

# Reference Questions



**We're thrilled to announce the launch of our new chatbot** designed to streamline your quoting process in Roadrunner. With this innovative tool, you can ask questions about policy coverage, submissions, audit information, and even connect with a live underwriter!

## Submission Questions

- How do I enter a quote in Roadrunner?
- How can I start a new submission?
- Why was my quote declined?
- What are the rules for binding policies under the Roadrunner application?
- Why am I getting an error message at the end of my submission?

## Policy Document Questions

- Where is my document?
- How do I send a DocuSign document?
- How much does it cost to add a waiver of subrogation/alternate employer?
- How can I get a loss runs report for a policy?

## Policy Change Question

- How do I make a policy change?

## Cancellation, Reinstatements, and Rescission Questions

- What is a rescission notice? Why did I get this notice?
- Is/will the policy be reinstated? How can the policy get reinstated?
- Why is this policy terminated?
- How do I cancel a policy? I need to cancel a policy.

## Renewal Question

- Where is the insured's/policyholder's renewal?

## General Questions

- How much does the policyholder/insured owe?
- How does the policyholder/insured submit an audit?
- Can you provide other states coverage?
- Why do I need an ERM-14?

## Platform Questions

- I need to reset my password.
- How do I search for an account in Roadrunner?
- How can I use Roadrunner?
- What if I encounter a white screen?
- Who do I contact for issues or questions about Roadrunner?
- Can I contact an underwriter after business hours?