Frequently Asked Questions

Agency Download Services: Aon Edge Private Flood Insurance & IVANS

1) **What is Agency Download Service?**
   - Aon Edge Private Flood Insurance has partnered with IVANS for this service. The Agency Download Service is an automated process that allows Aon Edge Private Flood Insurance policy information to download directly into an agency's management system.
     - IVANS Download translates the data into a shareable format across multiple agency systems.
     - The policy data is synchronized between Aon Edge Private Flood Insurance and the agency via updating the data on the agency's system.
     - IVANS Download streamlines the process using ACORD standards to drive agency efficiency and reduce E&O exposure. This will save time by eliminating re-keying of data as well as allowing for easier policy administration with a single workflow for your employees. The end result, more time to concentrate on service and revenue generating activities.

2) **How does Aon Edge Private Flood Insurance download service work?**
   - Each night, Aon Edge Private Flood Insurance transmits new or changed policy information to IVANS. This data is sorted and placed in your agency's IVANS Mailbox. The policy data is available for download into your management system that following day.

3) **Are there any costs involved?**
   - No. There is no additional cost to the agent.

4) **Do I need to have an IVANS account to download?**
   - Yes. You will need to have your IVANS Y Account to access Aon Edge Private Flood Insurance download.

5) **If I already have an IVANS Y Account, who do I contact to register my agency as a trading partner?**
   - Contact the Aon Edge Private Flood Insurance Contracting Team and they can register your agency as a trading partner.
     - Information to have ready: IVANS Y account and IVANS user ID.
     - Contact Aon Edge Private Flood Insurance Contracting Team: 1-800-370-4524 option 2 or aonedgecontracts@aon.com.

6) Do I need to do anything with my system?

- Yes, contact your agency management system vendor to make sure your system is configured correctly to receive download with Aon Edge Private Flood Insurance
  - Be prepared to provide information about which carriers and lines of business you wish to download.

7) Are there specific Agency Management Systems that can be used?

- IVANS Transfer Manager is integrated with more than 30 agency management systems; including Applied (TAM, EPIC, Vision etc.…), Vertafore (AMS 360, Sagitta etc.), Hawksoft, NASA, QQ Solutions, SIS, and Xanatek.
  - For a complete list of agency management systems go to www.ivansinsurance.com

8) I'm being asked to enter a NAIC number to set up Aon Edge Private Flood Insurance as a trading partner?

- The NAIC number for Aon Edge Private Flood Insurance is 15642N.

9) What Lines of Business are available for download?
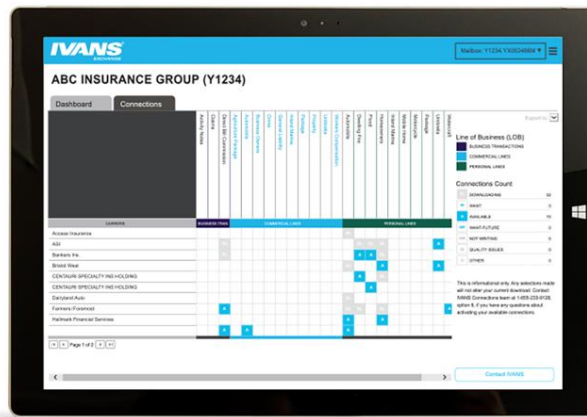
- Flood Policy download.

10) If I am having trouble with my download who do I call for support?

- Your first level of assistance is your agency management system vendor. They will do troubleshooting. If they determine it is the IVANS service, they will conference in our customer support center and we will begin troubleshooting with you.
- Aon Edge Private Flood Insurance Support
- IVANS Connection Team: 1-855-233-9128 or getconnected@ivansinsurance.com

11) Manage your Agency Downloads with IVANS exchange dashboards

- The IVANS Exchange is one of the agency focused services offered freely to any agents who have received download through IVANS at exchange.ivansinsurance.com
  - To log-in to IVANS Exchange, you will need your IVANS Exchange credentials:
    1. Y Account
    2. Mailbox
    3. Mailbox password
- **It takes time to save time!** Learn more about your agencies potential to use more technology available to them by using the IVANS Exchange Dashboards. This IVANS service, which is free to all agents using download through the IVANS network, provides you with:
  - On-demand – Once your agency has signed in, you may view your information on a 24 x 7 basis.

- Customizable – If you see an "A", change it to a "W" if you want the download, or let the industry know that you "DW" don't write it. If you feel that you have a quality issue with the download, enter "QI" to let your carrier know that they need to work with you to improve the download.

- **Always know what's available for download.**
  - Carriers add download, and you may have missed their communication. You will always be able to see the status of your IVANS download on your report.

- **Influence your carriers future download projects.**
  - Your customization of the report also extends to communicating to the carrier that you want them to provide more download.

Learn more at: www.ivansinsurance.com/ivans-exchange