipped with cooking equipment or a bathroom.
- Vehicles with a load capacity greater than one ton — unless there is a non-motorized RV-type vehicle on the policy.
- Pickup trucks, vans, and utility vehicles with a Gross Vehicle Weight (GVW) — according to manufacturer's specifications — greater than 12,000 pounds.
- Low-speed vehicles that have a top speed of less than 25 Miles per Hour (MPH) or less — when the only vehicle on a policy.
- Vehicles that cannot attain 20 MPH in one mile on a paved level surface.
- Gray market vehicles.
- Vehicles with Original Cost New (OCN) greater than $150,000.

  Exception: RVs.
- Vehicles insured for stated amount.

  Exception: RVs.
- Vehicles leased or rented to other drivers by the named insured.
- Vehicles regularly available to drivers who are not listed on the policy.
- Vehicles driven for Transportation Network Company (e.g., Uber, Lyft).
- Vehicles used for Business Use or Artisan Use **and**:
  - Driven by employees **or**
  - Not owned by the named insured or spouse **or**
  - Vehicle type is utility, classic, or antique.
- Artisan Use vehicles that visit more than two job sites a day.
- Vehicles used for Route Use — unless the policy is written by National General via the Rural Letter Carriers (RLC) Auto Insurance Plan.
- Vehicles used for the following: emergency; racing; livery; delivery/pick up of goods (including, but not limited to, delivering magazines, newspapers, or pizza); limousine service or taxi service; hauling explosives.

  Exception: Vehicles used for mail delivery are acceptable when Association is Rural Letter Carriers.
- Postal unit and right-hand drive vehicles not used for route delivery.

- Any make/model of the following:

Make	Model	Make	Model
American General	H1	Karma	All Models
ARO	All Models	Lada	All Models
Aston Martin	All Models	Laforza	PSV-L4
Audi	R8	Lamborghini	All Models
Avanti	All Models	Lexus	LF-A
Bentley	All Models	Lotus	Elan, Esprit
BMW	Z8	Maserati	28, 425, 430, Biturbo, Coupe GT, Gransport, Spyder
Bricklin	All Models	Maybach	All Models
Bugatti	All Models	McClaren	All Models
Cadillac	All Hearses and Limousines	Mercedes	B F-CELL, SL600, SL63 AMG, SL65 AMG, SLR, SLSAMG, Maybach
Callaway	C12	Morgan	All Models
Checker	All Models	Mosler	All Models
Chevrolet	Lingenfelter, Hammer, and Mallet Corvettes; Grumman	Nissan	All Stillen Models
Chrysler	All Limousines	Panoz	All Models
Delorean	All Models	Pantera	All Models
Dinan	All Models	Pontiac	Lingenfelter Trans Am
Dodge	Shelby Durango	Porsche	All Ruf Models, Carrera GT, 911 GT2, 911 GT3, 918 Spyder
Elio	All Models	Rolls Royce	All Models
Ferrari	All Models	Roush	All Roush Mustangs
Ford	All Saleen Mustangs, Ford GT, Think	Ruf	All Models
GEM	All Models	Saleen	All Models
GM EV1	All Models	Shelby	Cobras and Series 1
Hennessey	All Viper Models	Smart Cars	All Models (except Fortwo)
Honda	EV, FCX, FCX Clarity	Spyker	All Models
Hummer/American General	H1, Humvee	Toyota	All HKS Enhanced Supra Turbos
Jaguar	XJL	Vector	All Models
Jensen	All Models		

Unacceptable Vehicles — RV Only

- RV-type vehicles that are not licensed **and** cannot be moved easily.
- Park models and mobile homes.
- RVs with original cost new greater than $1M.
- RVs on consignment — **unless** on an approved consignment lot and Consignment coverage is purchased from National General.
- Bus/RV Conversion that:
  - Is used as a primary residence
  - Has a wood stove or rooftop deck.
- Stationary RVs/trailers that:
  - Are used as a primary residence
  - Are used as a Full-Timer residence
  - Have skirting
  - Have wheels removed and/or up on blocks
  - Have any permanently attached structures (e.g., a deck)
  - Are hooked up to permanent utilities
  - Are not located in an RV park or campground. (The unit is required to be located in an RV park or campground.)
- RV used for Business or Artisan Use.

Coverages

The system will automatically display available coverage limits.

Liability

Accidental Death and Dismemberment (AD&D)

- An optional policy level coverage that is available for motorized vehicles on a policy with BI coverage.
- AD&D coverage pays when an insured is killed or dismembered in a motor vehicle accident. Two plans are available:
  - The **Individual Plan** only covers the named insured.
  - The **Family Plan** covers the named insured, spouse, and any unmarried children in the household who are under 19 years of age.
- Not available for non-motorized vehicles or vehicles in storage.

Bodily Injury (BI)/Property Damage (PD)

- BI/PD coverages are required to be written together.
- Limits are required be the same for all motorized vehicles on a policy.
- Required on all motorized vehicles on a policy — **unless** a Storage Comp vehicle.
- Required on all motorized vehicles on a policy with a Financial Responsibility filing.
- Limits are required to be equal to or higher than minimum Financial Responsibility limits required by law in any state in which a vehicle is garaged 2 months of the year.

Medical Payments

- An optional coverage that pays for medical and funeral expenses incurred by the insured, family members, and passengers as a result of an auto accident — regardless of fault.
- Limits are required to be the same for all motorized vehicles on a policy.
- Requires the selection of BI coverage.

Personal Injury Protection (Basic)

- Pays expenses the insured incurs as a result of an auto accident — regardless of fault. These expenses can include medical, funeral, and income loss.
- Required on all motorized vehicles on a policy **unless:**
  - Comprehensive and Collision Only policy or
  - Storage Comp policy or
- Limits are required to be the same for all vehicles on the policy.

Uninsured/Underinsured Motorist

Uninsured Motorist (UM) Bodily Injury

- Required on all motorized vehicles with BI coverage.
- Limits are required to be the same for all eligible vehicles on the policy.
- Limits cannot exceed BI limits.
- Limits are required to equal BI limits or highest UMBI limits available — **unless** lower limits are selected.

Uninsured Motorist Property Damage (UMP)

- Optional coverage with no rejection required.
- Limits cannot exceed PD limits.
- Limits are required to be the same for all eligible vehicles on the policy.
- UMP is unstacked.
- UM coverage is required on the vehicle.

Physical Damage

Comprehensive/Collision

- Comprehensive coverage is required on vehicles with a loss payee.
- Comprehensive coverage is required on vehicles in storage.
- Comprehensive coverage is required on all vehicles with Collision, Rental Reimbursement, Towing and Labor, Personal Effects and Additional Customized Equipment and Parts coverages.
- Collision coverage is required on any vehicle with a loss payee — **unless** the vehicle is an RV in storage.
- Comprehensive and Collision coverages are not available for any private passenger vehicle with a model year more than 25 years of age, or for RVs with a model year more than 30 years of age.
- Comprehensive is not available on bus conversions.

Accident Forgiveness

Available for customers who meet the following requirements:

- No driver on the policy has any violations in the 12 months prior to the policy effective date.
- No driver on the policy has any major violations.
- No driver on the policy has any chargeable accidents in the 12 months prior to the policy effective date.
- No more than one chargeable accident in the 35 months prior to the policy effective date.

Accident Forgiveness is not available for policies that reinstate with a lapse.

The first at-fault accident will be forgiven.

- Rates will not be impacted by first accident.
- No surcharges will be applied.

Subsequent at-fault accidents during the experience period will cause the endorsement to be removed and points will be charged for **all** accidents that occurred in the previous 35 months — including the first (forgiven) accident. Only one forgiven at-fault accident can be on a policy at any given time during the experience period.

Note: Non-chargeable accidents are not considered.

