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6056

TO
All Commercial Lines
Agents

SUBJECT
Introducing Merchants'
New Appetite Guide!

Introducing Merchants Insurance Group's New Appetite Guide

Merchants Insurance Group is thrilled to announce the launch of our **NEW agent Appetite Guide!** We've replaced our static PDF version of the Appetite Guide with a more user-friendly, interactive experience.

The new Appetite Guide allows agents to quickly look up our appetite and eligibility guidelines for a particular class of business in a selected state. It includes quick links to our Underwriting General Rules and Agent Binding Authority.

The new Appetite Guide includes specific search criteria, allowing agents to search for class specific appetite and guidelines alphabetically or by ISO Class Code, all or part of a class description, market segment, and state. *The more search criteria selected, the narrower the search result will be.*

Click on any classification to see the product/class specific underwriting guidelines for that class, as long as the state the insured is located in is selected.

Accessing the New Appetite Guide

To access the new Appetite Guide:

1. Log into the Merchants secure agent portal and enter the *Commercial Gateway*.
2. Within the *Commercial Gateway*, there are two ways to access the Appetite Guide:
 - Locate *Appetite Guide* in the blue banner menu and select *Appetite Guide*.
 - Locate *Resources/Tools* in the blue banner menu and select *Appetite Guide*. (This is where the previous version of the Appetite Guide was located!)

Navigating the New Appetite Guide

For your convenience, we've created a video to demonstrate the functionalities of the new Appetite Guide.

To access the video:

Agents can view the video on Merchants University OR by clicking this link:

<https://youtu.be/F7j5E0crLSU>

Follow the instructions below to view the video on Merchants University.

1. Log into the Merchants secure agent portal.
2. Select *Merchants University* from the left column or under the *Resources* heading.
3. Click *Merchants Tutorials / Webinars* on the menu.
4. Under the category titled *Appetite*, locate the video titled *Appetite Guide*. Click on the link to view!

For more information, please contact your Territory Manager or Underwriting Manager.

As always, thank you for your business with Merchants Insurance Group!