CRC Earthquake Online Portal with IIABCAL



To login outside of IIBACAL go to https://crcagent.virtualmga.com/ - If unable to login or register as a new user, please contact CRC Help at crcearthquake@crcgroup.com, for assistance. Please note you will need to use Google Chrome or Microsoft Edge to access. It does not support Internet Explorer.

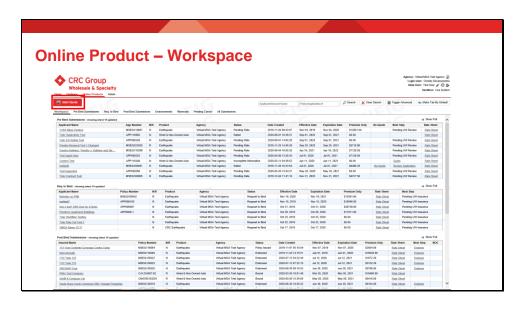


The first time you login you will be taken to the End User Agreement Screen. Please review and click "Check this if you agree with EULA" and "Accept Agreement"

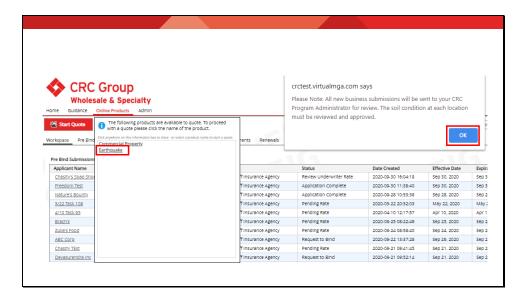
New Business Workflow



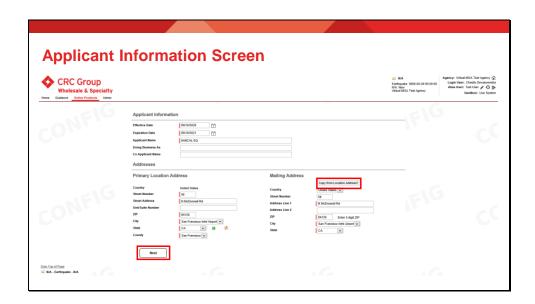
Once logged in, you will be taken to the "Home Screen". Click "Online Products". This will take you to your "Workspace Screen"



Your Workspace will display all your current submissions in their current step. For new business, click "Start Quote".



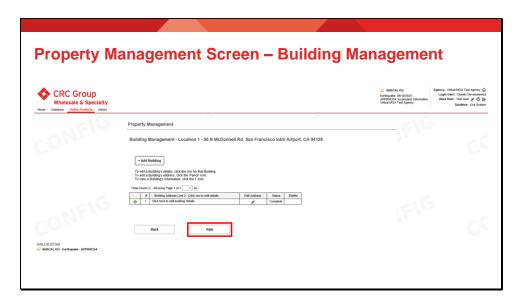
Select "Earthquake" in the Products available pop up. Once you click "Earthquake", the above New Business notification will appear, Click "Ok". This will open the "Applicant Information" Screen.



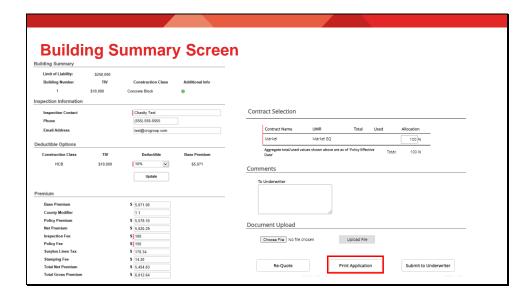
Enter in Application Information and Location information. To copy Primary Location to Mailing address, click "Copy form Location Address?". Once information has been entered, click "Next". This will take you to the Property Management Screen.



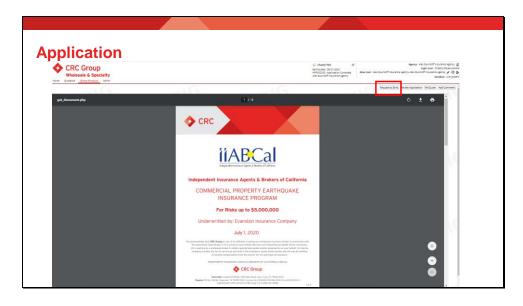
Enter in Property details from your primary location. If you have any Earthquake related Losses, you will be prompted to enter those after selecting the "Yes" radio button. To add additional interest, click "+Add Additional Interest". Once the information has been entered, click "Save". This will take you to the Property Management – Building Management Screen.