If an insured requests to remove Accident Forgiveness coverage, any forgiven accident will be surcharged at renewal. If Accident Forgiveness is removed from a policy for eligibility reasons, it cannot be added back to the policy.

Additional Customized Equipment and Parts (ACEP)

- Provides physical damage protection for any permanently installed add-on equipment that was not installed by the original vehicle manufacturer.
- Before ACEP coverage applies to additional equipment, the equipment is required to be listed on the application and the proper premium paid.
- Available for any personal auto, pickup truck, conversion van, semi, or cabriolet type vehicle with Comprehensive coverage.
- $1,000 of ACEP coverage is included at no additional premium on all vehicles with Physical Damage coverage. Coverage up to $4,000 in actual cash value may be purchased for a maximum total of $5,000.
- Coverage is provided up to the lesser of actual cash value, actual cost to repair, or declared value.

Diminishing Deductible

If the Diminishing Deductible policy option is chosen, every vehicle on the policy with Comprehensive and Collision coverages will have the respective Comprehensive/Collision deductibles reduced every claim-free year.

- Comprehensive and Collision coverages are required on the vehicle.

  Note: When a vehicle is placed in storage, only Comprehensive coverage is required.
- For every claim-free year, the deductible credit increases by 25% at each annual renewal — up to a maximum of 100%.
- If a claim is filed, the credit can be applied toward the Comprehensive or Collision deductible for any covered vehicle.
- Towing and labor only claims do not reset the deductible credit to 0%.
- Any other claim (Towing/Labor) will prevent earning another 25% deductible credit at the next annual anniversary.
- If the Comprehensive or Collision deductible is changed on any vehicle, the deductible credit is reset to 0%.
- If an insured removes Comprehensive and Collision coverages and then later adds the coverages back to the policy, the credit balance is reset to 0% and the deductible period re-starts.
- If the insured removes Liability and Collision coverages and puts the vehicle into storage, the credit balance is not reset to 0%.
- The deductible credit does **not** apply when an undisclosed household driver is involved in the loss and the deductible credit is reset to 0%.

Mexico Physical Damage (PPA Only)

- Provides Physical Damage coverage for any accident that occurs in Mexico within 50 miles of the United States border.
- Comprehensive and Collision coverages are required on the vehicle.
- Repairs are required to be made in the United States.
- The insured is required to have Liability insurance from a licensed Mexico insurance company at the time of loss. Proof of coverage is required when a loss occurs.
- Does not cover towing and labor or rental reimbursement.

  Note: If the covered vehicle cannot be driven as a result of a loss that occurred in Mexico, this coverage will pay the cost of necessary towing and labor to return the covered vehicle to the nearest point in the United States where repairs can be made.

Rental Reimbursement (PPA Only)

Reimburses the insured for expenses incurred for a rental vehicle while a covered vehicle is being repaired as the result of an accident — subject to a maximum per day limit/maximum number of days per accident limit.

- Comprehensive coverage is required on the vehicle.
- Limits are required to be the same for all vehicles on a policy.

SureDrive

- Provides for a “full-size” vehicle (“full-size” as defined by rental agency).
- Rental vehicle is required to be rented from a commercially licensed rental agency.
- Rental period is up to 30 days (limited to the time reasonably required to repair the insured's vehicle); in the event of a total loss, an offer to pay the Actual Cash Value (ACV) is extended — whichever is less.
- Rental agency bills National General directly — the insured never sees the invoice.
- Additional Auto Protection Plan and Total Protection Plan products are not available for vehicles with SureDrive.

Towing & Labor

Reimburses the costs incurred for mechanical labor and/or towing to a nearby facility for each disablement on a covered vehicle — subject to a maximum limit per occurrence/per policy term.

- Comprehensive coverage is required on the vehicle.
- Limits are required to be the same for all vehicles on a policy.

Renters Insurance Endorsement

- Renters Insurance is offered as an endorsement to National General policyholders who have an active personal auto policy. Renters Insurance can only be purchased in conjunction with a personal auto policy.
- The Renters Insurance Endorsement will protect customers who rent a home or apartment against risks from fire, theft, storms, and personal liability, as well as offers coverage for additional living expenses and medical expenses.
- Personal Property coverage is available with or without replacement coverage. Selected limits will display accordingly.
- The Renters Insurance Endorsement can be added or deleted midterm; however, if all personal autos on the policy are canceled, the Renters Insurance will be canceled as well.

Unacceptable Risks for Renters Insurance Endorsement

The following risks are not acceptable for the Renters Insurance Endorsement:

- Residence is not equipped with smoke detectors and deadbolts and is not used exclusively for primary residential purposes.
- Residence is used for business purposes (including a home daycare center).
- Residence is leased to others.
- Residence is located on a mountainside, a cliff, or geologically unstable land **or** near a landfill, or over water.
- Residence is located **o**n more than five acres of land.

  Exception: Apartment communities.
- Residence is not located within five miles of a fire station or not accessible by paved roads.
- Residence is located next to condemned property.
- Residence located within 50 feet of unrepaired damage.
- Residence with a trampoline or skateboard ramp.
- Residence is supported by piers, pilings, posts, stilts, or non-continuous masonry foundations.
- Residence with any non-vented gas appliance, floor furnace, gravity feed furnace, space heater, or portable stove.
- Mobile/manufactured home, trailer, dormitory, nursing home or assisted living unit, houseboat, or multi-family building with more than five units (excluding apartments).
- Applicant who has been convicted of insurance fraud, arson, or material misrepresentation.
- Applicant who has move more than three times in the last 24 months.

Coverages — RV Only

Consignment

Comprehensive and Collision coverage is provided for any RV or trailer that is placed for sale with an approved consignee dealership when this coverage is purchased. The premium is required to be paid in full at the time the coverage is added to a policy and is fully earned.

Underwriting approval is required to purchase Consignment coverage.

Emergency Expense

- When a covered RV becomes inoperable due to a collision or comprehensive loss more than 50 miles from the insured's home, Emergency Expense coverage provides reimbursement for certain expenses up to a maximum of $750. (Covers expenses such as lodging, transportation, and meals until the covered RV is repaired or returned to its principal garaging location.)

  Note: The 50-mile limit does not apply to Full-Timers; the coverage is applicable anywhere the Full-Timer is located.
- $750 of Emergency Expense coverage is included at no additional cost for any RV with Comprehensive coverage.
- Subject to a maximum limit up to $250 per day.
- Higher limits of $1,500 and $3,000 are available for an additional premium.
- A limit of $7,500 is available to Full-Timers for an additional premium.

  Note: Full-Timer coverage is required on the policy.

Full-Time Protection

Full Time Protection is a special coverage designed to provide a homeowner-like package that includes Liability and Medical coverages for Full-Timer vehicles. Liability coverage pays for injuries sustained by — and damage to property of — others who the insured is legally liable for.

- Available for RVs used as a primary residence.
- A Full-Timer may or may not own a home.
- Vehicle cannot be parked in one location for more than 6 months.
- Extends Liability coverage and Medical Payments coverage to include Personal Liability coverage.
- Extends Physical Damage coverage to include Supplementary and Personal Effects coverages.
- Bodily Injury limits are required to be equal to or greater than 50/100.
- Comprehensive coverage is required on the vehicle.
- Full-Timer Personal Liability limits are required to equal auto Liability limits — unless it is a trailer only policy.
- Full-Timer Medical Payments limits are required to equal Medical Payments limits. If Medical Payments coverage is not on a policy, Full-Timer Medical Payments limit is $1,000.
- Not available in combination with RV Basic Economy option or Vacation Liability coverage.

