



**Private Passenger Automobile  
AssuranceAmerica Insurance Company**

**Agency Manual**

**May 2025**

**ARIZONA**

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**AssuranceAmerica**  
**PRIVATE PASSENGER AUTOMOBILE PROGRAM**  
**ARIZONA AGENT'S MANUAL**

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# GENERAL INFORMATION

## AVAILABLE COVERAGES

### **Bodily Injury and Property Damage Liability**

- a. Bodily Injury Limits: \$25,000 each person / \$50,000 each accident
- b. Property Damage Limits: \$15,000 each accident  
\$25,000 each accident

### **Medical Payments Coverage**

- a. Limits: \$500, \$1,000, \$2,000 or \$5,000

### **Uninsured Motorists Coverage & Underinsured Motorists Coverage**

- a. UMB & UIM Bodily Injury Limits: \$25,000 each person / \$50,000 each accident

### **Accidental Death and Dismemberment Coverage**

- a. Written for named insured(s) only, in conjunction with BI/PD Liability Coverage
- b. Limits available in \$1,000 increments up to \$10,000
- c. If within ninety (90) days from the date of accident, the person insured suffers any of the injuries scheduled below, the company will pay as follows:
  - Loss of life OR Loss of both hands, feet or eyes -----the principle sum
  - Loss of one hand and one foot-----the principle sum
  - Loss of either hand or foot -----one-half of the principle sum
  - Loss of sight of one eye -----one-half of the principle sum
  - Loss of thumb and index finger of same hand -----one-quarter of the principle sum

### **Collision Coverage**

- a. Written only in conjunction with Comprehensive Coverage
- b. Limits: Actual Cash Value
- c. Deductibles: \$250, \$500, \$1,000, \$1,500, or \$2,000

### **Comprehensive Coverage**

- a. Written only in conjunction with Collision Coverage
- b. Limits: Actual Cash Value
- c. Deductibles: Cannot exceed Collision Deductibles
- d. Zero dollar deductible for glass option available with any deductible

### **Loss of Use Coverage**

- a. Written only when Collision and Comprehensive coverages are selected
- b. Limits: \$30 per day, up to a maximum of \$900 per occurrence  
\$40 per day, up to a maximum of \$1,200 per occurrence  
\$50 per day, up to a maximum of \$1,500 per occurrence

### **Towing and Roadside Assistance Coverage**

- a. Coverage applies each time an insured car is disabled and includes costs associated with emergency flat tire change, tire repair, battery jump, battery repair, fuel delivery (but not the fuel) and locksmith services.
- b. Limits: \$75 per disablement

### **Special Equipment Coverage**

- a. Written only when Collision and Comprehensive are selected to buyback specified accessory coverage excluded under the policy
- b. Limits: \$5,000 coverage limitation
- c. Deductible \$50 Actual Cash Value

\* SPECIAL EQUIPMENT ITEMS MUST BE LISTED SEPARATELY. RECEIPTS SHOWING ORIGINAL PURCHASE PRICE OF INSURED ITEMS MUST ACCOMPANY COVERAGE REQUESTS.

## BINDING AUTHORITY

Binding applies to new business applications provided the application meets the published underwriting guidelines and is submitted without omissions and with the required downpayment. Binding applies to endorsements provided any endorsement request is completed and submitted with the required downpayment. If an additional premium endorsement is submitted without acceptable downpayment, binding becomes effective at company issuance.

Any application or endorsement submitted which does not meet the specified underwriting guidelines outlined in this manual, or submitted with omissions or without the required downpayment will not be bound unless the Company chooses to accept the risk.

If your Producer Agreement grants Binding Authority, binding is granted from the effective date and time of the application, including Saturdays, Sundays and legal holidays. Unless the application or endorsement has been uploaded within three (3) days of the date signed by the applicant or the agent (in the case of endorsements that do not require an applicant's signature), coverage will be bound effective 12:01AM Standard Time on the date after the application is uploaded.

