



# WELCOME

Electronic version available at [www.faia.com/Welcome](http://www.faia.com/Welcome)

## Your agency has made a great investment in its future!

Just a reminder that you are your agency's Primary Contact. This means you are our "go-to person" at your agency and we send most of the materials to you. We ask that you share them with your fellow employees.

You are also asked to keep your agency roster and profile up-to-date, which is done quickly and easily in your account (we can walk you through it if needed). If you feel you're not the right person for this role, please give us a call.

### A QUICK REMINDER...

- The FAIA team is always available to talk through the benefits and features of your FAIA membership! This includes finding things on our website, our products and services, education programs, and more. Please don't hesitate to reach out to us.
- Our membership year runs September 1–August 31. Your yearly renewal application will arrive in early July.
- We are a member-driven association. Every year, members are given the opportunity to participate in a vote in which the next slate of officers and directors are elected.
- Your agency is also a member of our national association (IIABA or the Big "I"), which grants you additional benefits on a national level.

Your FAIA membership gives EVERYONE in your agency

access to our extensive and exclusive member products and benefits. This includes the vast resources on our website, market programs, Trusted Choice® logo & materials, ability to subscribe to the Trusted Choice online portal, new hire training options, discounted education pricing, CE history tracking, and more.

### DISCOUNTS

Access to and savings on exclusive member programs such as:

- Tailored payroll solution (Heartland Payroll)
- Remote staffing (WAHVE, Work-At-Home-Vintage-Experts)

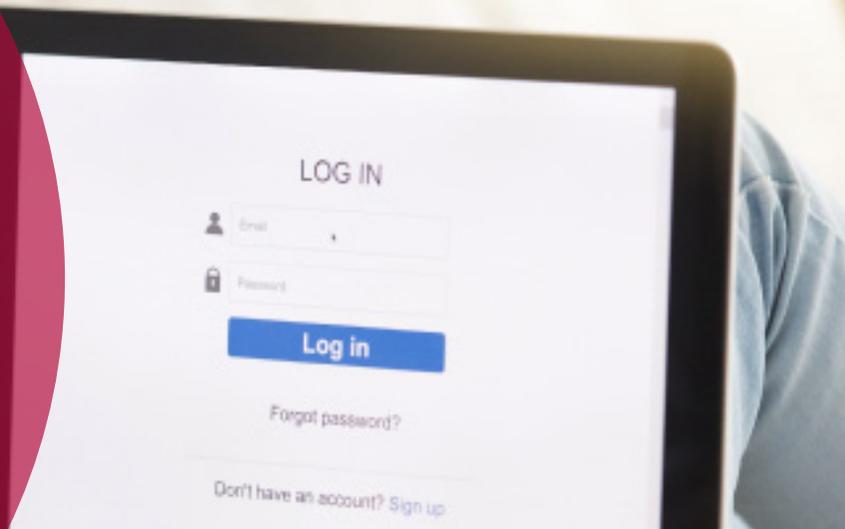
### MARKET ACCESS

FAIA members have exclusive access to markets through Independent Market Solutions (IMS), and Big "I" Alliance Blue. Learn more about specific programs and market availability at:

[www.faia.com/market\\_access\\_programs](http://www.faia.com/market_access_programs).



# LOG IN



## Log in to Get the Most Out of Your Membership.

Your FAIA account lets you register for all FAIA events, education classes and webinars, review your CE history as well as the history of your employees, manage your contact information, view your dashboard, and access the “members only” content on our website and FAIA Community. But first, the basics...

### Log into FAIA Website ([www.faia.com](http://www.faia.com))

- Go to [www.faia.com](http://www.faia.com); click “Sign In.”
- Enter your Username and Password.

### Not Sure of Your Password?

- Go to [www.faia.com](http://www.faia.com); click “Sign In.”
- Click “Forgot your password?” (below the fields).
- Enter your email address and a link to reset your password will be sent to you.