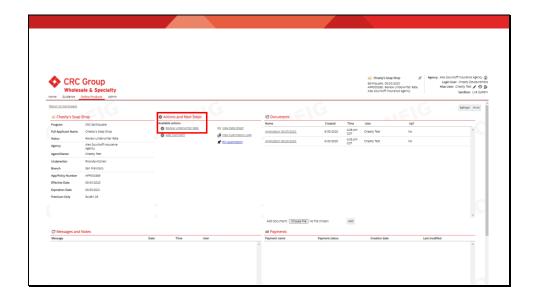
If you have additional buildings, click "+Add Building". If you need to make any updates to your current building, you can do so by clicking "Click here to edit building details". Once all buildings have been entered, click "Rate". This will take you to the Building Summary Screen.



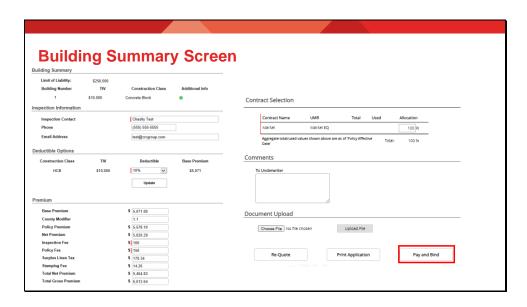
If everything is accurate and you would like a quote, click "Print Application". If you have any photos, retrofit documents, engineer's report, etc., Please use "Upload File" to do so.



Once you click "Print Application", the application will open. You can download or print the application from this screen. If you want to request to bind this account, click "Request to Bind" in the top right corner, this will take you back to the previous "Building Summary Screen". From there you can click "Submit to Underwriter".



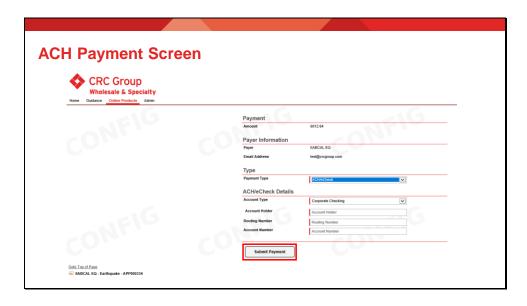
Once your CRC UW reviews, you will receive an email notification. You can either click within that email to continue to the payment screen or you can login to your account. Go to Workspace>Click the account you need to process>click "Review Underwriter Rate" under "Actions and Next Steps".



This will take you back to the "Building Summary Screen". From there click "Pay and Bind". This will take you to the Payment Screen.



Once on the Payment Screen, there are two Payment Options. Agent Check or ACH/eCheck. If you select ACH/eCheck and enter Payment Information details. Then click "Pay Now". This will take you to the ACH Payment Screen.

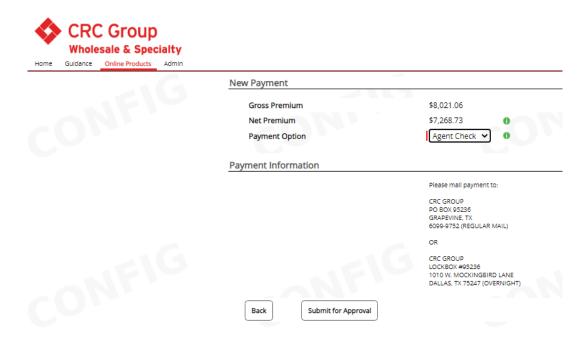


On the ACH Payment Screen enter in ACH information, then click "Submit Payment".

Policy Document

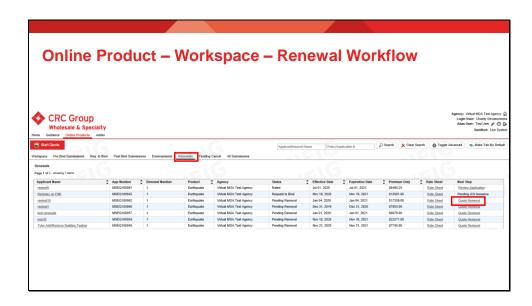


Once your ACH payment has processed, your policy will display. You can print or download form this screen.

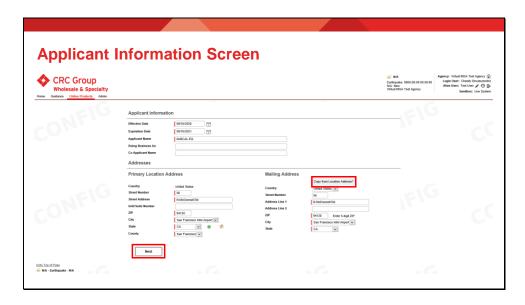


If you select Agent Check, you will be taken to the above screen with information on where to mail paper checks. Once you have gathered this information, click "Submit for Approval". ". This option will require CRC to obtain your paper check before your submission can be bound.

