



**NORTH CAROLINA
INSURANCE UNDERWRITING ASSOCIATION**

COASTAL PROPERTY INSURANCE POOL

**NORTH CAROLINA
JOINT UNDERWRITING ASSOCIATION**

FAIR PLAN

September 2024

Dear Producers:

Below are announcements that apply to both the North Carolina Joint Underwriting Association (FAIR Plan) and the North Carolina Insurance Underwriting Association (Coastal Property Insurance Pool).

NEW CONSUMER SERVICE PORTAL

Registration for the new Consumer Service Portal will be available on the NCJUA-NCIUA website in September.

Our new portal is designed to enhance your policyholders' experience by providing an interface for easy access to policy information, payment processing, and claims filing.

Consumer Service Portal Key Features:

- **24/7 Access:** Easy access at any time, from anywhere
- **Report a Claim:** Simple, automated claim filing capability
- **Policy Information:** Ability to view/print policy declarations and billing statements
- **Real Time Policy Details:** Current locations, coverage limits, and deductibles viewable
- **Billing Information:** Quick access to premium balance, premium due, and due date
- **Make Payments:** Easy, online premium payment options

Intermittently throughout the remainder of this year, the Associations will send letters to your policyholders to advise them about the availability of the consumer portal and to encourage them to register. Please note that the policyholder must have an email address in our Policy Administration System (RPM) prior to registering online for the consumer portal. If an email address is not in RPM, the policyholder can call the Association for assistance in getting their email address added.

Prior to the Association sending letters to the policyholders, we will host webinars on the dates shown below to allow producers to see the portal and ask questions of our experts. You can register for one of these webinars on the NCJUA-NCIUA website:

- Thursday September 12, 2024 12:30 pm – 1:30 pm
- Friday September 13, 2024 10:00 am – 11:00 am
- Wednesday September 25, 2024 10:00 am – 11:00 am

LENDERDOCK

We are pleased to announce the addition of Lenderdock, a new portal providing lenders and any third-party verifiers with immediate and 24-hour access to all policy coverage and lender validation, in fourth quarter 2024. All property verification and updates can be requested in real-time at www.lenderdock.com.

**PO Box 8009 Cary, North Carolina, 27512
751 Corporate Center Drive, Suite 200, Raleigh, North Carolina 27607
(919) 821-1299 Toll Free: (800) 662-7048 Fax: (919) 829-1793**

Property policy verification & corrections include:

- Verifying coverage details
- Validating lender names, addresses and loan numbers
- Ability to request updates to loan numbers, loss-payee, and lender information

COMMERCIAL BUSINESS INCOME

Effective June 1, 2024, the Associations began offering Business Income – Coinsurance, an additional ISO option for Commercial Business Income. A cancel/rewrite would be needed to add this coverage to a policy that was effective prior to June 1, 2024. Current base rates that were in effect on June 1, 2024 would apply to this rewrite and may generate a premium change. Please contact your underwriter to initiate this change.

NEW DWELLING FIRE AND NCIUA DWELLING WIND RATES

Effective November 1, 2024, the Associations will adopt the dwelling insurance rates, revised windstorm or hail exclusion credits, and revised windstorm mitigation credits filed by the North Carolina Rate Bureau and approved by the Commissioner of Insurance. The statewide average increase is 8%.

If you have any questions, please contact your Underwriter.

Thank you,
NCJUA/NCIUA