OPENLY
Onboarding

Welcome to Openly

Your journey to success starts here

Agenda

- What sets Openly apart

- Where we offer coverage

- Our appetite and policies

- Hearts

- Quote does not qualify

- Underwriting inspection process

- Claims: the Openly difference

- Feedback

- Brand assets

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What sets Openly apart

Expertise

- Founded in 2017 by insurance experts, Ty Harris & Matt Wielbut
- Over 200 years of combined experience among our executive leadership team

Coverage

- Guaranteed replacement coverage up to $5M[1]
- Broad liability coverage up to $1M
- Blanket personal property coverages up to $100K per category with $0 deductible
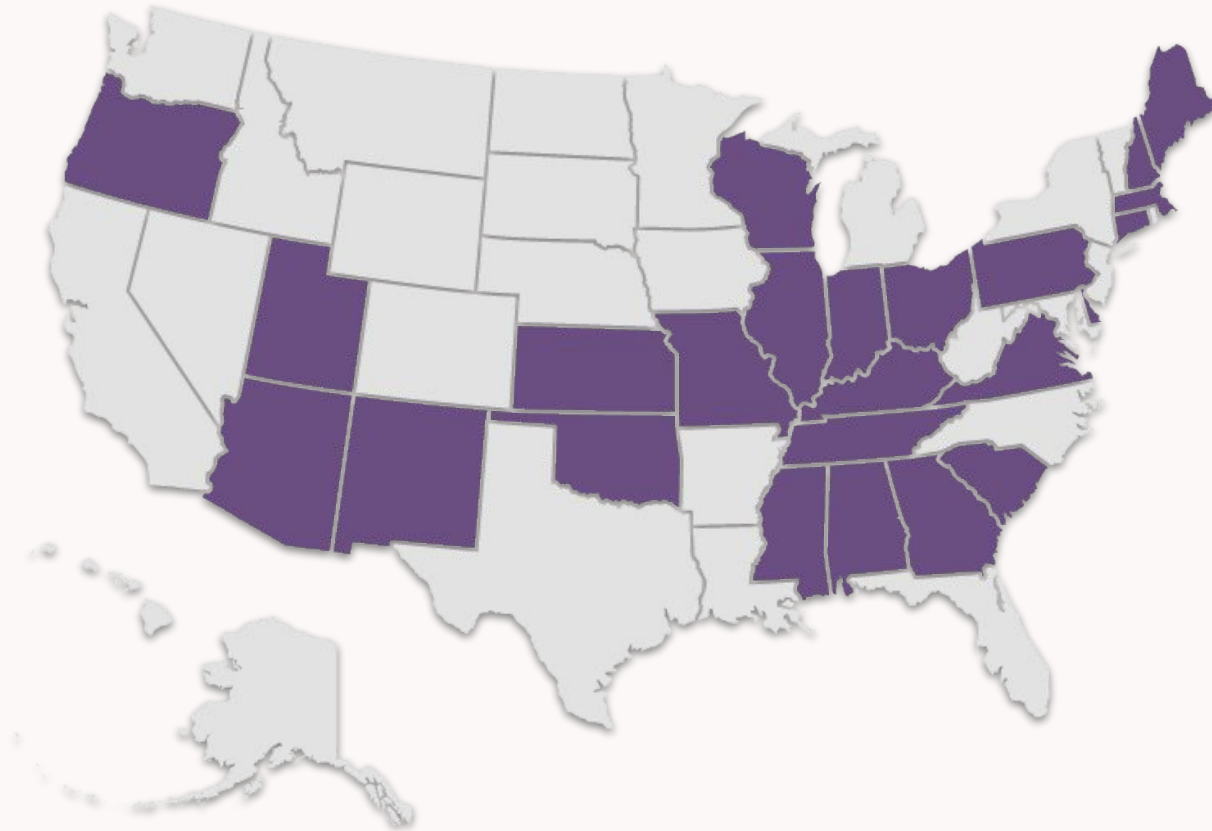- Flexible coverage options