Mexico Physical Damage

- Provides Physical Damage coverage for any accident that occurs in Mexico.
- Comprehensive and Collision coverages are required on the vehicle.
- Repairs up to $750 can be performed in Mexico with prior written approval from National General.
- The insured is required to have Liability insurance from a licensed Mexico insurance company at the time of loss. Proof of coverage is required when a loss occurs.
- Does not cover towing and labor or rental reimbursement.

  Note: If the covered vehicle cannot be driven as a result of a loss that occurred in Mexico, this coverage will pay the cost of necessary towing and labor to return the covered vehicle to the nearest point in the United States where repairs can be made.
- Not available for bus conversions, an RV in storage or Full-Timer policies.

Personal Effects

Insures personal property used in conjunction with RV. Personal effects are items that belong to the named insured or a family member that are not permanently attached to the RV — such as clothing, dishes, furniture, etc.

- In the event of a covered personal effects loss, Personal Effects coverage is primary and homeowner or renter insurance is secondary.
- Personal Effects coverage is allowed up to 20% of the value of the vehicle or $5,000 — whichever is higher — with a maximum amount of $30,000.
- The first $3,000 of Personal Effects coverage is provided at no cost.
- Comprehensive coverage is required on the vehicle.

RV Basic Economy

- The standard first $3,000 of Personal Effects coverage is not included; however, there is an option to buy up to $10,000 of coverage. If Personal Effects coverage is selected, the minimum limit is $1,000. A $100 deductible is applicable.
- Permanently Attached Equipment added aftermarket to an RV will be capped at $1,000.
- Depreciation may be applied to a covered loss.
- Actual Cash Value is the only settlement option available.
- The following are not included:
  - Emergency Expense coverage is not included but is available to purchase.
  - Vacation Liability coverage is not included but is available to purchase.
  - Fire Department Services.
  - Locksmith Services.
- Not available for an RV in storage.

RV Rodent and Pest

RV Rodent and Pest Protection is optional and covers damage caused by rodents, insects, and other vermin.

- Requires Comprehensive and Collision coverages.
- Available for RVs 5 years of age and newer.
- Remains active while the RV is in storage.
- Automatically removed when the RV reaches 16 years of age.
- Deductible is $250.
- Coverage starts 31 days after RV Rodent and Pest Protection is added to the policy.

Note: Not available for horse trailers without living quarters, cargo trailers, utility trailers, pop-up campers, bus conversions, and stationary trailers.

RV Roof Repair

RV Roof Repair is optional and covers general wear and tear of the roof as well as damage to parts caused by a roof's failure.

- Proper roof maintenance is required.
- Requires Comprehensive and Collision coverage.
- Available for RVs 5 years of age and newer.
- Remains active while the RV is in storage.
- Automatically removed when the RV reaches 16 years of age.
- Deductible is $250.
- Coverage starts 31 days after RV Roof Repair is added to the policy.

Note: Not available for horse trailers without living quarters, cargo trailers, utility trailers, pop-up campers, bus conversions, and stationary trailers.

Vacation Liability

Vacation Liability covers incidents that occur in and around the premises of the RV while it is being used as a temporary residence in a campground or camping spot off road. $10,000 of coverage is included at no additional cost and additional limits up to $500,000 are available for purchase.

- Bodily Injury and Property Damage coverages are required if the RV is a motorhome.
- Comprehensive coverage is required on the vehicle.
- Limits cannot be higher than Bodily Injury limits.
- Limits are required to be the same for all RVs on a policy.
- Not available for bus conversions, an RV in storage or Full-Timer policies.

Physical Damage Settlement Options

Settlement Options — PPA and RV

Actual Cash Value (ACV)

Settlement is based on current market value/actual cash value of the vehicle.

- The settlement option is available for all PPA and RV types.
- Only option available for RVs with rating value greater than $500,000.
- Values up to $1,000,000 are permitted; however, underwriting review is required when value is more than $500,000.

Settlement Options — PPA Only

Original Equipment Manufacturer (OEM)

National General will replace damaged property with new original equipment manufacturer parts (if available) in the event of a covered Comprehensive or Collision loss.

- An optional coverage.
- Comprehensive and Collision coverages are required on the vehicle.
- Deductible is the same as deductible for Comprehensive and Collision, respectively.
- When used for the repair of a covered vehicle, National General will specify the use of parts that are made by the original equipment manufacturer.
- When used for the repair of a non-owned vehicle, National General may specify the use of mechanical, non-safety-related parts not made by the original manufacturer. These parts will be at least equal in terms of fit, quality, performance, and warranty to the original manufacturer parts replaced.
- Not available for vehicles rated as antique or classic cars, restored autos, motor homes, or trailers.

Replacement Cost

If an insured's vehicle is totaled or stolen and the insured decides to replace the vehicle, National General will cover the full cost to replace it with a new untitled similar vehicle or a vehicle valued up to the full original purchase price — not a depreciated amount.

- An optional coverage.
- Only available when the insured vehicle:
  - Has Comprehensive and Collision coverages and
  - Is a model year that is 2 years of age or less from the current calendar year and
  - Has not been previously titled and
  - Is insured with Comprehensive and Collision Replacement Cost coverages within the first year of ownership.
- Deductible is the same as deductible for Comprehensive and Collision, respectively.
- Coverage will be removed on the first renewal after a vehicle becomes 3 years of age.
- Coverage is not available for leased vehicles.
- No coverage is provided under this provision for a non-owned, temporary substitute, or rental vehicle.

Settlement Options — RV Only

Agreed Value

If an insured's RV is totaled or stolen, National General will pay the agreed upon value.

- An optional coverage.
- Only available for unique or highly customized RVs for which a Blue Book value cannot be obtained easily.
- Underwriting review is required on all vehicles with Agreed Value coverage and documentation may be required to verify vehicle type and value.
- RV is required to have both Comprehensive and Collision coverages.

  Exception: An RV in storage with only Comprehensive coverage.
- Deductible is the same as deductible for Comprehensive and Collision, respectively.
- Not available when there is unrepaired damage on the RV.
- Not available for RVs with an Agreed Value greater than $300,000.
- Not available for a bus conversion, utility trailer, horse trailer, semi, or cabriolet vehicle type.
- Not available in combination with Replacement Cost or Enhanced Replacement Cost coverage.
- Not available if vehicle is leased or rented to other drivers by the named insured.

Enhanced Replacement Cost

If an insured's RV is totaled or stolen, National General will pay an additional 20% above the current market value of the totaled vehicle to make the replacement.

- An optional coverage.
- Available on vehicle with a model year 20 years of age or newer at new business and/or when coverage is first endorsed.
- Requires both Comprehensive and Collision coverages.

  Exception: An RV in storage with only Comprehensive coverage.
- Deductible is same as deductible for Comprehensive and Collision, respectively.
- If the rating value of the vehicle is reduced, settlement will be reduced to actual cash value.
- Not available in combination with Replacement Cost or Agreed Value coverage.
- Documentation may be required to verify vehicle type and value.
- Agents should keep copies of all purchase documents in the customer's file.
- Not available for a bus conversion, utility trailer, horse trailer, semi, or cabriolet vehicle type.
- Not available when there is unrepaired damage on the vehicle.
- Not available for RVs with an original cost new greater than $500,000.
- Not available if vehicle is leased or rented to other drivers by the named insured.

Replacement Cost

If an insured's RV is totaled or stolen and the insured decides to replace the vehicle, National General will cover the full cost to replace it with a new untitled similar vehicle or a vehicle valued up to the full original purchase price — not a depreciated amount. After the first 5 model years, settlement is based on the purchase price of the vehicle.

