

RT Connector FAQs

RT Connector, what is it?

RT Connector is our retail agent facing portal, where retail agents login to quote, bind, and issue digital products.

What products are offered in RT Connector?

We currently have Commercial Package, General Liability, Excess Liability and Property.

What states are you in?

RT Connector is live in all 50 states and the District of Columbia.

How quickly can I get a quote with RT Connector?

Quotes can take as little as 3 minutes, depending on line of business.

Is there a live chat feature that I can use when quoting?

Yes! At the bottom right of the screen you will see a green icon which will connect you to our live support team for quoting questions and are available Mon through Fri 8am to 6pm CST.

Are the quotes fully bindable?

All available lines have fully bindable quotes.

What if my submission does not return a bindable quote?

No problem! Your underwriter or broker will be notified on your submission and will work with you to finalize a quote.

Will my client and / or myself be required to sign any application forms?

Upon requesting bind, DocuSign packets are emailed to you and your insured for electronic signature of applicable applications or ACORDs before any policy is issued.

Can I compare coverages if I get two or more quotes?

Yes! By selecting the "Compare All" button on the quote page you will be able to compare all returned quotes for the insured.

Can I quote the same insured for other lines of business in RT Connector?

Yes! We have built this platform to cross-sell insureds. Once the Property quote is complete, go back to your Policy Dashboard and create a second submission to quote GL or XS.

Can I view any of the coverages or forms before binding the policy?

Yes! All of our coverages and forms are PDF Integrated into the quote. Simply click on the PDF icon to the far right of the coverage form to review.

How are the due diligence forms handled?

After selecting a fully bind-able quote, you are prompted for any data points needed to satisfy surplus lines requirements possibly including license and declination information. These vary by state and are handled by RT Connector.

Can I e-mail the quote from the RT Connector to the insured?

You cannot email a quote directly from the Connector system, but you can download the quote sheet and send through your own email address.

How do I process an endorsement?

Simply search for the insured on the Policy Dashboard, click into the policy and select Policy Options, request an Endorsement or email ConnectorUnderwriting@rtspecialty.com.

How do I request a cancellation?

Simply search for the insured on the Policy Dashboard, click into the policy and select Policy Options, request an Cancellation or email ConnectorUnderwriting@rtspecialty.com.

Does the RT Connector save my work if I get interrupted halfway through?

RT Connector auto-saves every few seconds as you enter the risks information. You can return at any time and seamlessly pick-up where you left off. Plus, if you completed the entry and receive a quote, it is valid for 30 days. Simply login and click proceed to bind whenever you're ready.

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How can I get additional colleagues at my firm trained and credentialed to use the platform?

Contact digitalretail@rtspecialty.com

How do I pay for a policy on RT Connector?

RT Connector offers payment flexibility. Through our online payment portal, we accept credit card or ACH. You're always welcome to pay via traditional 'mail' too, just as you do with RT Specialty business. Whatever works for you works for us!

Where are taxes/fees displayed?

Taxes and fees are located on the first page of the quote. Click "View Quote" at the quote comparison page in order to view. You can also view them via the carrier flyout menu.

Quote Details:	Aggregate Limit	\$1,000,000
	Aggregate Retention	\$5,000
Premium Details:	Total Policy Premium	\$5,308
	State Tax	\$234
	Broker Fee	\$350
	Carrier Fee	\$195
	Total	\$6,088

What is the fee for credit card payment?

Same as RT Specialty offers, 3.25% for credit cards.

What is insured pay?

Insured Pay allows agents to produce the invoice displaying the gross amount to forward on to the insured for payment. The insured has 3 payment options to choose from – ACH, credit card or traditional check – and when paying via ACH or credit card they simply click their unique ePay link shown on the invoice & follow the on-screen prompts. This option makes it easier for you to collect from the insured, although you're still responsible for payment.

My insured needs premium financing, is that an option?

A Stetson Insurance Funding premium finance offer is included with all eligible policies. If your insured elects to bind with financing, they simply sign electronically right along with the policy documents via our quick and easy DocuSign process. If you have a premium finance company you prefer to work with, you're welcome to use them for policies bound with RT Connector. Whatever works for you works for us!

RT Connector is RT Specialty's Proprietary Digital Marketplace for Small Business.

The coverage process is streamlined, top-rated market access is multiplied, and robust third party tools are harnessed – empowering RT Specialty contracted retail agents to do their best work without sacrificing due diligence, time or profitability.

Let's Connect

connectorsupport@rtspecialty.com

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RTSPECIALTY.COM/CONNECTOR

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