

How to Change Vehicle Information in the PL Policy Change Center



Follow these steps to change vehicle information.

- On the **Vehicles** tab you can change, add, replace or delete vehicles.
- To make a change, do one of the following:
 - Click the **Vehicles** link on the **Policy Snapshot** screen.
 - Or
 - Click the **Vehicles** tab.

- When you are editing a vehicle, the **Vehicle Information** section is not available for changes. (If data is incorrect, you should call the Customer Service Center).
- On the Vehicle screen, you can change/update the vehicles:
 - VIN
 - Loss Payee
 - Usage (except annual miles)
 - Coverages
 - Credit information

Note: Additional sections will display on this screen, based on your entries, including alternate garaging address and customizing.

- When you have completed your changes, click **Review Changes**. [The Review Changes screen displays.](#)

Coverage Limits & Deductibles show only what's available in the state, including Loan/Lease GAP coverage.

Credits show only what's available in the state and will be locked if the credit is applied automatically by VIN.

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Follow these steps to add a vehicle.

1. To add a vehicle to the policy, click **Add Vehicle** on the:

1. Policy Snapshot screen.
- Or
2. Vehicles screen.

The **Vehicles** screen displays with the **Add New Vehicles** option selected.

The screenshot shows the 'Policy Change Center' for Policy: 01PH519761. Under the 'Vehicles' tab, there is a list of vehicles: '2013 HONDA Civic LX' and '2016 AUDI A3 PRESTIGE S-LI'. A blue box highlights the 'Add New Vehicle' button. Below the list, there is a 'Vehicle Information' form with fields for Vehicle Type, Year, VIN, Make, Model, and Sub-Model. A 'Delete Selected Vehicle' button is also visible.

2. Complete the **Vehicle information** section.

- You can enter a VIN, and the year, make and model fields will automatically fill, or you can enter the year, make, and model and let the partial VIN pre-fill.

3. Enter information in the remaining sections, as needed.

Note: Additional sections will display on this screen based on the information you enter. For example, if you select **No** to “**Is this vehicle garaged at the mailing address?**” an **Alternate Garaging** section displays.

The screenshot shows the 'Vehicle Information' form with fields for Vehicle Type (Private Passenger), Vehicle Year, VIN, Vehicle Make, Vehicle Model, and Vehicle Sub-Model. Below this is the 'Vehicle Usage' section with 'Annual Miles' and 'Is this vehicle garaged at the mailing address?'. The 'Vehicle Physical Damage Coverages' section includes 'Insured wants to Suspend Liability', 'Other Than Collision', 'Collision', and 'Towing and Labor'. The 'Vehicle Credits' section includes 'Anti-Lock Brakes' and 'Anti Theft'. A separate screenshot shows the 'Vehicle Assignment' screen with a table of drivers and vehicles.

Driver	Primary Operator	Vehicle Driven Most
THOMAS LANDRY	<input checked="" type="checkbox"/>	2013 HONDA CIVIC LX
SHERRI DOBLE	<input checked="" type="checkbox"/>	2016 AUDI A3 PRESTIGE S-LI

4. Access the **Vehicle Assignment** screen to re-assign drivers to the vehicle they drive most often and indicate whether they are a Principal Operator.

5. When you are done entering information on this vehicle, click **Review Changes** to continue. [The Review Changes screen displays.](#)

Note: For New Model Year Vehicles, Vehicle Purchase Price is required.

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Follow these steps to replace a vehicle.

1. To replace a vehicle on the policy, click the button for the vehicle that is being replaced and then select the "Replace Selected Vehicle" button.

Note: Prior vehicle and lienholder information is erased. Existing vehicle usage (including car pool credit) remains.

2. Enter new vehicle data
 - Verify Registration
 - Enter Lienholder information (Will default to same option as prior vehicle - but all data will be cleared for re-input by user)
 - Verify usage
 - Odometer will be cleared and optional for re-input.
 - Verify Garaging (The existing information will remain unless the user selects otherwise).

Policy Snapshot | Named Insured Details | Drivers | **Vehicles** | Vehicle Assignment | Coverages | ID Cards/Forms

Vehicles Policy: 01PH519761

Select a Vehicle 2013 HONDA CIVIC LX 2016 AUDI A3 PRESTIGE S-LI
 2000 FERRA 360 MODENA MODENA F1

* Required Field

Vehicle Information

* Vehicle Type: Private Passenger
* Vehicle Year: 2013
* VIN: 1HGFB2F50D5241541
* Vehicle Make: HONDA
* Vehicle Model: CIVIC LX
Vehicle Purchase Price: \$0
* Is the Vehicle: Owned Leased Finance

Vehicle Usage

* Vehicle Usage: PLEASURE
* Annual Miles: 9000
* Is this vehicle garaged at the mailing address? Yes No

Vehicle Physical Damage Coverages

Insured wants to Suspend Liability:
Other Than Collision: 500

An existing car, truck, SUV or van can be replaced with only another vehicle in this group.
An existing motor home can be replaced with only another motor home.
An existing trailer can be replaced only with another travel trailer or utility trailer.
An existing antique vehicle must be deleted and the new antique or classic vehicle added.