## CLAIMS

Agents must immediately notify the Company of all losses reported by insureds or claimants. Immediate notification of all liability losses helps reduce damages. All losses should be reported directly to our Claims Department at any of the numbers listed below:

Claims – Phone  
(888) 580-8134  
(678) 996-0110

Claims – Fax  
(888)-579-8801  
(770) 984-0170

All Claims correspondence should be addressed to:

PO Box 725009  
Atlanta, GA 31139-0009

## COMMISSIONS

Commissions will be paid by the 15th of each month for all premiums posted during the preceding month. Commissions are not paid on any fees.

## FEES

<b>Policy Fee</b>	A fully earned Policy Fee of \$30.00 per 6-month term or \$60.00 per 12-month term is required for every policy term for new business and renewal.
<b>SR-22 Fee</b>	A \$25.00 Filing Fee is required for each filing.
<b>Installment Fee</b>	A \$12.00 Installment Fee is charged for each premium installment bill.
<b>EFT Installment Fee</b>	A \$8.00 EFT Installment Fee is charged on each premium installment when the customer's checking account is debited directly on a recurring basis. Recurring credit/debit cards do not qualify for the EFT installment fees and are charged the regular installment fee.
<b>Endorsement Fee</b>	A \$3.00 Endorsement Fee applies to endorsements that result in a premium increase.
<b>Reinstatement Fee</b>	A \$18.00 Reinstatement Fee is applied if the company agrees to reinstate a policy after the cancellation effective date.
<b>Dishonored or Unauthorized Payment Fee</b>	A \$25.00 Dishonored Payment Fee is taken for all dishonored or unauthorized payments, regardless of reason or method of payment.
<b>Late Fee</b>	A \$5.00 Late Fee is applied to a policy after a missed premium installment and any applicable grace period.

## **DOWNPAYMENT OPTIONS**

A down payment of up to 33% for 6-month policies or 16.67% for 12-month policies is requested on any additional premium endorsement. The actual % is determined based on where the policy is at during a billing cycle. No down payment is required for endorsements to policies on electronic withdrawal (EFT) pay plans as the additional premium will be spread equally across remaining installments. The entire additional premium is required for paid in full policies.

Please remember that if a policy terminates for nonpayment of premium as a result of an additional premium endorsement, the apportioned agent commission is charged back; collecting adequate additional premium could save the agent from losing commission income on premium that would otherwise have been earned.

## **POLICY PERIOD**

Policies may be written for a six (6) or twelve (12) month term only. Policies will renew only upon payment of renewal premium before the expiration of the state mandated seven-day grace period, as witnessed by U.S. postmark and subject to ARS Section 20-1632.01.

## **SUPPLIES AND AGENCY CHANGES**

Company forms, unless otherwise noted, may be photocopied for use. Any additional supply requests should be directed to AssuranceAmerica's website at [www.AssuranceAmerica.com](http://www.AssuranceAmerica.com) or e-mail [agentsupply@aainsco.com](mailto:agentsupply@aainsco.com). Please notify the Marketing department of any address, telephone, facsimile, agent or ownership changes promptly. Please remember that the Producer Agreement between the Agency and AssuranceAmerica is not automatically transferred or extended upon agency sale or merger. Notification of changes to the Marketing department will help ensure continuation of binding authority.

## **WEATHER RESTRICTIONS**

Binding authority will be withdrawn for physical damage coverage when the National Weather Service issues a hurricane, tornado, flood, or other similar natural disaster "watch" or "warning" within 100 miles of the location of the proposed risk. The restriction will remain in place until the day following the event for which the notice was intended.

# GENERAL PROCEDURES

## APPLICATIONS

All applications must be uploaded. All applications must be completed in full without omissions and signed by the applicant. The signature must be witnessed by an authorized producer, as evidenced by the producer's signature on the application in order to secure bound coverage. Applications should be retained in the agency's office. We reserve the right to audit applications.