- An optional coverage.
- Only available when the insured vehicle:
  - Has Comprehensive and Collision coverages **and**

    Exception: A vehicle in storage with only Comprehensive coverage.
  - Is a model year that is 2 years of age or less from the current calendar year with an original cost new between $300,000 and $500,000 **or** is 4 years old or less from the current calendar year with an original cost new less than $300,000 and
  - Has not been previously titled and
  - Is insured with Comprehensive and Collision Replacement Cost coverages within the first year of ownership.
- Deductible is the same as deductible for Comprehensive and Collision, respectively.
- Despite the coverage form referencing paying the lesser of the purchase price as stated on the Declarations Page or the purchase price actually paid by the insured as verified by the bill of sale, in some states the Declarations Page does not reference the purchase price value in which case, a replacement would be covered up to the purchase price actually paid by the insured as verified by the bill of sale.
- Documentation may be required to verify vehicle type and value.
- Agents should keep copies of all purchase documents in the customer's file.
- Not available when there is unrepaired damage on the vehicle.
- Not available for RVs with an original cost new greater than $500,000.
- Not available if vehicle is leased or rented to other drivers by the named insured.
- Not available for a bus conversion, utility trailer, horse trailer, semi, or cabriolet vehicle type.

Discounts

The system will automatically request any proof documentation required to retain a discount.

Accident Claims Free

Available when all rated drivers are free of chargeable or non-chargeable accidents including permissive use during the past 35 months.

Advance Quote (PPA Only)

Available for new business and renewal policies for 5 years after policy inception when:

- The policy is quoted and credit is ordered before the policy effective date and
- All required rating information is provided by the customer and
- The policy has prior insurance with no lapse in coverage.

Anti-Theft Recovery

Available for each vehicle on a policy that is equipped with an active recovery device or tracking system. Cannot be applied in combination with any other anti-theft discount on the same vehicle.

Commercial Driver License

Available to any rated driver who:

- Has a valid, active commercial driver license and
- Performs in an occupation that requires use of the commercial driver license and
- Drives a minimum of 15,000 miles per year for that occupation.

DynamicDrive® (PPA Only)

Applies to drivers participating in the National General DynamicDrive program who provide a valid email address and using a smartphone, installs the approved application.

Defensive Driver

Available when the principal driver of a vehicle has successfully completed a qualifying Motor Vehicle Accident Prevention course within the prior 36 months.

Electronic Funds Transfer (EFT)/Auto Pay

Available when policy payment is set up to transfer automatically from a savings account or checking account.

This discount does not apply when payment transfer is set up from a credit card or debit card.

Factory-Installed Anti-Theft & Recovery (PPA Only)

Available for each vehicle on a policy that is equipped with an active factory-installed tracking system. Cannot be applied in combination with any other anti-theft discount on the same vehicle. Currently only applicable to OnStar.

Go Paperless

Available at new business when the named insured chooses to receive policy documents electronically and provides and maintains an active, valid e-mail address. If an e-mail is returned undelivered, the documents will be sent via regular mail and the discount will be removed.

If the insured endorses Paperless onto the policy mid-term, the discount will be applied effective the day the insured confirms the paperless preference.

If the insured requests to receive policy documents by conventional mail, the discount will be removed.

Good Sam Member

Available when an insured has an Active, Lifetime, or Elite membership to Good Sam.

Good Student (PPA Only)

Available to each rated driver between 16 and 24 years of age who meets the following criteria:

- Has a valid United States driver license or learner permit
- Is a full-time high school, college/university, or technical/vocational school student **or** is enrolled in an academic home study program
- Provides a certified statement from a school official — at discount inception and annually thereafter — indicating that the student has met one of the following requirements during the preceding semester/quarter:
  - Is ranked scholastically in the upper 20% of the class **or**
  - Maintains a cumulative ‘B’ (3.0) average or better **or**
  - Is listed on a Dean's List, Honor Roll, or comparable listing of scholastic achievement **or**
  - Is ranked in the top 20% of a national standardized test administered within the past 12 months (e.g., SAT, ACT PSAT, PACT).

    Note: A copy of the test results is required. Proof is retained by the Agent.

Discount does not apply if the student is an excluded driver.

Homeowner

Available when the insured owns the home, condo, or townhome **or** has a Full-Timer policy.

In-Agency

Available when the agency that is writing the new National General policy has the existing personal lines auto policy with the insured and that policy has been in-force for at least 12 months with 0 days lapse.

Proof of discount eligibility will be part of the review process; proof is retained by the Agent.

Mobile Home

Available when the named insured or spouse owns and resides in the mobile home and the mobile home is 10 years of age or less.

Multi-Car (PPA Only)

Available when a policy covers:

- More than one PPA-type vehicle and

  Note: This discount does not apply when there is one PPA-type vehicle and one RV-type vehicle on a policy.
- All vehicles are required to be listed on the same policy and primarily driven by persons living in the same household.

Multi-Policy

Available when an insured has a National General PPA/RV policy and one or more of the following policies with National General or an affiliated company:

- Agency Controlled Homeowners (HO3)
- Homeowners (HO3)
- Motorcycle
- Renters (HO4).

Note: See Multi-Policy Warranty under Discounts — RV Only.

Multi-Product

Available for all vehicles on a policy when the policy covers one or more PPA-type vehicles and one or more RV-type vehicles.

New Business

Available on all New Business policies.

New Vehicle (PPA Only)

This discount will be applied only to PPA vehicles with a current model year or newer.

Paid In Full

Available when the insured pays 100% of the total premium by cash, check, Electronic Funds Transfer (EFT)/Auto Pay, credit card, or debit card at the inception of a policy term.

Restricted Coverage

Restricted Coverage is an optional endorsement that limits coverage to only those individuals and vehicles specifically listed on the policy.

When Restricted Coverage is selected, the following two endorsements are attached:

- Named Driver and Named Auto Only Coverage endorsement restricts coverage to the named insured and rated drivers listed on the declarations page. There is no coverage when using a vehicle not listed on the policy (with permission or otherwise), unless it is a temporary substitute for when a vehicle listed on the policy is out of service.
- Sliding Deductible has a triple deductible amount applies in the first 30 days after policy effective date and a double deductible amount applies for days 31 – 60. Regular deductible amount applies after day 60.

  Example: Policy has a $500 deductible. If a loss occurs during the first 30 days a policy is in effect, the deductible would be $1,500. If a loss occurs between days 31 – 60 that a policy is in effect, the deductible would be $1,000.
- Discount is applied then Restricted Coverage is selected.
- The Sliding Deductible may start new with a reinstatement or lapse.
- Not available on Named Non-Owner policies.
- Insured is required to sign Reduced Coverage Disclosure form.

Route Use (PPA Only)

Available when a vehicle is driven by an employee of the United States Government and is primarily used by that person to deliver mail. Proof is required to be provided that the named insured is a Rural Letter Carrier.

Senior Driver

Available when the principal driver of the vehicle:

- Is 55 years of age or older and
- If 55 – 69 years of age, has successfully completed a qualifying Motor Vehicle Accident Prevention Course within 36 months of the inception date **or** if 70 years of age or older, has successfully completed a qualifying Motor Vehicle Accident Prevention Course within 24 months of the inception date **and**
- Has been accident/violation free for the past 36 months.

The vehicle cannot be used for business. If the insured is the principal driver of two or more vehicles, the discount will only apply to one vehicle.

There may not be any drivers who are less than 25 years of age who regularly drive the vehicle.

Student Away at College (PPA Only)

Available for any rated driver between 16 and 24 years of age on a policy who:

- Is enrolled in a college or university that is at least 100 miles from home and does not have a vehicle at school and
- Possess a valid United States or foreign driver license and
- Has a marital status of single.

Discount does not apply if the student is an excluded driver.

Discounts — RV Only

All Household Vehicles

Available when all vehicles in a household are insured by National General on the same policy. Requires at least one other vehicle besides an RV.

Enclosed Garage

Available when an RV is regularly kept (at least 7 months of the year) in a fully enclosed garage, (i.e., three walls and a door), no open sides, **and** all the vehicles in the household are insured by National General on the same policy.

