



# Frequently Asked Questions



## Agency Download Service for ePAS

### Frequently Asked Questions for Agents

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### 1. What is the Agency Download Service?

The Agency Download Service is an automated process that allows Citizens ePAS policy information to download into an agency's management system. This optional service will save the agency time by eliminating rekeying of data and making policy administration easier. Citizens is partnering with IVANS for this service.

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### 2. Is there a fee for this service?

IVANS will bill you \$14.95 per month for this service. You will be charged only during months in which you have download activity. There is no registration fee.

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### 3. Why is there a fee for Citizens' file download?

Citizens is a not-for-profit, tax-exempt government corporation that does not factor fees into our overall rates in the way traditional insurance carriers do, so we must pass these fees on to agencies electing to participate in this optional service. To reduce the impact of these fees, we worked with IVANS to negotiate a flat rate with no volume restrictions.

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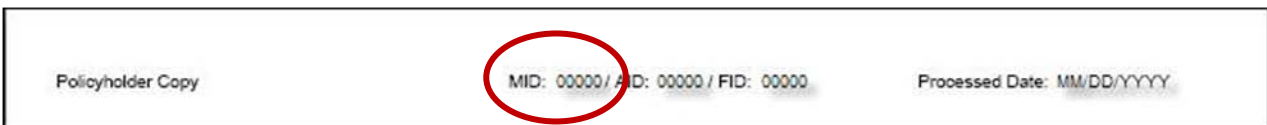
### 4. (Updated) How do I register for the Agency Download Service?

To register, go to <https://ice.ivansinsurance.com/citizens/>. Provide the agency's FEIN and ePAS Master Agency ID during the registration process. If the agency already has an IVANS account, the registration process must be completed to add Citizens to the agency's existing profile.

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### 5. Where do I find my ePAS Master Agency ID?

The ePAS Master Agency ID number is located at the bottom of each declarations page and most output generated by ePAS. It is shown as MID.



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### 6. How does the Agency Download Service work?

Each night, Citizens transmits new or changed ePAS policy information to IVANS. It is sorted and placed into your IVANS mailbox. The information is available for download into your agency's management system the following day.

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### 7. What policy information is available for download?

All personal residential policy information issued through ePAS, with the exception of HO-8 policy downloads, which will be available on 02/28/2013.

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### 8. How do I receive a download of my entire book of business (full initial download)?

The agency principal must email a request to [Agents@Citizensfla.com](mailto:Agents@Citizensfla.com). Include the agency's name, FEIN number, and the name and version of the agency management system.

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## 9. Is there anything my agency needs to do to prepare for our first download?

Enter the following information (see questions 10, 11 and 12) into the agency management system:

- Citizens' IVANS account information
- Citizens' NAIC code
- Citizens' unique coverage codes

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## 10. What is Citizens' IVANS account information?

Account ID #: CITZ8  
IVANS user ID: CITZ801  
Origination address: IBM850CITZ

Please contact your agency management system vendor for more information.

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## 11. What is Citizens' NAIC code?

Citizens' NAIC code: 10064

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## 12. What are Citizens' unique coverage codes?

<b>Citizens' Unique Coverage Codes</b>	<b>Coverage Description</b>
CSSR5	2005 Citizens' market equalization surcharge
CSSR7	2005 Citizens Property Insurance Corporation emergency assessment
CSSR6	2005 Florida Hurricane Catastrophe Fund (FHCF) emergency assessment
CSSR8	2007 Florida Insurance Guaranty Association regular assessment
CSR10	2009 Florida Insurance Guaranty Association regular assessment
CSR11*	2012 Florida Insurance Guaranty Association regular assessment
CSSR9	Catastrophe financing surcharge
CSSR4	Citizens' market equalization surcharge
CUOC	Condominium unit-owners coverage, improvements, alterations and additions
CSSR2	Emergency Management Preparedness and Assistance Trust Fund
MILL	Fungi (mold) increased limit, liability
MILP	Fungi (mold) increased limit, property
IAADD	Improvements, alterations and additions
ILA	Increased loss assessment (multiperil policies)
LAC	Loss assessment coverage (wind-only policies)

LSECC	Limited screened enclosure or carport coverage
BOLAW	Ordinance or law increased limit
OST1	Other structures – increased limits – item 1
OST2	Other structures – increased limits – item 2
OST3	Other structures – increased limits – item 3
OST4	Other structures – increased limits – item 4
OST5	Other structures – increased limits – item 5
OST6	Other structures – increased limits – item 6
OST7	Other structures – increased limits – item 7
OST8	Other structures – increased limits – item 8
OST9	Other structures – increased limits – item 9
OSTL	Other structures – increased limits (for policies effective prior to 1/1/2011)
OSTP	Other structures (for policies effective after 1/1/2011)
PAARC	Premium adjustment due to allowable rate change
PIOCC	Permitted incidental occupancy – within dwelling
SINK	Sinkhole loss coverage
OSTR	Structures rented to others (for policies effective prior to 1/1/2011)
CSSR3	Tax-exempt surcharge
UCAS	Unit owner's coverage A special coverage

\* Available 05/01/2013

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### 13. How should I enter policy numbers in my management system?