All vehicles must be inspected by the agent at the time coverage is bound. Agents may not bind coverage for vehicles with existing damage, other than normal wear and tear that is disclosed on the application, unless authorized by underwriting.

Photos must be taken of all vehicles requesting Physical Damage coverage. Please take photos from the vehicle's rear/left side angle and the front/right side angle. Please maintain a hard copy of the photo in the insured's file or, if taken digitally, the photo can be stored on a computer hard drive located in the agency office. If Full Glass Coverage is requested, the required inspection form and photos must be provided to AAIC within 7 days. Failure to do so will result, at our discretion, either in the deletion of Physical Damage in its entirety or the removal of Full Glass coverage retroactive to the initial effective date. We reserve the right to request photos during agency audits or claims investigations.

## CANCELLATIONS

### Flat Cancellations

Insured requests for flat cancellations are not allowed unless:

1. The company is provided evidence of duplicate, concurrent coverage in the form of a company-generated declaration page.
2. Request for flat cancellation is received prior to the policy effective date.
3. Within 5 (five) business days of the policy effective date, proof is provided that the insured never took ownership of the vehicle.

### Dishonored or unauthorized payment received with New Business Applications:

If any insured submits a dishonored or unauthorized payment for the original new business application, the company will provide a flat cancellation. If the payment was made by check, a copy of the NSF check is required. Cancellation notices will be sent to the insured, loss payee and agent when the policy is cancelled flat due to a dishonored or unauthorized payment to the producer or company. Coverage will not be reinstated; rather, a new application must be submitted with certified funds, including the insufficient funds charge.

### Dishonored or unauthorized payment received with Installment Payments:

On subsequent premium payments, if an insured submits a dishonored or unauthorized payment to the producer or company, a legal notice of cancellation for nonpayment of premium will be generated. If the policy was pending cancellation at the time the dishonored or unauthorized payment was applied, the policy will re-cancel back to the pending cancellation date.

### Total Losses

The Company will not automatically cancel a policy as a result of a reported total loss. Cancellation of the policy or of policy coverages must be requested by and signed for by the insured.

### Insured-Elected Cancellations

Insured request cancellations will be calculated as the unearned pro-rate premium x .90. Policy fees are fully earned.

### Company-Elected Cancellations

Company elected cancellations will be processed using the pro-rata method.

### Waiver of Premium

If a policy cancels with a balance due either the insured or the company, the company will waive both payment of balances due or collection of monies owed if the amount is no greater than \$5.00. All refunds owed insureds will be paid, regardless of the amount, if requested by the insured.

### Nonpayment Cancellation

Direct billed policies cancel for nonpayment of premium based upon the equity date of the policy, subject to a legal

minimum requirement and a seven day grace period. Equity cancellations cannot be postponed. Only a payment will rescind an equity cancellation. If a nonpayment cancellation notice has been sent to the insured, payment of the amount due before the cancellation date will automatically extend the policy equity date and bring the policy back into current installment status. The notice of cancellation for nonpayment and renewals will be sent after the grace period has expired (ARS Section 20-1632.01).

## DIRECT BILL PROCEDURES

### Payment Options

Full payment or required down payment with monthly installments is acceptable. An insured that chooses a monthly payment plan will be given the choice at each billing to pay the remaining policy premium in full and avoid further installment fees.

### Installment Invoicing

The first installment payment will be due as soon as 23 days from the policy effective date and as late as 30 days. Subsequent installment payments will be due every 30 days. Regularly scheduled invoices will be mailed at least 15 days before the installment premium is due the company. An installment charge is added to each installment at the time of billing.

### New Business

New business down payments must be submitted via EFT from the agent's account, or directly from the customer via the customer's credit card or a direct debit from the customer's bank account. Gross premium must be submitted with the application.