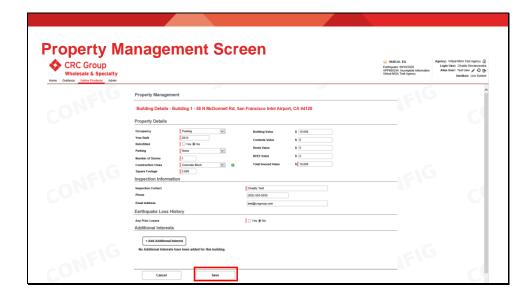
Renewal Workflow



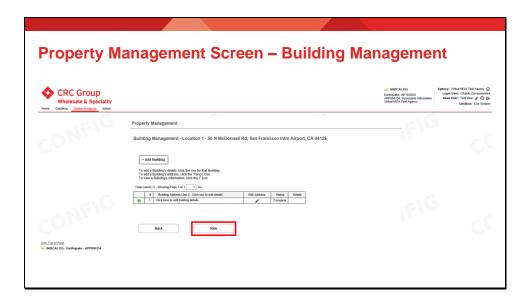
To process your renewals from the "Home Screen", click "Renewals", then select your renewal in the list by click the correlating option under "Next Step". This will open the "Applicant Information" Screen. If you don't see your submission in the list, you can also search by Applicant/Insured Name and/or Policy/Application # (numeric only).



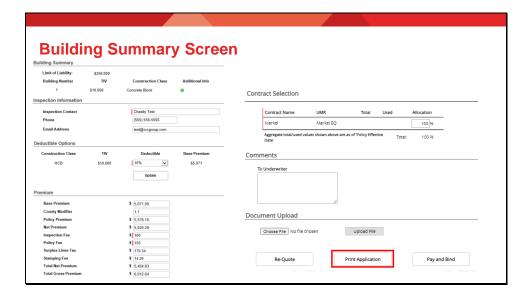
This will take you to the Application Information and Location information Screen. Update any information that has changed. Once the information has been verified, click "Next". This will take you to the Property Management Screen.



Enter in Property details from your primary location. If you have any Earthquake related Losses, you will be prompted to enter those after selecting the "Yes" radio button. To add additional interest, click "+Add Additional Interest". Once the information has been entered, click "Save". This will take you to the Property Management – Building Management Screen.



If you have additional buildings, click "+Add Building". If you need to make updates to your current building, you can do so by "Click here to edit building details". Once all buildings have been entered, click "Rate". This will take you to the Building Summary Screen.



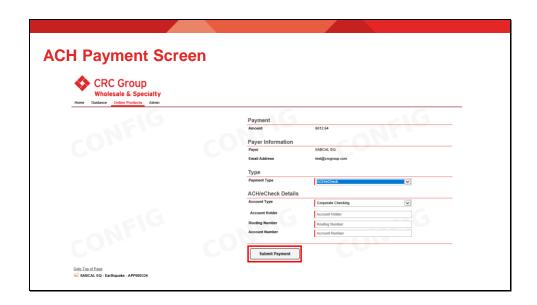
If everything is accurate and you would like a quote, click "Print Application". If you have any photos, retrofit documents, engineer's report, etc., Please use "Upload File" to do so.



Once you click "Print Application", the application will open. You can download or print the application from this screen. If you want to request to bind this account, click "Request to Bind" in the top right corner, this will take you back to the previous "Building Summary Screen". From there you can click "Pay and Bind".



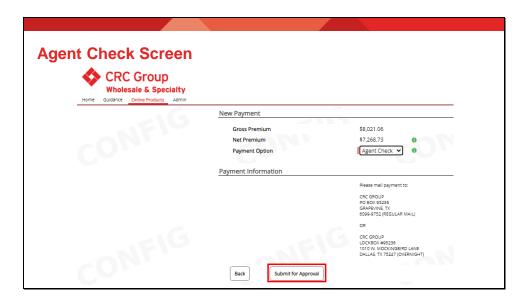
Once you click "Pay and Bind", you will be taken to the Payment Screen, There are two Payment Options. Agent Check or ACH/eCheck. If you select ACH/eCheck and enter Payment Information details. Then click "Pay Now". This will take you to the ACH Payment Screen.



On the ACH Payment Screen enter in ACH information, then click "Submit Payment".



Once your ACH payment has processed, your policy will display. You can print or download form this screen.



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