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Note: Existing vehicle physical damage coverages will remain.

3. Verify the same coverages apply to the new vehicle

- If prior vehicle was liability only and new vehicle is 10 or less years old, then physical damage coverage is automatically added.
- If previous vehicle had suspended liability, Liability will be reinstated. Check suspension if desired.

Note: Prior vehicle customization & credit information is erased.

4. Add any applicable Customization (Radio button will remain defaulted but all data will be cleared for re-input by user).
5. Verify safety device credits (Will be automatically added per VIN).
6. When you are done entering information on this vehicle, click **Review Changes** to continue. [The Review Changes screen displays.](#)

Vehicle Usage

* Vehicle Usage: PLEASURE

* Annual Miles: 9000

* Is this vehicle garaged at the mailing address? Yes No

Vehicle Physical Damage Coverages

Insured wants to Suspend Liability:

Other Than Collision: 500

Collision: 500

* Inspection Code:

Towing and Labor: NO COVERAGE

Extended Transportation: 40/1200

Customization

* Any Customizing / Additional Equipment? Yes No [What's this?](#)

Vehicle Credits

Anti-Lock Brakes

Anti Theft ACTIVE

Passive Restraints AIRBAG BOTH SIDES

TrueLane [What's this?](#)

Cancel Save for Later

Review Changes

Follow these steps to delete a vehicle

1. To delete a vehicle, do the following:

- a. Select the link for the vehicle you want to delete on the **Policy Snapshot** screen, or the radio button on the **Vehicles** screen.
- b. Click **Delete Selected Vehicle** on the **Vehicles** screen.

2. When the message window displays asking you to confirm that you want to delete the vehicle, click **OK**. *The Vehicle screen re-displays with the vehicle removed.*

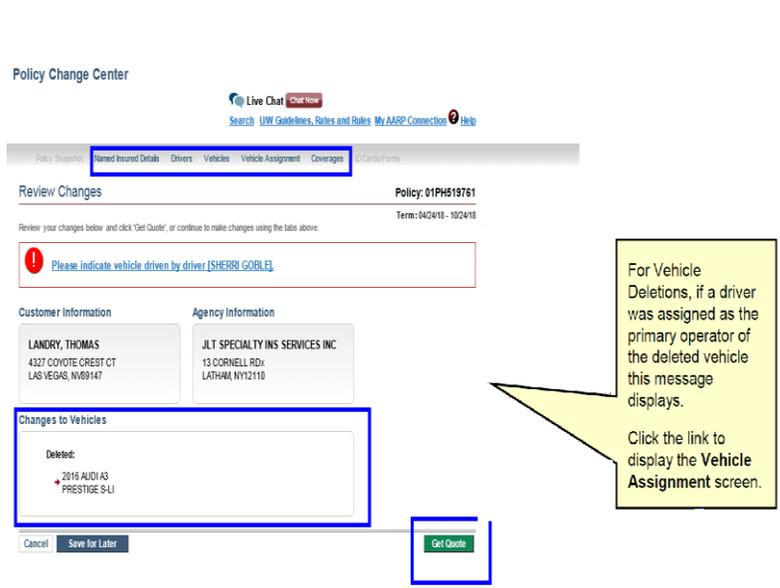
3. When you are done entering information on this vehicle, click **Review Changes** to continue. [The Review Changes screen displays.](#)

The screenshot shows the 'Policy Change Center' interface for Policy: 01PH519761. The 'Vehicles' section is active, displaying a list of vehicles. The first vehicle, '2013 HONDA CIVIC LX', is selected. A red circle 'a' highlights this vehicle link. Below the list, there are buttons for 'Add Vehicle', 'Replace Selected Vehicle', and 'Delete Selected Vehicle'. A red circle 'b' highlights the 'Delete Selected Vehicle' button. The 'Vehicle Information' section below shows details for the selected vehicle, including Vehicle Type (Private Passenger), Vehicle Year (2013), VIN (1HGFB2F50D5241541), Vehicle Make (HONDA), and Vehicle Model (CIVIC LX).

Once your change is entered you will go to the Review Changes screen.

1. On the **Review Changes** screen, you can:

- Choose a tab to make additional changes
- Review the changes you made.
- Click **Get Quote** to continue processing this change. *The Quote Summary screen displays.*



Policy Change Center

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Policy Snapshot **Named Insured Details** Drivers Vehicles **Vehicle Assignment** Coverages ID Cards/Forms

Review Changes Policy: 01PH519761
Term: 04/24/18 - 10/24/18

Review your changes below and click 'Get Quote', or continue to make changes using the tabs above.