### Renewals

If the company offers a renewal, the renewal Declarations Page will be mailed to the insured at least 45 days prior to the expiration date of the current term. An invoice will be mailed to the insured 15 days prior to the renewal effective date. The minimum renewal down payment premium must be paid before the expiration of the state mandated seven-day grace period, as witnessed by U.S. postmark and subject to ARS Section 20-1632.01.

## PAY PLANS

### 6 Month Policy Term Bill Plans:

Pay Plan	Down Payment	Requirement	Billing Cycle	Number of Installments
Low Down Payment - EFT	16.67%	No prior balance surcharge	30 days	5
Low Down Payment – Direct Bill	16.67%	Current Carrier verified Proof of Prior with No Lapse and no prior balance surcharge	23 for 1 <sup>st</sup> , 30 days for all others	5
20% Down – EFT	20%	None	30 days	5
20% Down – Direct Bill	20%	None	23 for 1 <sup>st</sup> , 30 days for all others	5
25% Down	25%	None	30 days	5
34% Down	34%	None	30 Days	4
40% Down	40%	None	30 Days	4
50% Down	50%	None	30 Days	1
Paid In Full Plan	100%	None	None	0
Renewal Plan	16.67%	Renewals Only	30 days	5

**Not all pay plans may be available to all customers.**

## DRIVERS

AssuranceAmerica requires a 36-month verifiable driving record. If any experienced driver is newly licensed in Arizona, please provide the driver's prior state's license number. We will order driving history from multiple states to ensure a 36-month history.

The maximum number of rated drivers on the policy is 6. The maximum applies at new business and at any time after policy inception. If a rated driver is endorsed on a policy with 6 rated drivers, an unacceptable risk surcharge will be applied and the policy will be canceled or non-renewed as permitted by Arizona law.

### Driver Exclusions

You may exclude the following drivers from the policy:

- a. A spouse who is not specified as a Named Insured on the Declarations;
- b. Any person age 15 or older who resides with the applicant or with an insured driver;
- c. Children temporarily away at school; or,
- d. Any licensed resident who is temporarily living at another residence.

You must exclude the following drivers from the policy:

- a. All persons 15 years or older who reside in the insured household who do not hold a valid license or learner's permit.

The named insured must sign the Driver Exclusion Form. Driver exclusions apply to all subsequent renewals unless the Company is notified in writing to remove the excluded driver. You may not exclude a Named Insured or drivers with a SR-22 from the policy.

**NOTE: ANY PERSON HOLDING A VALID LICENSE OR LEARNER'S PERMIT, RESIDING IN THE INSURED HOUSEHOLD OR RESIDING ELSEWHERE BUT WITH REGULAR USE OF AN INSURED VEHICLE, MUST BE LISTED ON THE APPLICATION AND RATED AS AN OPERATOR ON THE POLICY, OR OTHERWISE MUST BE EXCLUDED.**

## VEHICLES

Vehicles are assigned company defined symbols. For vehicles with a current or future model year that are not yet defined, the company will use a like vehicle to provide a rate until a symbol is assigned and filed.

The maximum number of vehicles on the policy is 6. The maximum applies at new business and at any time after policy inception. If a vehicle is endorsed on a policy with 6 vehicles, an unacceptable risk surcharge will be applied and the policy will be canceled or non-renewed as permitted by Arizona law.

## FINANCIAL RESPONSIBILITY FILINGS

SR22 Filings are permitted and subject to a filing fee per filing. In addition to the SR22 fee, all drivers requiring an SR22 will be surcharged 15% on BI and PD coverages.

## POLICY CHANGES

The Named Insured may be removed from the policy in the following cases:

- a. Death – AssuranceAmerica requires a death certificate to remove the named insured; if the surviving spouse is not already listed as a Named Insured, the policy should, at the same time, be endorsed to reflect this change. Named Insureds may not be changed to estates, trusts, executors or other heirs. In these cases, policies should be rewritten to a company accepting such exposures.
- b. Divorce – Only when the Named Insured being removed willingly signs a request to remove him/her may the policy be endorsed for this change. Otherwise, the spouse wishing to remain sole Named Insured should have a new policy written in his/her name, removing him or herself from the original policy.