Good Driver

Available when the principally assigned driver has no accident or violation points during the past 35 months.

Good Sam Affiliation

Available when an insured has an RV and is enrolled in the Good Sam Roadside Assistance and/or Extended Service Plan (ESP). Not required to be a Good Sam Member.

Military/EMS

Available when a driver is an active or former member of the United States Military and is serving full-time in the Army, Marine Corps., Air Force, Reserves, National Guard, or Coast Guard or is an active or former Emergency Medical Services (EMS) or other emergency response professional.

Multi-Policy — Warranty

Available when an insured has a National General RV policy and a Warranty policy with National General.

Original Owner

Available when the named insured is the original owner of an RV, and the RV has been titled to only one person.

RV Association

Available when a rated driver on the policy is a current member of an approved RV Association. Cannot be combined with Good Sam Member discount.

RV Safety Course

Available to drivers who are primarily assigned to RV-type vehicles and the driver has completed an approved RV safety course within the past 36 months and can provide a certificate of completion.

Surcharges

Additional Household Member

Applied when nondrivers are present on the policy.

Artisan Use (PPA Only)

Applied when a private passenger vehicle is used to carry tools and incidental supplies from the insured's home to a job site.

Unacceptable Artisan Use includes, but is not limited to, vehicles:

- Used in any form of pick up or delivery of goods
- Used to transport flammable liquids, chemicals, or explosive materials
- Owned by a corporation or partnership
- Used to visit more than two job sites per day
- Driven by someone other than the named insured or resident relative.

Only one Business Use or Artisan Use vehicle can be on a policy.

Business Use (PPA Only)

Applied when a private passenger vehicle is used regularly or frequently for business errands or personal transportation related to the insured's employment.

Unacceptable Business Use includes, but is not limited to, vehicles:

- Used for livery, taxi, or limousine
- Used to transport children, workers, or hotel guests
- Used in any form of pick up or delivery of goods or property
- With a load capacity of one ton or greater.

Only one Business Use or Artisan Use vehicle can be on a policy.

Prior PIP Claim

Applied when a prior PIP claim is filed as a result of an accident that in good faith is determined that the insured was substantially at-fault. The claim is required to be within the last 36 months.

Revoked Driver License

Applied to any driver who has a revoked driver license.

SR-22 Filing

Applied when any driver on a policy has a Financial Responsibility Filing (SR-22) issued by National General.

Suspended Driver License

Applied to any driver who has a suspended driver license but does not require a financial responsibility filing.

Unacceptable Risk

Applied when an unacceptable driver or vehicle is endorsed onto a policy that cannot be canceled or declined mid-term. The policy will be non-renewed.

Unverifiable Driving Record

Applied when a driver:

- Has only a foreign or international driver license (including Puerto Rico) or

  Note: An official government issued identification is acceptable proof of a foreign driver license, (e.g., a Matricula Consular ID card or a passport). Retain those documents in the customer file.

- Is 20 years of age or older and cannot verify 24 months on MVR or
- Is 19 years of age and cannot verify 12 months on MVR.

A driver with a learner permit will not receive the surcharge during the first 12 months of the policy term. The surcharge may be assessed at the annual anniversary if an MVR cannot be obtained.

Surcharges — RV Only

Incomplete Bus Conversion

Applied when a bus conversion is determined to be incomplete or is a high risk.

Multiple Owner RV

Applied to any RV that is owned by two or more individuals residing in separate households and the RV is only used for personal recreation.

Quote Information

Accidents and Violations

Experience Period

The experience period is 35 months or less prior to the policy effective date. The occurrence date is used for accidents and the conviction date is used for violations.

Accident Threshold

Threshold	Amount
Non-Threshold Incidents	$1
Comprehensive Coverage	$1,001
Property Damage	$1
Injury	$0
Negligence %	1%

Non-Chargeable Incidents (NCIs)

The total of NCIs for all drivers — **unless** excluded — is considered when determining the underwriting tier. If a driver has multiple NCIs within the same occurrence, only one NCI is considered for that occurrence. Those NCIs include, but are not limited to:

- UM/UIM, Personal Injury Protection, and Medical Payment losses for any rated driver
- Not-at-fault accidents — including single car incidents — for any rated driver
- Comprehensive losses of $1,001 or greater within the household
- Waived violations or accidents
- NCIs that cannot be assigned to a specific driver (attribute applied to named insured).

Not-at-Fault Accidents

All accidents are chargeable — **unless** proof of not-at-fault is provided. Acceptable proof of not-at-fault is:

- A copy of the police report or court documents clearly indicating not-at-fault.
- A letter from the previous carrier.
- A letter from the agent or from the named insured containing details of not-at-fault, such as:
  - Vehicle involved in the accident was legally parked at the time of the accident.
  - Insured was reimbursed by, or on behalf of, the person responsible for the accident or has a judgment against such person.
  - Insured’s vehicle was struck in the rear by a vehicle headed in the same direction and the insured was not convicted of a moving traffic violation in connection with the accident.
  - Insured’s vehicle was struck by a “hit-and-run” driver and the accident was reported to the proper authorities within 24 hours by the applicant or resident driver.
  - Insured was not convicted of a moving traffic violation in connection with the accident.
  - Insured was adjudicated not to be liable by a court of competent jurisdiction.
  - Insured received a traffic citation that was dismissed or nolle prossed.
  - Insured can provide written information establishing the accident was not-at-fault and this information is not contradicted.
  - Accident was caused by flying or falling objects or contact with animal or fowl.
  - Accident occurred when using a vehicle in response to an emergency when the driver of the vehicle at the time of accident was a paid or volunteer member of any Police or Fire Department, First Aid Squad, or any law enforcement agency. This exception does not include an accident occurring after the vehicle ceases to be used in response to such emergency.

Keep these documents in the agency files.

Insurance Score

For applicants 18 years of age or older, National General will request credit information to develop an insurance score used in determining tier. To obtain the most accurate quote information, include applicant's full name, current address, and Social Security number. Although an applicant is not required to provide a Social Security number, it helps determine a more accurate estimate. If an applicant has recently moved, prior address may be used.

No one will be denied coverage based on credit history.

A customer can request a copy of the credit report by calling the credit reporting agency. Only the customer can request this information; it cannot be provided to National General or the customer's Agent.

Vehicle History Rating

National General will obtain a Vehicle History Report — based on Vehicle Identification Number (VIN) — from AutoCheck (a part of Experian). A vehicle history score/code is assigned based on characteristics found in the Report. The following are a few of the vehicle characteristics:

- Prior vehicle damage
- Number of title changes (i.e., number of owners)
- Length of ownership
- Branded title (e.g., salvage, flood, junk, rebuilt).

Note: Vehicle History Rating does not apply to RVs.

A customer can request a copy of the Vehicle History Report from the AutoCheck Insurance Client Help Desk at 855-568-2664.

Supplementary Risk Score

Supplementary Risk factors are based on the interaction of the following variables:

- Number of days lapse in prior coverage
- Bodily Injury Group Number (Prior BI limits)
- Supplementary Risk Model (SRM) action code.

Note: Supplementary Risk Score does not apply to RVs.

Lifetime Value Score

A Lifetime Value Score is determined by a statistical model that produces a score group that ranges from 1 – 10. Predictor variables include, but are not limited to:

- Tier
- Number of drivers
- Number of vehicles
- Number of miscellaneous vehicles
- Full coverage or Liability Only policy.

Insurance Experience

A rating factor is applied based on the applicant's insurance history — such as length of time insured, number of carriers, etc. The insurance history information is obtained from a third-party consumer report.

Note: Insurance Experience does not apply to RVs or Named Non-Owner policies.