Please indicate vehicle driven by driver [SHERRI GOBLE]

Customer Information Agency Information

LANDRY, THOMAS
4327 COYOTE CREST CT
LAS VEGAS, NV89147

JLT SPECIALTY INS SERVICES INC
13 CORNELL RD
LATHAM, NY12110

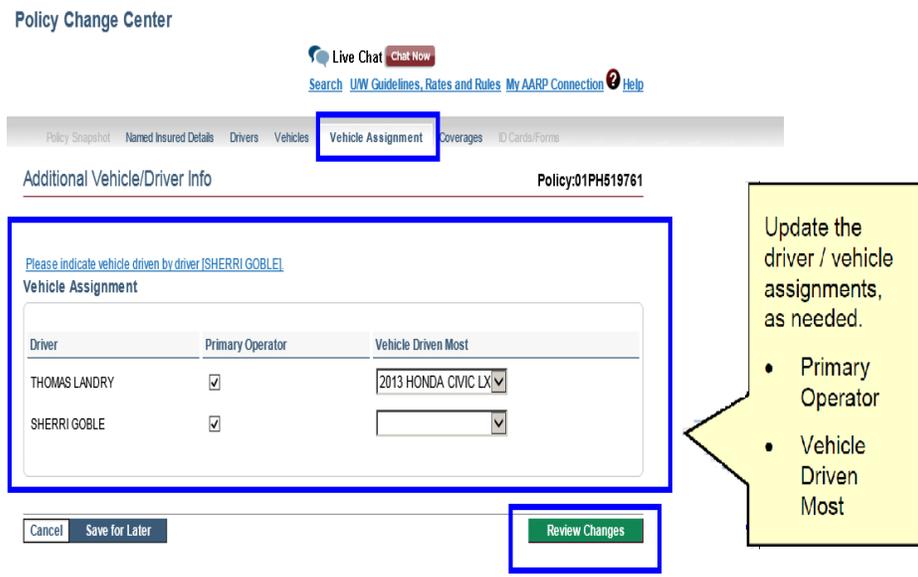
Changes to Vehicles

Deleted:
2016 AUDI A3
PRESTIGE S-LI

Cancel Save for Later **Get Quote**

For Vehicle Deletions, if a driver was assigned as the primary operator of the deleted vehicle this message displays.

Click the link to display the Vehicle Assignment screen.



Policy Change Center

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Policy Snapshot Named Insured Details Drivers Vehicles **Vehicle Assignment** Coverages ID Cards/Forms

Additional Vehicle/Driver Info Policy: 01PH519761

Please indicate vehicle driven by driver [SHERRI GOBLE]

Vehicle Assignment

Driver	Primary Operator	Vehicle Driven Most
THOMAS LANDRY	<input checked="" type="checkbox"/>	2013 HONDA CIVIC LX
SHERRI GOBLE	<input checked="" type="checkbox"/>	

Cancel Save for Later **Review Changes**

Update the driver / vehicle assignments, as needed.

- Primary Operator
- Vehicle Driven Most

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2. On the **Quote Summary** screen, you can see a comparison of the current price to the adjusted price and the difference between the two.

3. Click another tab to make additional changes.

4. Click the **Print this Page** link, to keep a printed copy of the Quote Summary page.

5. To review the impact on billing installments, click the **View Billing Breakdown** link.

6. When you are done making changes, click **Apply Changes to Policy** to submit the change request.

7. A **Submission Status** screen displays telling you the change request has been successfully submitted, or that the request must be processed by a Hartford Employee.

The policy will be locked until the next business day. If processed on a Saturday, the policy is locked until Tuesday. During this time, you will NOT be able to make any additional on-line changes or process any quotes.

The screenshot shows the 'Quote Summary' page. At the top, there are two boxes: 'Customer Information' for LANDRY, THOMAS (4327 COYOTE CREST CT, LAS VEGAS, NV 89147) and 'Agency Information' for JLT SPECIALTY INS SERVICES INC (13 CORNELL RD, LATHAM, NY 12110). Below these are 'Changes to Vehicles' and 'Driver/Vehicle Assignment' sections. A yellow box highlights a 'TrueLane Message' regarding a deleted vehicle. To the right, a 'Current Policy Premium' of \$1,759.00 is shown, along with a 'Pro Rated Premium' of \$634.99. A 'Billing & Premium Breakdown' link is visible. At the bottom, there are 'Cancel', 'Save for Later', and 'Apply Changes to Policy' buttons.



Note: If a quote is needed immediately for the renewal term, click the 'Save for Later' button and use the Edit button in the Transactions section of the Search Results screen to change the effective date to the renewal term. Click Get Quote.

Then click 'Save for Later' again on this second quote and use the Edit button to change the effective date back to the actual date of change in the prior term.

If not needed immediately, you can view the updated renewal premium in EBC on the next business day.

The screenshot shows the 'Submission Confirmation' screen. It includes a 'Live Chat' button, a search bar, and navigation links for 'Policy Snapshot', 'Named Insured Details', 'Drivers', 'Vehicles', 'Vehicle Assignment', 'Coverages', and 'ID Cards/Forms'. The main message states: 'Your submission was successful.' Below this, there is a 'Print Or View ID Cards and Forms' button and a note: 'This change will be available for viewing on EBC today and through your agency management system download on the next business day.' The confirmation number is AEBXC10E053118060001. A 'Start a New Search' button is at the bottom.