All changes to the policy resulting in a reduction in coverage require the insured's original signature, with original signature copies sent to the company for processing and legal storage.

When changing a vehicle, no increase in coverage applies until you have notified our office and paid any additional premium due. If the replacement vehicle is unacceptable and the original vehicle was covered for liability only we will only cover the replacement vehicle for liability. If applicable, a 7-point unacceptable vehicle surcharge will be applied.

Any request to delete a driver who no longer resides in the insured household must have the original signature of the named insured. Deleting a Named Insured requires that person's original signature.

#### **Special Provisions for Unacceptable Exposures**

- a. If an insured or insured vehicle is relocated outside of the state during the policy term, the policy will be surcharged, see Unacceptable Risk surcharge.
- b. If an insured adds an unacceptable vehicle or increases the risk exposure in a manner that would have rendered the risk unacceptable for new business or renewal, the policy will be surcharged, see Unacceptable Risk surcharge.

#### **Requirements to Endorse Zero Deductible Glass Coverage**

- a. When Physical Damage with Full Glass Coverage (zero deductible) is endorsed to an existing in-force policy, the agent must provide to AAIC clear photos of all glass on the vehicle inclusive of the windshield, all side glass, back glass, headlights, and taillights.
- b. Failure to submit photos within 3 days of the addition of coverage will result, at our discretion, either in the deletion of Physical Damage in its entirety or the removal of Full Glass coverage retroactive to the initial endorsement date.
- c. No vehicles with existing damage will be accepted for Physical Damage coverage.

## **REINSTATEMENTS**

Cancelled policies can be reinstated within 60 days provided the risk is approved by the Company and continues to meet new business eligibility requirements. The policy will be reinstated with a lapse in coverage and a reinstatement fee will be assessed. There is no coverage for the lapse period.

Reinstatement of non-pay cancellations will occur only upon receipt by the Company of the full premiums due the Company, including applicable fees. "Receipt" is deemed to be receipt of verified legal tender of all monies owed. Payment to the agent is not acceptable as payment to the Company once a cancellation is in effect.

# UNDERWRITING GUIDES

## UNACCEPTABLE RISKS

### **UNACCEPTABLE POLICIES**

1. Any named insured who does not have the legal capacity to sign and be bound by a contract or who has the ability to disaffirm the contract.
2. Insured(s) residing outside of Arizona, permanently, or temporarily for 60 days or more in a calendar year.
3. Military risks not stationed in Arizona.
4. Business or artisan use vehicle on the policy.
5. More than one (1) vehicle without an assigned driver at inception for New Business.
6. More than two (2) vehicles without an assigned driver after inception.
7. Any operator who has ever been previously convicted or suspected of committing insurance fraud.
8. Any operator who has been non-renewed by AssuranceAmerica Insurance Company.
9. Policies with more than six (6) vehicles.
10. Policies with more than six (6) rated drivers.
11. Policies with more than 3 pick-up trucks.
12. More than one policy at a single address. Exceptions: (1) Children who own their own vehicles; (2) Unrelated residents and/or roommates; and (3) Multi-unit residences.
13. Policies with vehicles garaged at two or more different addresses.

### **UNACCEPTABLE OPERATORS**

1. Any risk whose license is canceled or revoked (suspended licenses are acceptable), unless that individual is excluded from coverage.
2. Any driver over the age of 18 with less than one year of driving experience.
3. Any operator with physical or mental impairments which may interfere with safe vehicle operation
4. Any person with more than one Drug or Alcohol conviction.
5. Operators with greater than 18 points.
6. Any driver with any one of the following types of violations: racing violation, felony homicide, felony motor vehicle, fraud securing a license, manslaughter, passing a school bus, eluding police. Any driver with one of the following major violations: racing, fleeing or eluding police, hit and run, aggravated assault-auto, giving a false accident report, obstructing an officer or operating a vehicle without consent.
7. Any operator who has ever had two or more claims within a 35 month period with Assurance America Insurance Company.