Service

- Live chat support
- Openly Help
- Claims managed in-house
- Above industry average policyholder retention

Technology

- Superior risk selection leveraging large volumes of data
- Fully bindable and underwritten rate in as little as 15 seconds
- Virtual inspection tools
- Claims eFNOL Portal

Where we offer coverage

- Alabama
- Arizona
- Connecticut
- Delaware
- Georgia
- Illinois
- Indiana
- Kansas
- Kentucky
- Maine
- Massachusetts
- Mississippi

- Missouri
- New Hampshire
- New Mexico
- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- South Carolina
- Tennessee
- Utah
- Virginia
- Wisconsin

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Openly's policies

Primary residence

Written as an enhanced HO-5

Secondary / seasonal

Written as an enhanced HO-5

Long-term rental

A home the Named Insured rents to others for a fee

Written as an HO-3

Openly offers a home-sharing endorsement for policyholders engaging in home-sharing and short-term rental activities.

Download Openly's Appetite Guide & Coverage Highlights.

Not a fit for Openly

Multi-family homes

Mobile homes

Older rental properties

Homes on a historic registry

Log or timber cabins

PPC® 9 and 10

Homes built on stilts

Homes with on-site businesses

Homes with non-standard roofing materials

Townhomes or condos with a master HOA policy

Homes with unconventional heating sources

Homes that do not meet current building codes

Learn More about homes that are not a fit for Openly.

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Openly Hearts

Some policies have one or more heart icons displayed near the premium summary.

Hearts indicate policies likely to generate significant value over time for the agency and Openly through:

- Good underwriting results

- Policy retention

- Cross-sell opportunities

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Quote does not qualify

Our risk appetite is dynamic to ensure long-term stability. Through data analysis, our underwriting is refined to help maintain a healthy book of business.

Don't let DNQs discourage you. The more you quote, the better you'll understand our risk appetite and be able to bind more quotes successfully.

Inspection selection

If a policy is selected for inspection, in the Agent Portal you will see a banner stating "Selected for Inspection" above the quoted premium.

Eligible

Effective: **Thu, Jan 26, 2023**

Joe Citizen

131 Dartmouth St
Boston, MA 02116

Main Residence
$1,288,519 Replacement Cost

Selected for Inspection

Annual Premium......$3,359.62

Eligible

Effective: **Thu, Jan 26, 2023**

Joe Citizen

131 Dartmouth St
Boston, MA 02116

Main Residence
$1,288,519 Replacement Cost

Annual Premium......$3,359.62

If you have any questions and/or would like to check on the status of an inspection, please email inspections@openly.com.

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Underwriting inspection process

Policy is flagged in the Agent Portal for inspection based on property characteristics, including but not limited to:

- Home age
- Roof age
- RCE
- Claims history

Inspection type is determined based on property characteristics.

- **In-person:** Third-party vendor schedules an inspection with the insured. Agent is contacted if there is no reply.
- **Virtual:** Inspection vendor, Flyreel, emails agent and insured with instructions.

Underwriting makes one of the following determinations:

- No Action Needed
- Repair notice
- Cancellation
- Non-renewal

If action is required, the insured will receive results via mail, and the agent via email.

Claims: the Openly difference

Our people

Openly's experienced claims experts handle each claim with meticulous care, guiding you and your client every step of the way.

Technology

With a range of advanced tools and technologies, such as virtual self-inspection tools and eFNOL, we've enhanced the overall claims experience.