### How to Change Your Password

#### Individual Users

- Once logged in, click on your name in the upper right hand corner, click “Edit Profile” under your name, and then click on “Login Credentials” tab.
- Follow the prompts to enter your new password twice and then click the “Reset Password” button.
- You can also edit your profile with your personal information, title, email opt outs, designations, licenses, affiliations, etc., by viewing the tabs.

### Create New Accounts

Each employee needs their own account. We can take care of it for you (email [membership@faia.com](mailto:membership@faia.com)) or you can do it yourself in your account:

- Under Membership, click on Agency Roster, it will prompt you to sign in. Once you’ve signed in, you can see the Agency Roster by clicking the three dots on the Primary Affiliation section. If employees are not listed you can use this link, <https://www.faia.com/faiaaccountrequest> to add employees.

### FAIA Insurance Community

- Go to <https://mycommunity.faia.com/home> and click “Sign In.”
- Use your FAIA website Username and Password to log in.

Training videos are available under “My Community Assistance” to help you edit your profile, and update your notification settings.

### IIABA/BIG I Logins

Your agency will be uploaded into BIG “I’s database and a welcome email will be sent to you with your access to their website and Trusted Choice.

The FAIA website is your first go-to for information and news, but there are other ways you can stay connected. Our e-newsletters and e-alerts will provide you with the latest need-to-knows, and our social sites are great ways to get engaged.



[facebook.com/Florida.Agents](https://facebook.com/Florida.Agents)



[linkedin.com/company/faia](https://linkedin.com/company/faia)



[@FAIA\\_Florida](https://twitter.com/FAIA_Florida)



[@fl\\_agents](https://instagram.com/fl_agents)





# USE

## Are You Taking Advantage of All That's Available?

We are proud that we offer such a wide array of products and services (the Benefits Index gives a high-level overview). **Plus there are all of the things that we do behind the scenes, like our tremendous legislative and carrier advocacy work.** However, we realize it can all be overwhelming!

**Start by looking at your own agency. Where could you use some help?**

### FAIA Insurance Community

Our online community is the place to discuss issues related to the business of insurance that may affect insurance agents, including FAIA members, insurance companies, and consumers. Our staff regularly posts blogs and updates in the community on what we're seeing in the industry, common questions from our members, and important updates agents need to know about. As a member, you can post questions, join discussions, and reach out directly to other members and FAIA staff to get help when you need it.

### Education Resources, Training, and Discounts

FAIA offers best-in-class resources for education and professional development. Our Education Library features years of valuable information on various insurance topics, from personal auto to commercial lines. Members also have access to a complimentary 10-hour webinar-based CE course catalog as part of their membership, providing an added value of \$250 for every licensed employee at your agency. Additionally, FAIA is a licensee for The Risk & Insurance Education Alliance, offering the Certified Insurance Counselor (CIC) and Certified Insurance Service Representative (CISR) professional designations, as well as the Associate in Insurance Account Management (AIAM) designation developed by FAIA.

### Utilization Bonus Program

Each September, FAIA Member Services begins tracking member usage of the products and services offered by our preferred providers. For each product or service a member agency uses, they earn points. The more products and services you use throughout the year, the more points you earn and at the end of the year those points can earn your agency a utilization bonus. In 2023, 742 member agencies earned a total payout of \$293,700 in the FMS Utilization Bonus Program.

### Marketing/Branding

You are aligned with 100,000+ independent insurance agents who are promoting the brand of the independent insurance agent, **Trusted Choice®**. It's the only agent-branding program of its kind. See the brand guide sheet.



# BRAND

## Live the Brand, [www.trustedchoice.com/agents](http://www.trustedchoice.com/agents)

The Trusted Choice brand is available **EXCLUSIVELY** to Big “1” members—that’s you! Flying the Trusted Choice® logo positions you as a premiere agent and conveys trust and expertise. Think of it as a “seal of approval.”

### Here’s How to Position Yourself as a Trusted Choice® Independent Agent:



#### 1. Use the Trusted Choice® Logo

Download the logo(s) you’d like to use and add them to your business cards, letterhead, website, marketing material—wherever consumers might see it. If you’d like a Trusted Choice decal for your window, just let us know, and we’ll get one out to you!