### **UNACCEPTABLE VEHICLES**

1. Vehicles identified as unacceptable in VIN File.
2. Vehicles titled/registered in a name other than the named insured and/or spouse, if the registered owner resides outside the state of Arizona.
3. Vehicles not registered for public road use.
4. Vehicles not registered and/or garaged at the insured's Arizona residence at least 10 months of the calendar year.
5. Vehicles titled and/or registered in the name of a business, corporation, partnership or proprietorship.
6. Vehicles used for public livery.
7. Vehicles used to transport school children, nursery children, senior citizen groups, or other social groups, migrant or day workers.
8. Vehicles used to transport hotel, motel, or public access residence occupants.
9. Vehicles used for any kind of delivery purposes, emergency vehicles, limousines, and vehicles used for commercial purposes.
10. Any vehicle used for business use or artisan use.
11. Vehicles used to transport persons for a fee (other than customary carpooling or similar shared-ride arrangements).
12. Vehicles with less than or more than 4 wheels; any vehicle with a load capacity in excess of 1 ton.
13. Vehicles with existing or unrepaired damage or any mechanical alterations or dysfunction.
14. Any all-terrain vehicles, panel trucks, trucks with ladder racks, campers, and RV-type vehicles or trailers.
15. Any electric vehicles.
16. Physical Damage coverage on vehicles over 30 years old.
17. Vehicles with a model year older than 1981.
18. Vehicles with any logos or commercial advertisements affixed temporarily or permanently to the vehicle.
19. Vehicles with a dismantled, rebuilt, or "junk" title.
20. Physical Damage on vehicles with a salvage title.
21. Vehicles with a Depreciated Value greater than \$45,000 are unacceptable. The depreciated value is determined by the MSRP and a depreciation factor based on the vehicle age.
22. Vehicles with an original MSRP greater than \$70,000 are unacceptable.
23. Vehicles > 25 years old (from policy effective date) with a lienholder.

This Underwriting Guide attempts to identify most unacceptable risks for this program. The following rules are meant to apply to new business and additional vehicles/drivers. Certain risk characteristics, in combination with others, may be deemed by the company as unacceptable whether listed in the manual or not. Because each such situation cannot be cited in this guide, the Company reserves the right to make underwriting determinations on each risk submitted and may determine any risk unacceptable during the first sixty (60) days of the policy period, in accordance with state law.

## UNDERWRITING EXPERIENCE REPORTS

Motor Vehicle Reports are required for all licensed operators in the insured household for each risk. If you do not provide us with an MVR and our order is returned to us from the state as “Unable to Locate Number” with the number provided the company on the application, an Unverifiable Driving Record Surcharge will be applied. Please provide a copy of drivers’ licenses or a copy of the MVR at the time of application or driver additions. A copy of the Insured’s valid Arizona Driver License will result in the removal of the Unverifiable Driving Record surcharge.

Claim Activity Reports and Licensed Operator Checks are used to supplement and verify information provided on applications. It is important for the agent to advise his insureds to disclose all loss activity and licensed operators in his household to ensure there will not be the opportunity for coverage denial based on material misrepresentation, or coverage disqualification and cancellation.

## RATING PROCEDURES

Rates are determined by classifying risks by driver age, gender, marital status, licensing date, garaging zip code location and vehicle or risk surcharges and/or discounts. Driving record points, including both accidents and violations, are assigned from activity during the most recent 36-month period following the effective date of coverage. Accidents and violations may be added at anytime during the 60 day underwriting period.

## UNDERWRITING CRITERIA

The following criteria are used to determine an underwriting tier factor. Any Named Insured providing information that cannot be electronically verified will be assigned to the highest underwriting tier (Tier 4).