Trusted partners

Our curated network of reliable contractors ensures a seamless and efficient claims process.

|	
20+ years	Average experience of claims team members
24 hours	Most policyholders contacted within 1 day of filing a claim
5-7 days	Average time to complete inspection from FNOL
50+ NPS	Above industry average (10) claims net promoter score[2]

2 Qualtrics XM Institute. "Economics of NPS in the Insurance Industry." Published 2021. https://bit.ly/43YXjmz.

Download Claims Guide

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Our Claims Process

Let us assist you—and your clients–in navigating the claims process with ease.
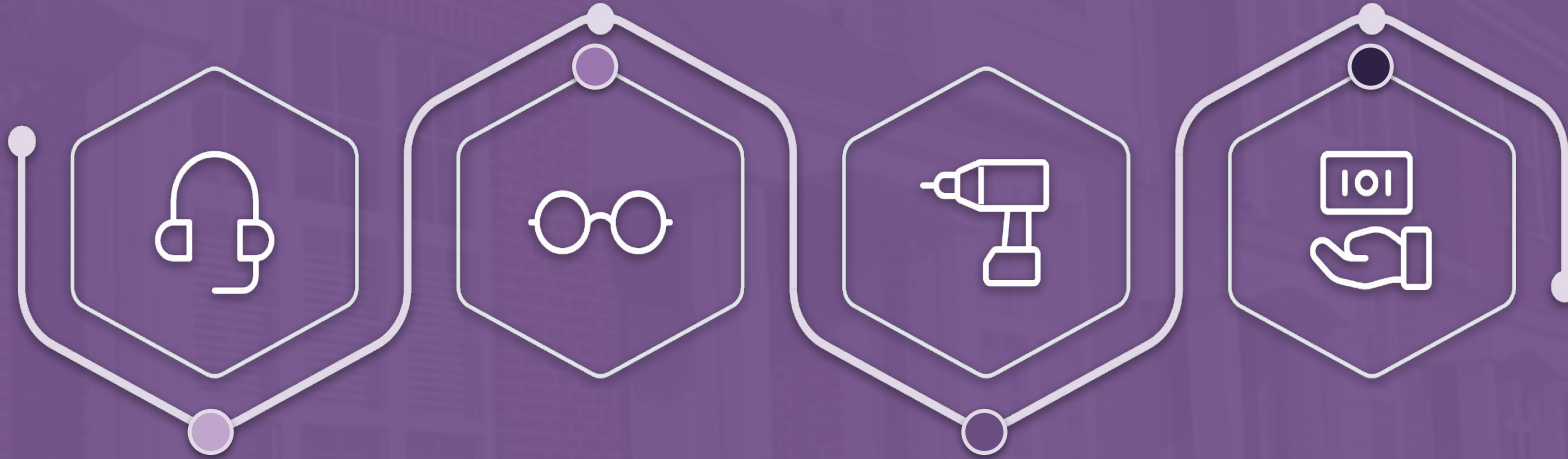
1 Report a new claim
You or your client can easily file a claim via our FNOL Portal or by calling Openly claims.

2 Assessment
Our claims team will review the claim and assess the damage. The assigned adjuster will contact you and your client to provide detailed information and outline next steps.

3 Estimate & repair
Based on coverage and location, your client can choose from our network of trusted partners who will inspect, estimate, and complete the necessary repairs.

4 Payment & support
Even after a payment is made, our commitment to your client doesn't end there. We will continue to be your client's advocate, offering ongoing support throughout the process.

Feedback loop

Openly values feedback from agents and policyholders to enhance our services and improve the customer experience.

Our feedback system consists of:

1. **Agent NPS Survey**—This two-question monthly survey gauges agent satisfaction and areas for improvement.

2. **Agent Satisfaction Survey**—This annual survey helps us understand how Openly is meeting the needs—and anticipating the future needs—of our appointed agents.

3. **Claims NPS Survey**—Aimed specifically at policyholders, this two-question survey measures the effectiveness of our claims process and identifies areas for enhancement.

4. **Agent interviews / focus groups**—As part of our discovery process for enhancements, we often have feedback discussions with agents.

To ensure transparency, security, and the privacy of our respondents, we occasionally use third-party providers to conduct surveys via email.

Openly Brand Assets

Interested in promoting Openly on your agency's website? Download Openly logos and brand copy approved for use.

Important: If you'd like to publish unique copy or create co-branded promotional material, please submit for review and approval.

Download

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Thank you!

Questions? Email onboarding@openly.com