#### 2. Use the Free Marketing Materials

Take advantage of a suite of professionally produced advertising materials (postcards, direct mail, print ads, digital banner ads), social media graphics, blog posts, infographics, email blast articles, and more.



#### 3. Get Money Back for Doing the Above!

Three options of reimbursement are available under a shared cost arrangement: (1) Up to \$750 back for co-branding your marketing materials with the Trusted Choice® logo; (2) \$500 reimbursement for creating a new website through its preferred partners; (3) Upgrade your trustedchoice.com agency listing to become an advantage subscriber and receive a 50 percent reimbursement on your first three months of service of up to \$250.



#### 4. Sign Up for TrustedChoice.com

Obtain exclusive access to referral subscription plans that allow your agency to create a robust profile, appear near the top of local search results, and receive unlimited personal and/or commercial referrals.



# ASK

Our goal is simple: **To help you in any way we can!**

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# ASK

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## PREFERRED PROVIDERS



ePayPolicy gives agencies the ability to securely and efficiently accept credit cards and ACH payments online while passing on transaction fees to the insured. ePayPolicy helps hundreds of agencies across the country each day speed up receivables and bind policies faster.



Evolve offers high-quality cyber insurance for modern-day exposures. Every business faces cybersecurity risks, but not every business has the same cyber exposure. Policies include comprehensive cybercrime coverage, all-inclusive business interruption, and hardware replacement in the event of a cyberattack.



Fetch is a software program that allows users to quickly research underwriting for a given risk in under 30 seconds with only a location needed to get started. All data provided by Fetch comes from underwriters, guidelines, manuals, and other verified sources. Fetch also continuously updates its database with the latest from carriers and agencies.



FIRST Insurance Funding, one of the largest premium finance companies in North America, provides industry-leading service and complete financial solutions to its partners. FIRST will develop a custom finance program that offers full premium finance services and offers a financial services package specifically for your agency.



Formstack Sign gives you a fast, simple, and secure way to get documents signed by insureds, regardless of time or location. With Formstack Sign, organizations can capture legally-binding eSignatures via computers, tablets, smartphones, and even text messages.



Heartland offers payroll solutions and related business solutions and services to more than 400,000 business and educational locations nationwide. Heartland Payroll helps protect your book of business by agreeing not to offer competitive services to your clients.



The Main Street America Group is a super-regional property/casualty mutual insurance holding company that operates eight carriers, including Old Dominion Insurance Company. A.M. Best rates Main Street America with an "A" (Excellent) financial strength rating, with a stable outlook, as well as an "A+" issuer credit rating.



ODP Business Solutions is a leading provider of office products and services for people like you who are taking care of business. They are a single source for everything customers need to be more productive, including the latest technology, core office supplies, print and document services, business services, facilities products, furniture, and school essentials.



RLI is a leading U.S.-based specialty insurance company that helps people and companies safeguard assets through a diverse portfolio of property and casualty insurance and surety products. They are rated A+ by A.M. Best and will write over any underlying carrier regardless of rating..



The Swiss Re Group is a leading wholesale provider of reinsurance, insurance, and other insurance-based forms of risk transfer. Dealing direct and working through brokers, its global client base consists of insurance companies, mid-to large-sized corporations, and public sector clients. Swiss Re's admitted E&O program is created for and by insurance agents.



Vine IT & Cybersecurity combines the best software with experienced, certified technicians to protect against hackers, viruses, malware, data thieves, ransomware, and an ever-evolving and growing list of technology-related threats to your agency's livelihood.



Work At Home Vintage Experts (WAHVE) is an innovative contract talent solution that matches retiring, experienced insurance career professionals with a company's talent needs. WAHVE bridges the gap between an employer's demand for highly skilled professional talent and seasoned professionals desiring to extend their career working from home. WAHVE is a comprehensive solution to qualifying, hiring, and managing experienced remote talent from screening to placement.