- Prior Insurance history including coverage in the last 5 years, length of lapse from the prior policy, and endorsement activity
- Marital status of the named insured
- Number of vehicles on the current private passenger automobile policy
- Total number of points on the policy for all rated drivers
- Verification of the applicant’s address with the address provided during the quote
- Household composition including youthful drivers and ratio of drivers to vehicles

## DEFINITIONS

### Accidents

All accidents, regardless of driver fault, must be declared on the application for insurance. Each accident is considered “AT FAULT” and will be counted in the point assessment unless satisfactory evidence is submitted with the application showing it to be one of the following “NOT AT FAULT” conditions:

- a. The insured acted in his capacity as a law enforcement, fire fighter or emergency medical technician and was lawfully engaged in the performance of official duties, or driving an official vehicle and furnishing proof, in the form of copies of the employing agency’s documents to the Company.

### Marital Status

Married means legally married. Common law marriage will not be considered legally married for rating purposes and for assuming certain policy rights. Single means not legally married; cohabitation does not constitute legal marriage for purpose of rating risks and for assuming certain policy rights.

### Non-Owners Coverage

Non-Owners coverage may be written for individuals who do not own any vehicles, have possession of any vehicles or have any vehicles provided for their regular or frequent use (defined as using the vehicle 5 or more times in the policy period). Use designated model year and symbol assignment to rate non-owners. CMP and COL are not available on a non-owner policy.

## DISCOUNTS

### **Early Shopper Discount**

A discount applies when a policy is uploaded prior to the effective date of the bound policy. The discount is only applicable to insureds that also qualify for a Prior Insurance discount with no lapse in coverage.

### **Multi-Car Discount**

To qualify for the "Multi-Car" discount, the policy must have:

- a. More than one vehicle insured on the policy.
- b. All vehicles must be insured under the same AssuranceAmerica policy.

### **Homeowner's Discount**

A discount applies when the Named Insured owns and occupies their home. The Named Insured must be the legal homeowner.

### **Paid In Full Discount**

A discount applies if 100% of the quoted policy premium and fees are paid at the point of sale.

### **Recurring Electronic Payment Discount**

A discount applies if a pay plan with automatic withdrawal or automatic payment is selected. Pre-paid credit cards are not eligible for recurring electronic payments and therefore are not eligible for the discount.

### **Electronic Signature Discount**

Policy level discount applied when the applicant electronically signs the policy application.

### **Mobile App Discount**

Policy level discount applied when the applicant downloads the AssuranceAmerica Mobile App, creates their Customer Account, and logs in for the first time during New Business Onboarding process. Discount will be available at New Business and will continue at Renewal when the app continues to be in use.

### **Partner Discount**

A discount applies to policies purchased through a pre-qualified partner institution.

### **Super Saver Discount**

A discount applies to liability only policies when the applicant enrolls in recurring electronic payments and in our AssuranceAmerica Mobile App program.

A discount applies to full coverage policies when the applicant enrolls in recurring electronic payments, our AssuranceAmerica Mobile App program and selects a deductible of at least \$1,500 per vehicle with full coverage.

### **Low Mileage Discount**

Vehicle level discount applied when the applicant enrolls in our AssuranceAmerica Mobile App program and uploads odometer readings to the Mobile App as requested during the policy period. Discount will be available at New Business and will continue at Renewal as long as the annual mileage remains below 7,500 miles.

### **Package Discount**

A discount applies to premiums for packaging with our AssuranceAmerica Renters insurance policies.

A discount applies to premiums for packaging with our AssuranceAmerica Motor Club product.