SR-22 Filings

An SR-22 is required under certain circumstances, (e.g., as a result of a DUI, DWI, or other serious moving violation). National General files an SR-22 form with the state to confirm Liability coverage for a specified driver. Drivers requiring an SR-22 filing cannot be excluded.

Note: Storage Protection is not available if there is a driver on the policy who requires an SR-22. All vehicles listed on a policy are required to retain Liability coverage.

Underwriting Tiers

National General competitively prices risks for all categories — from low risk to higher risk.

All risks are written in the lowest priced qualifying underwriting tier. Any risk submitted for a tier for which it does not qualify will be issued in the lowest tier for which it does qualify.

At the inception of a policy, National General considers factors for rating auto liability insurance. Those factors include, but are not limited to:

- Number of days since the prior policy lapsed
- Current Bodily Injury limits
- Insurance score
- Age of named insured when determining the lowest applicable program tier.

Proof of Prior (POP)

POP is not required if during the quoting process a hit is received on current carrier that validates prior company, prior coverage dates, **and** prior limits.
If no hit is received on current carrier or current carrier only validates prior company and prior coverage dates, the customer is required to provide:

- Proof of prior Bodily Injury limits
- Proof of 6 months previous continuous coverage. Multiple policies can be submitted to reach the six-month minimum.
  Note: A prior National General policy is not acceptable POP.

If the required proof is not received within 21 days of the policy inception date, POP will be removed. If POP is received within 45 days, proof will be applied effective back to the policy inception date. If POP is received more than 45 days after the policy inception date, proof will not be applied on the policy.

To be considered acceptable POP, a document is required to be issued by a prior United States or foreign insurance company and is required to contain all the following information:

- Applicant listed as a named insured or as a driver on a personal auto, commercial, or motorcycle policy
- Prior company name
- Bodily Injury limits
  Note: If the proof is written in another language and the prior limits cannot be determined, the minimum POP limits are required to be given.
- Policy expiration date.

The following documents are acceptable POP:

- Declarations Page
- Renewal/Renewal Offer Declarations Page
- Letter from previous carrier
- ID card (only acceptable for minimum Liability limits)
- Commercial Policy
- Motorcycle Policy.

Note: A billing statement is **not acceptable** POP.

End-of-Term Transfers

For policies being transferred to National General at the end of the prior policy term, the following company-issued documentation is acceptable POP:

- Renewal Offer
- Non-Renewal Notice
- Prior Declarations Page
- ID card (only acceptable for minimum Liability limits).

Waiver of Proof of Prior

If a customer was not previously required to maintain insurance and, thus, was not in violation of any state mandatory insurance laws, it is not required to supply POP to National General. However, if a customer does not specify one of the reasons listed below for not having insurance, consider the customer as having no prior insurance.

- Does not own a vehicle.
- Owns a vehicle but does not drive it on public highways or knowingly allow others to drive the vehicle.
- Has been out of the country for the last 30 days or longer.
- Owns a vehicle that has been in storage for 6 months or longer.
- Obtained a driver license within the past 30 days.
- Is listed on a family member's auto insurance policy.
- Had use of an insured company vehicle within the past 30 days.
- Is deployed military returning to the United States within 60 days.

If the customer meets one or more of the above exceptions, quote/bind the policy as indicated below. Request the customer to send a letter within 48 hours stating the specific reason(s) maintaining continuous coverage was not required.

Failure to send proof will result in re-tiering the policy to No Prior.

Quote and bind the policy as follows:

1. On the Underwriting screen, select `Other Standard Company` in the **Prior Insurance Co** drop-down list.
2. Enter the policy effective date in the **Prior Expiration Date** field.
3. Select the applicable state minimum limits in the **Prior BI Coverage** drop-down list.

Driver Eligibility

A policy is required to cover at least one named insured who is a rated driver. The named insured includes the person listed as the named insured and that person's spouse if residing in the same household. Corporations, partnerships, estates, and receiverships are not acceptable as a named insured.

The named insured or spouse are required to have a valid United States or foreign driver license.

Note: An official government issued identification is acceptable proof of a foreign driver license, (e.g., a Matrícula Consular ID card or a passport). Retain those documents in the customer file.

All residents in the household who are at least 14 years of age (whether licensed or not) **or** anyone who regularly drives any vehicle listed on the policy (defined as at least 10% of that vehicle's usage) is required to be classified in one of the following categories.

Rated

At least one named insured or spouse is required to be a rated driver. All rated drivers are evaluated in the various rate calculations.

Rated drivers include:

- Any **household** member who has a driver license **or** who is 17 years of age or older.

  Note: When a listed driver turns 17 years of age, that driver is required to become a rated driver — **unless** in another Driver Status category — as of the effective date of the next renewal term whether or not a driver license is obtained.

- Any **non-household** member who regularly drives any of the vehicles on a policy at least 10% of the vehicle's usage.
- Any driver requiring an SR-22 filing.

Listed

Listed drivers are only noted on a policy and do not impact the policy premium.

Listed drivers include any household member who:

- Does not have a driver license and
- Is at least 14 years of age, but less than 17 years of age.

  Note: A household member that obtains a driver license **or** turns 17 years of age, can no longer be classified as listed.

Nondriver

Includes but not limited to any person 18 years of age or older at inception, who cannot legally drive any motor vehicle, as a license or permit was never obtained, or the license or permit is suspended, revoked or canceled and does not require a financial responsibility filing. Any person rated in this category who is discovered to be regularly driving makes the policy subject to rescission for material misrepresentation.

Other Insurance

Any driver who is 21 years of age or older and can prove continuous Liability insurance with another company. Proof of insurance is required.

Named Non-Owner Policy

A named non-owner policy provides Liability coverage for individuals who do not own a vehicle and who do not have regular or frequent access to any vehicle for personal use. The rating territory is based on the named insured's resident ZIP Code — which cannot be out of state. This coverage is in excess of any other coverage.

- Coverage only applies to non-owned vehicles that are not available for regular use.
- If the named insured is married, the spouse is the only other driver who may be covered on the policy.
- Coverage does not extend to other household members (besides the spouse when named insured is married) or other permissive drivers.
- Vehicles cannot be listed on the policy.
- Only Liability coverage is available.
- Bodily Injury and Property Damage coverages are required.
- Physical Damage coverage is not available.
- Financial Responsibility filings are acceptable.
- Business Use or Artisan Use is not acceptable.
- Discounts and surcharges are applicable.

Vehicle and Driver Assignment

The National General personal auto product uses Average Driver Factor for driver assignment and to determine the rate per vehicle. The Average Driver Factor is based on driver classification, violation and accident points, discounts and surcharges, and a point by age factor by driver.

The National General RV product uses Principal Driver Assignment — drivers are assigned to vehicles principally driven.

Driver Marital Status

National General classifies persons who are not legally married as single for rating purposes. Married driver rates are only applied to those who are legally married and residing in the same household. Drivers who are married but living in separate households, widowed, separated, or divorced are rated as single.

Garaging Location

Each vehicle will be rated based on ZIP Code in which the vehicle is primarily garaged. Post Office Box ZIP Codes cannot be used for rating. The garaging street address and ZIP Code is required to be given for all Post Office Box mailing addresses.

At least one vehicle is required to be garaged in Oregon for a minimum of 7 months of the year.

The following are exceptions to the same location rule:

- Full-Timer policies or policies that contain only RV-type vehicles.
- Students away from home at school with a vehicle titled in the insured's name.
- Members of the United States military who are stationed out of state.
- Vehicle is garaged out of state and the territory code for that garaging location ZIP Code is an acceptable territory. Any vehicle garaged out of state with an unacceptable territory code is unacceptable.

  Note: Unacceptable states are District of Columbia, Hawaii, Massachusetts, Michigan, New Jersey, and New York and outside the United States.