Florida Association of Insurance Agents



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Dates, Location	Cindy Molnar (352)
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**Market Access Options** - [www.faia.com/market\\_access\\_program](http://www.faia.com/market_access_program) - Dave Burt (353)



Originally founded in Florida, Independent Market Solutions is now jointly owned by independent agent associations operating in 16 different states. Its mission is to perpetuate the independent agency system by providing greater access to competitive insurance markets and creating direct appointments when agents reach an established premium threshold.

Formerly known as Big "I" Markets, Big "I" Alliance Blue is IABA's free online market access placement center program available exclusively to Big "I" members. Through the program, FAIA members can get access to both personal and commercial specialty/ niche coverages, program business and hard-to-find markets.

## PUBLICATIONS

Agents Confidential	Agata Wlodarczyk (370), Julia Freeman (387)
Catastrophe: Guide, Planning/Assistance	Paul Peeples (356), Dan Francis (328)

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### INSURANCE FOR YOUR AGENCY

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Cyber Liability - ext. 233  
Employee Benefits (Dental, Vision, Life & Disability) -  
LiDAC Broker Employee Benefits Exchange 516-482-2696  
Employment Practices Liability Insurance - ext. 233  
Retirement - 703-706-5466

E&O Loss Control Seminars  
E&O TLC Agency Audit  
Forms, checklists, sample letters, disclaimers, tools  
The E&O Report

### MARKETING & TRUSTED CHOICE® - ext. 224

*Exclusive access to brand of the independent agent*  
Free marketing materials, including ad customization, up to \$1500  
marketing reimbursement, logo usage & ability to subscribe to  
TrustedChoice.com - online quoting portal

### E&O TOOLS AND RESOURCES - ext. 247

Customized Training / Consulting

## Market Access

Personal Umbrella Policies - ext. 322  
Home Business Insurance - ext. 322  
Old Dominion Flood Insurance Program - ext 353

### COMMERCIAL LINES PROGRAMS -ext 231:

MiddleOak Worlds Apart Apartment Program & CAPSure  
Community Association Program  
Travelers Select: *Building Pac, Business Pac, Commercial Auto,  
Contractor's Pac, Garage Pac, Office Pac, Religious Pac, Store Pac,  
Technology Office Pac, Apartment Pac & Condominium Pac,  
Restaurant Pac*  
Travelers Real Estate E&O  
Bonds through Goldleaf Surety Services, LLC: *Contractor,  
Performance, Bid, Surety & Miscellaneous*  
Travelers Community Bank Program  
Philadelphia Insurance Event Liability  
Commercial Lessors Risk

### INDEPENDENT MARKET SOLUTIONS (IMS)

The following are a sampling of products available via IMS

#### Personal Lines - ext. 233:

American Traditions Insurance Co., Avatar Insurance,  
Cypress Property & Casualty Insurance, Heritage Insurance,  
JIBNA, MetLife Auto & Home, Swyfft, Monarch Insurance,  
National General, Progressive, Travelers, United Property  
& Casualty Insurance, and Universal North America  
Insurance Co. Commercial Lines Attune, FHB Builders Risk  
Solutions, Florida Home Builders Insurance EDGE (general  
liability), National General, Progressive, RMS Hospitality, V3  
Insurance

### PERSONAL LINES PROGRAMS- ext 231:

Affluent Personal Lines through Chubb and AIG  
Chubb Marine Programs: *Charter Boat, Mega-Yacht, Yacht,  
Performance Boat, Personal Watercraft, Small Boat (under 27 ft)*  
Non-standard Homeowners, Renters, Condominium and  
Rental Dwellings

### BIG "I" MARKETS:

The following are a sampling of products available via Big "I"  
Markets - ext 231:

## Education & Events

Classroom & Webinar Offerings (incl. ACSR & AAI) - ext. 347  
New Hire Training - ext. 365  
In-House Training Options - ext. 365  
Local, Statewide & National Events - ext. 352  
Accessing Your **FAIA** History - ext. 347

## Interact & Engage

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INVEST - ext. 365  
Local Boards - ext. 344  
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State & National PACs - ext. 350