### **MobileMax Discounts**

1. Address Verification: A discount will be applied when the applicant enrolls in our AssuranceAmerica Mobile App program and electronically verifies their address. The discount will be available provided the policyholder continues to comply with address verification requests during the policy period.
2. Vehicle Verification: A discount will be applied when the applicant enrolls in our AssuranceAmerica Mobile App program and uploads vehicle pictures to the Mobile App as requested during the policy period. The discount will be available provided the policyholder continues to comply with image requests during the policy period.
3. Mileage Verification: A discount will be applied when the applicant enrolls in our AssuranceAmerica Mobile App program and uploads odometer readings to the Mobile App as requested during the policy period. The discount will be available provided the policyholder continues to comply with reading requests during the policy period.

## SURCHARGES

### Prior Balance Surcharge

A Prior Balance Surcharge will be applied to any policy where the customer has a prior balance with AssuranceAmerica of \$15 or greater. The surcharge applies to all coverages.

### Unacceptable Risk Surcharge

The Unacceptable Risk Surcharge is applied only to those bound risks where underwriting evaluation, reports or inspections determine unacceptability to the Elite program and where the additional risk exposure and/or volatility cannot be compensated for in Elite's rate structure for acceptable risks. These unacceptable risks, once determined, will be surcharged and processed for cancellation or non-renewal as allowed under Arizona law.

### Garage / Policy Zip Code Mismatch Surcharge

A surcharge will be applied if the garaging zip code is different than the mailing zip code.

### SR-22 Surcharge

An SR-22 Surcharge is applied for each rated driver requiring a Financial Responsibility filing.

## POINT DEVELOPMENT

For rating purposes, evaluate each operator's record for the past 36 months, using violation and accident occurrence date. Points are charged for each accident appearing on the MVR, developed on the application, previously reported to the company, or developed through other reporting agencies. Drivers will be charged for accidents and violations that occur on the same day.

The highest rated operator is rated on the highest rated vehicle. If there are more vehicles than operators, please inquire further for undisclosed operators.

## POINT SCHEDULE

Violation Category	First	Second	Each Add'l
<b>Major</b>	5	5	5
<b>Minor</b>	2	2	2
<b>At-Fault Accident</b>	4	4	5
<b>Not-At-Fault Accident/Comp Claims/Non-chargeable</b>	0	0	0
<b>Alcohol/Drug</b>	3	4	4
<b>Speed**</b>	1	2	2
<b>Suspended License</b>	0	0	0

\*\*Speeding violations defined in ARS 28-702.01 are not subject to surcharge.

## UNVERIFIABLE LICENSE SURCHARGES

An **Unverifiable Driving Record Surcharge** will be applied to an operator if an MVR is not available.

An **Inexperienced Operator Surcharge** will be applied to any operator aged 21 or older if the operator has less than three years' driving experience.

\* Only one license surcharge can apply to a Driver.

## VIOLATION CATEGORIES

The chart below is a reference chart and does not reflect all possible violations. Violations defined in ARS-909 (E) are not subject to surcharge.

Description	Violation Category
Driving Under the Influence Refusal to Submit	Alcohol/Drug
Accident At-Fault	At-Fault Accident
Display Altered/Fictitious License Driving with Suspended License Felony with a Motor Vehicle Fleeing to Elude Police Hit & Run Leaving Scene of Accident Obstructing an Officer Racing Reckless/Negligent Driving Speeding over 100mph	Major
Careless/Improper Driving Driving in Unsafe Conditions Driving Without a Valid License Driving Without Lights Driving Wrong Side of Road Driving Wrong Way Failure to Obey Traffic Device Failure to Signal Failure to Yield Following Too Closely Lane Changing Violation Learner License Violation Minor Violation Obstructing Traffic Passing Stopped School Bus Running Stop Sign Texting While Driving Turning Violation	Minor
Expired Operators License Expired Tag Failure to Change Address/Name on License Seat Belt Violations	No Charge
Accident Not-At-Fault Comp Claims UM Claims	Non-Chargeables
Speeding Driving Too Fast for Conditions	Speed - Subject to ARS 28-702.01
Suspended License	Suspended License