Out-of-State Risks

An out-of-state risk is a student or member of the United States military who:

- Temporarily resides in a state other than the policy rating state **and**
- Garages an insured vehicle in that state, but permanently resides in Oregon.

To be an acceptable risk:

- At least one vehicle on the policy is required to be garaged in Oregon a minimum of 7 months of the year **and**
- Liability limits are required to equal or be greater than minimum required out-of-state limits **and**
- UMBI limits are required to equal Liability limits.

Unacceptable states are District of Columbia, Hawaii, Massachusetts, Michigan, New Jersey, and New York and outside the United States.

Leased Vehicles

Vehicles that are leased in the insured's name and are not classified as Artisan Use or Business Use are acceptable at no additional premium. The lessee should be listed as the named insured or spouse and the leasing company as the loss payee/additional interest.

Vehicles leased by an individual for business use are acceptable if the usage meets Business Use or Artisan Use guidelines.

Transaction Guidelines

Binding New Policies

An agent in good standing with National General has the authority to bind coverage according to the terms and conditions in this Guide. New business applications cannot be bound or effective until the following conditions are met:

- The agent has obtained adequate information to accurately rate the risk and has done so.
- The application and all applicable forms and documents are completed and signed by the applicant and the appointed Agent.
- The down payment has been collected.

All applications are required to be submitted within 48 hours of the policy effective date.

A policy cannot be effective earlier than the time and date that an accurate rate is generated, the applicant and agent have signed the application, and the down payment or payment in full has been collected by the agent.

National General reserves the right to reject or cancel any risk not bound in accordance with these rules. Agents do not have authority to issue policies, endorsements, or cancellation notices — **unless** specifically authorized by National General in writing.

Brokering is not permitted. It is not acceptable to give underwriting materials to other agents or brokers or to accept applications for risks underwritten or serviced outside the office. Violations will result in immediate termination of the agency agreement.

MVR/Loss History Reports Chargeback Process

At the close of each month, all quotes that included an order of a Motor Vehicle Report (MVR) and/or Loss History Report are reviewed. The total number of quotes with reports ordered is used to calculate the percentage of these policies that were bound. This bound percentage is then compared to the Agent's chargeback threshold. If the bound percentage is greater than or equal to the chargeback threshold, then no chargeback is applicable. If the bound percentage is less than the chargeback threshold, then the agent is charged for all of the unbound MVRs and Loss History Reports during that specific month.

A comparison is run between the bound percentage and chargeback threshold two months in arrears. This ensures the agent has time to bind any outstanding quotes with a report ordered. As an example, chargebacks on the commission statement in June are charged for reports ordered on unbound quotes in April.

The chargeback calculations are done at the state and product level. The agency's monthly commission statement will reflect any MVR/Loss History Report chargebacks.

Hazardous Weather Binding Restrictions

If a hurricane, tropical storm, tornado, hailstorm, or flood occurs or a warning is placed in effect, **do not** bind any new Physical Damage coverage. Physical Damage coverage can be added when the moratorium or warning is lifted. If binding coverage within 48 hours after a warning or moratorium has been lifted, the agent is required to inspect the vehicle before binding Physical Damage coverage. Note the application that an inspection was completed.

New Business

- Do not bind any new policies with Physical Damage coverage.
- Liability Only policies can be bound.

Endorsements

- Do not add or replace a vehicle with Physical Damage coverage.
- Do not add Physical Damage coverage to an existing Liability Only vehicle.
- Do not lower a Physical Damage deductible for an existing vehicle.
- Do not increase Physical Damage coverage on an existing vehicle.
- All other types of endorsements can be bound.

Reinstatements

Policies with Liability Only coverage are eligible for reinstatement.

Misrepresentation of Risk

Misrepresentation of a risk is insurance fraud. Each applicant has the responsibility and obligation to truthfully complete an application for insurance and to inform National General of any and all changes during the policy period. Failure to do so could result in denial of a claim or rescission of a policy.

The agent is responsible for helping the applicant fully disclose all material facts. To avoid possible misrepresentation and to ensure the accuracy of quoted premiums:

- Verify the vehicles and drivers are not listed in the program as an unacceptable risk.
- Make sure the applicant understands and answers all questions. Ask the applicant all questions on the application concerning business use, prior vehicle damage, past insurance fraud, and felonies.
- Inform the applicant that National General uses MVRs, Comprehensive Loss Underwriting Exchange (CLUE), credit reports, and other available reports to assist in verifying information and rating a policy.
- All losses and accident activity — both at-fault and not-at-fault — are required to be disclosed.
- Verify the garaging address of all vehicles.
- Verify that **all** residents of the household who are of eligible driving age or permit age (whether the resident drives or not) and all drivers who regularly drive the insured vehicles are listed and rated on the application.

Agent of Record

The insured and agent are best served by renewing existing policies with the agent who produced the policy; therefore, changing the Agent of Record (AOR) is not encouraged. When an insured insists on changing agents, a request to change the AOR signed by the insured **prior to the renewal effective date is required**. AOR changes will be effective at renewal and cannot be made midterm.

Policies written directly through National General **cannot** be transferred to an agency policy via an Agent of Record form. The policy is required to be written as a new business policy in the agent code and in a company in which the agent is licensed to write business.

Undeclared Drivers

In the event that a previously undeclared driver is discovered, National General reserves the right to make appropriate policy and coverage changes.

Endorsements

Endorsement requests should be submitted using the agency policy system.

Premium adjustments resulting from policy changes will be made at the time of endorsement or incorporated into future installment bills. If all installment payments have been received, premium adjustments will be billed or credited directly to the insured.

Certain types of endorsements will be reviewed by National General and additional information may be requested as a result of the transaction being performed.

A down payment may be required for rate bearing endorsements. If not paid when the endorsement is submitted, the endorsement down payment is due 3 days from process date. If an endorsement down payment is past due and the policy is in negative equity, the policy will be set up to cancel for non-payment.

Note: Late fees do not apply to endorsement down payments that are not paid on time.

Cancellations

Flat Cancellations

Flat cancellations after policy inception are only permitted for one of the following reasons:

- National General is notified within 30 days of the policy effective date that there is duplicate coverage on the vehicles equal to or greater than the National General policy. A copy of the Declarations Page from the other policy **and** the named insured's written request is required to be submitted.
- The named insured did not take possession of the vehicle during a vehicle purchase and there are no other vehicles listed on the policy. The named insured is required to request the cancellation.

A Cancellation fee is not charged for a flat cancellation.

Insured Requested

Insured requested cancellations are calculated pro rata and are reduced by a Cancellation fee. This fee is fully earned and no commission is paid on the fee. The Cancellation fee requires the equity date to adjust by the amount of the fee throughout the policy period.

When the agent receives a request to cancel a policy from a named insured, co-named insured, or resident spouse who is listed on the Declarations Page, the agent can process the cancellation. A signed written request from the named insured is required. The agent is required to retain the insured's signed written request and any necessary proof documents.

The cancellation effective date can be:

- 10 days or less in the future
- 30 days or less in the past.

  Note: When the cancellation effective date is more than 30 days in the past, the agent is required to send National General a cancellation request signed by the insured along with proof of other coverage.

When Claims declares a vehicle is a total loss and National General retains the salvage vehicle, is deleted from the policy the day after the loss. If the total loss vehicle is the only vehicle on the policy, a letter is sent to the insured requesting replacement vehicle information or asking if the policy should be cancelled.

Company Requested

Cancellation for Non-Payment

If the initial down payment is non-sufficient or dishonored, the National General policy becomes null and void.