The download information matches Citizens' policy numbers to the customer's policy number in your system. These must be four letters, followed by seven numbers without any spaces or dashes (e.g., FRJX1234567).

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### 14. Why are there discrepancies in my downloaded data?

There are some known data transformation issues with certain agency management systems. Please contact your vendor to find out whether the discrepancies you have noticed are included in these (e.g., Sagitta users may notice some discrepancies with the *Named Insured*, *Additional Interest* and *Agent of Record* fields).

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### 15. How will Personal Residential Wind-Only policies be downloaded?

Agency management systems do not have the ability to accept download of wind-only policies from IVANS because there is not an Association for Cooperative Operations Research and Development (ACORD) form for a wind-only policy. All wind-only policies will download as a homeowners (HW-2, HW-4, HW-6, MW-2) or dwelling fire (DW-2, MD-1) policy. This is the same situation that causes motorcycle and motor home policies to download as personal auto policies. Contact the vendor of your agency management system to ask if they are able to provide a work-around to enable these policies to display in your system as wind-only policies, as this is outside of IVANS' or Citizens'

control.

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## 16. Is commission data available with this service?

Commission data is not available at this time; however, we hope to add this feature in the future.

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## 17. Are there specific agency management systems that can be used?

Citizens policy information is currently available through the following management systems:

- Accu Agency
- Agency Advantage - The Agency Advantage
- Agency Matrix - Ariel Zeara
- Agency Software - Basic DL Capability
- Agency Software - AgencyPro and EZ Agent Expanded DL Capability
- Agency Solutions/Agency Systems
- Agency Technologies Policy Profiler 32
- Applied DORIS
- Applied Epic
- Applied TAM
- Applied Vision
- BINDLINK
- ebix Elite
- ebixASP
- ebixONE
- ebix Infinity
- eBridge Solutions
- Evolution
- Hawksoft
- ITC InsurancePro
- Jenesis
- NASA Eclipse
- QQ Solutions QuickFile, QuickDownload & Evolution
- Quomation - PowerManage
- Record Guardian Technologies
- SIS SEMCI Partner
- SIS Partner XE
- Special Agent
- StoneRiver (Fiserv/FSC/MI Assistant)
- Sunrise Insurance Systems - Agency Resource Toolbox
- Vertafore/AMS Services 360
- Vertafore/AMS Services AfW
- Vertafore/AMS Services Instar
- Vertafore/AMS Services MARS (IRS AIMS)
- Vertafore/AMS Services Prime/Prime 2000
- Vertafore/AMS Services Sagitta/Sagitta Browser
- Webcetera EZLynx

- XDimensional Technologies-Nexsure  
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### 18. What if my management system is not listed above?

These are the only systems certified through IVANS for Citizens' use at this time. Email the name and version of your management system and your agency contact information to [AAreports@citizensfla.com](mailto:AAreports@citizensfla.com), and we will work with you to find a solution.  
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### 19. What ACORD policy codes does Citizens use?

Policy Type/Form	ACORD Code	Description	Policy Downloaded as
DP-1	BA	Dwelling fire – basic fire DP1	Dwelling fire
DW-2	BR	Dwelling fire – broad DP2	Dwelling fire
DP-3	SP	Dwelling fire – special DP3	Dwelling fire
HO-3	03	Homeowners form 3	Homeowners
HO-4	04	Tenants homeowners form 4	Homeowners
HO-6	06	Condominium tenants homeowners Form 6	Homeowners
HO-8*	08	Modified coverage form 8	Homeowners
HW-2	02	Homeowners form 2	Homeowners
HW-4	04	Tenants homeowners form 4	Homeowners
HW-6	06	Condominium tenants homeowners form 6	Homeowners
MDP-1	MH	Mobile-home owners	Dwelling fire
MHO-3	MH	Mobile-home owners	Homeowners
MHO-4	MH	Mobile-home owners	Homeowners
MHW-4	MH	Mobile-home owners	Homeowners
MD-1	MH	Mobile-home owners	Dwelling fire
MW-2	MH	Mobile-home owners	Homeowners

\* Available 02/28/2013  
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### 20. Where can I find mobile-home information on the homeowners application?

The homeowners application does not include mobile-home information such as manufacturer, model, size or serial number. Depending on your management system, this information usually can be found in the *Remarks* section or on the notepad.  
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### 21. Where do I call for assistance?

For assistance with setting up your system to receive the download, contact your agency management system Help Desk.

For assistance with obtaining an IVANS account or for billing questions, contact IVANS' customer service at 800.548.2675.

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