

Common Questions and Answers – Allstate – Pet Health (PH)

Question: How can I quote PH?

Answer: As long as pet health product authority is set up under the agency, they should be able to find Pet Health in the product drop down on modernLINK®. If the agent does have Pet Health authority, but it's not showing in the product drop down list, please contact producer management for assistance ext 2140.

Question: Can someone help me with my modernLINK credentials?

Answer: www.amig.com/allstateagents

- Go to Request/Update Credentials walk through the questions

Question: How can I retrieve a Pet Health quote?

Answer: If you complete a PH quote from modernLINK, the only way to retrieve it is to go to www.embracepetinsurance.com/retrieve/agent. In the top right hand of the page is a “Retrieve Quote” link. The agent will need the email address and zip code used for the quote to retrieve.

Question: Can I print the PH quote once completed?

Answer: There isn't print functionality on the quoting platform. An auto generated email is sent to the email address used at the beginning of the quote and the principal of the agency is cc'd. This email contains a retrieve quote link, which can be used to walk the customer through the quote.

Question: How do I save my PH quote?

Answer: The quote is auto saved throughout the quoting process. No need to hit a “save” button.

Question: How do I order PH brochures?

Answer: You can order them through our marketing center located at: <https://www.amig.com/allstateagents/training-education/request-materials/>

Question: How can I request policy documents?

Answer: Insured requests – Call Embrace 1.800.511.9172

Question: How do I make changes to the policy:

Answer: Please contact Embrace 1.800.511.9172 for all policy/endorsement changes after the policy is bound.

Question: Where can I find product information?

Answer: www.amig.com/allstateagents

Question: Whose email address should I use on the application?

Answer: The customer's email address should be used. If an agent uses their email address, the system will continue to overlay their previous customer's quote. If the agent binds a policy under his/her email address and then attempts to quote another policy they will not receive the auto generated email to retrieve any future quotes.

Other Quick Tips:

1. Once the policy has been purchased, Embrace agents can make adjustments to the policy as well as help you service existing policies.
2. Because Embrace agents use a quoting platform **different** than Allstate agents, we are unable to help you with system errors. For system error assistance you can call 1.800.492.2064
3. The Embrace policy **does exclude** pre-existing conditions, defined as: any diagnosed condition or condition related to a symptom that was present prior to the purchase of the policy or through the waiting period.



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How to Quote Pet Health

Step 1

To quote Pet Health, you'll need to sign into modernLINK at www.amig.com/allstateagents. If you already have modernLINK credentials, you can find Pet Health in the Product dropdown option:

The screenshot shows the modernLINK web interface. At the top, there's a navigation bar with 'Home', 'Quotes and Policies', 'Agency Management', 'eForms', 'Tools', and 'Reports'. Below that is a 'System Alerts' section. The main content area is titled 'New Quote' and contains a form with the following fields: Agent # (302619), Subproducer # (ASTATE), Effective Date (05/30/2017), Rating Zip Code (45103), Rating State (Ohio), and Product (Pet Health). A 'Get A Quote!' button is located at the bottom of the form. A callout box with a red border and white background points to the button, containing the text 'Select "Pet Health" and Click "Get a Quote"'. A red circle '1' is next to the Product dropdown, and a red circle '2' is next to the 'Get A Quote!' button.

Step 2

Once you click "Get a Quote", you'll be redirected to the Embrace quoting platform.

You will be asked for the pet information such as: pet's name, species (dog or cat), gender, breed, age, spayed or neutered.

You will have the opportunity to pick the level of coverage and customize the limits to fit your customer's needs. If your customer qualifies for any discounts, you can add them too.

The final step is to add contact and payment information and you're done.

Need Access to modernLINK?

If you don't have modernLINK credentials or need to update, you'll need to go to update/request credentials which is located in the top right of the www.amig.com/allstateagents webpage. Keep in mind it does take a few days to process new requests.



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Please note: As with all American Modern product offerings, if a risk is eligible for an Allstate program, then it should be placed with Allstate. American Modern products are meant to supplement your current Allstate portfolio of products.

Pet health insurance is administered by Embrace Pet Insurance Agency, LLC and underwritten by one of the licensed insurers of American Modern Insurance Group, Inc., including American Modern Home Insurance Company d/b/a in CA as American Modern Insurance Company (Lic. No 2222-8), and American Southern Home Insurance Company. Coverage is subject to policy terms, conditions, limitations, exclusions, underwriting review and approval, and may not be available for all risks or in all states. Rates and discounts vary, are determined by many factors and are subject to change. Wellness rewards are offered as a supplementary benefit to the pet health insurance policy and are not an insurance product. Wellness rewards are offered and administered by Embrace Pet Insurance Agency in the United States.