If payment for a billed installment is not received by the due date, a notice of cancellation may be sent to the insured, Agent, and any loss payee or additional interest. If payment is received **before** the cancellation effective date, the cancellation will not take effect and the policy will remain in-force. If payment is received **on or after** the cancellation effective date, the cancellation will take effect. Cancellations for non-payment of premium are calculated pro rata.

Reinstatements

Policies may be eligible for reinstatement within 30 days of a cancellation date or expiration date provided certain criteria are met. Policies may be reinstated with or without lapse — depending on number of days since expiration or cancellation.

Company cancellations or non-renewals are not eligible for reinstatement. A policy may be rewritten if the insured meets current guidelines and satisfies any outstanding balance; the rate may change.

Renewals

A renewal offer will be sent to the named insured prior to the policy expiration date according to statutory requirements. The insured is required to pay all balances due before money received can be applied to the renewal.

Renewal Down Payments

The renewal down payment is required to be received prior to the renewal effective date to ensure no lapse in coverage. A policy can be renewed with a lapse in coverage if the customer makes the renewal down payment within 30 days after the renewal effective date.

If payment is received after 30 days, National General will write another policy with a current effective date.

Billing, Payments, and Fees

Term of Policy

Six-month and twelve-month term policies are offered and will display in the system when available.

Payments

All National General payment invoices are billed directly to the insured **except** the down payment, which is required to accompany the application. Each invoice will contain a schedule of remaining payments.

All refunds are mailed directly to the insured.

When an agent accepts an insured's check, it should be made payable to National General or the agency. When an insured's check is made payable to National General, the check should be endorsed to the agency account by signing or stamping the check and indicating "For Deposit Only".

When an insured's check is returned to the agency for non-sufficient funds reasons, National General will reimburse the agent — including any associated bank fees up to a maximum of $25. Agent notification is required to be received at National General within 20 calendar days of the date the insured's check was written in order to receive reimbursement.

Acceptable methods of payment are:

- Down Payment — VISA, Discover, American Express and MasterCard credit card or debit card, Agent sweep, or electronic check
- Installment Payment — VISA, Discover, American Express and MasterCard credit card or debit card, Agent sweep, or electronic check
- Electronic Funds Transfer (EFT)/Auto Pay — VISA, Discover, American Express or MasterCard credit card, checking account, or savings account.

Electronic Funds Transfer (EFT)/Auto Pay

If the Electronic Funds Transfer (EFT)/Auto Pay payment method is available, an insured may complete a National General Electronic Funds Transfer (EFT)/Auto Pay Authorization Agreement at new business or at renewal and choose to have monthly installments electronically withdrawn from:

- A personal checking account or savings account **or**
- Credit card or debit card.

National General will provide the named insured a draft schedule of Electronic Funds Transfer (EFT)/Auto Pay transactions.

If a change occurs on a policy resulting in a premium change, a revised statement will be issued in advance confirming the new amount to be drafted. Agents should notify insureds that National General will continue drafting based on the current draft schedule until the revised statement is issued.

Requests to change account information or draft dates are required to be received by National General at least 10 business days prior to the next draft. Requests to stop Electronic Funds Transfer (EFT)/Auto Pay is required to be received by National General at least 3 business days prior to the next draft. For account information changes, a new Electronic Funds Transfer (EFT)/Auto Pay Authorization Agreement is required.

Renewal down payments will be drafted automatically from the named insured's account — **unless** a written request to stop the draft is received.

Fees

Cancel

A $50 fee will be charged when a policy cancels for non-payment or when a customer cancels the policy before the renewal date. This fee is fully earned.

Financial Responsibility Filing

A $25 fee will be charged for each person on a policy for whom a Financial Responsibility SR-22 filing is made. This fee is fully earned —**unless** the policy cancels flat and the fee is refunded.

Installment

The Installment fee is included in each installment payment and in renewal down payments. The amount of the fee is based on payment method. The Installment fee is not included in new business down payments. This fee is fully earned.

Electronic Funds Transfer (EFT)/Auto Pay	
Checking/Saving	$ 8
Recurring Credit Card/Debit Card	$12
Direct Bill	$12

Late

A $10 fee will be charged when a payment not received by the due date. This fee is fully earned.

Non-Sufficient Funds

A $35 fee will be charged for all returned checks that were not honored by the bank. This fee is fully earned.

Reinstatement

A $15 fee will be charged when a payment not received by the due date. This fee is fully earned.

Document Retention and Review Requirements

It is important to maintain complete and accurate records on all insurance transactions conducted on behalf of National General. When the agent completes a sale or policy endorsement, an Agency ToDo prints a list of documents required to be submitted to National General or to be retained in the customer file. These documents, whether paper or electronic form, should be retained for at least 5 years from the policy expiration date (or if coverage was never bound, from the date on which the quote was rejected). If state law requires such documents be retained longer than 5 years, comply with the state requirement.

All agency records pertaining to the business of National General are open for evaluation and inspection during routine reviews. Upon request, the agency will be required to present specific documentation. Failure to provide the documentation within the allotted time period will result in a failed review.

Uploading Policy Documents

When a Policy ToDo requires documentation be submitted to National General, uploading documents through the policy system is the fastest and easiest way to ensure immediate receipt of the policy documents.

ePosting

At new business, the policy contract and all amendatory endorsements that do not contain the insured's personal information are posted online via the self-service portal. Any forms that are revised **or** added to the policy due to an endorsement or renewal **and** do not contain the insured's personal information will be added to the ePosting Forms PDF Packet.

Customers can go to the agency policy system to view, print, and save the policy documents in the ePosting Forms PDF Packet.

Note: The cover letter and Declarations Page will advise the insured how to access the policy documents.

Go Paperless

Enroll National General customers in paperless document delivery — adding value for the customer and reducing calls to the agency. Paperless document delivery provides the insured immediate access to Declarations Pages, Policy Booklets, endorsements, renewals, and other documents.

Note: The insured will continue to receive printed invoices and cancelation notices delivered by the United States Postal Service.

The only requirement for an insured to Go Paperless is a valid email address.

Insureds choosing to Go Paperless will receive a welcome email advising to register for online Self-Service.

eSignature

New business customers can choose to sign Point of Sale (POS) policy documents that require a signature electronically (eSign) — eliminating the need for the agent to obtain a handwritten signature.

The following eSignature options are available:

- Customer Self Service
- Unique URL/PIN Authentication
- Agent Vendor eSign**.**

Note: The eSignature options are only available for new business point of sale documents requiring a signature. The eSignature options are not available for signature documents generated by endorsements or renewals.

Customer Self-Service

When a new business customer is on the phone, a valid email address is required in order to choose eSign. When the policy is bound, the insured and co-named insured (if applicable) will receive an email advising to 1) register for a self-service account **and** 2) review and eSign the documents.

Note: Registration is a one-time process required for the insured to set up the ID and password for future access to policy information.

Unique URL/PIN Authentication

The insured is required to provide a valid email address during the quote process; to receive eSignature text messages, a valid cell phone number is required to be provided. When the policy is bound, the insured will receive an email from Service@NGIC.com and/or text message providing a unique URL and 4-digit PIN required to eSign policy documents. To complete the eSignature process, the insured is required to click the **Sign** button within the email and/or text body.

Agent Vendor eSign

When new business customers choose to sign POS policy documents electronically, use the Agent's own eSign vendor. (Contact the agency's Marketing Representative for a list of eSign vendors accepted by National General).

When an insured does not eSign the documents within 3 days of receiving the email and/or text, the New Business Policy Packet is printed and mailed via the United States Postal Service using the address on the policy. Failure to submit the requested signature documents to National General could result in an increase in policy premium or even cancellation of the policy.

The agent is responsible for obtaining the signature on all documents that require a signature — regardless of the signature option selected by the insured. In the event the insured does not sign documents that require a signature electronically, the agent is required to obtain signatures on the printed documents and retain those documents in the customer file.