Nautilus Support Team

The Nautilus Support Team is available to assist with your rating platform requests and concerns. We spend our business day working with you to ensure The ONE works smoothly and provide the Vertafore help we can. As analysts, we aren't well-versed in monetary rating questions or concerns, but if you want to get system technical – we are your source of knowledge! Our spectacular underwriters are ready to answer your rating questions should they arise.

Contact Info

- nautilusagents.com requests or The ONE / Vertafore concerns:
  nautilussupport@nautilus-ins.com

- Send policy copies:
  nicpolicy@nautilus-ins.com

- Binding documents, inspections, policy support documents, and more:
  nicmail@nautilus-ins.com

- New business quotes:
  nicquotes@nautilus-ins.com

- Loss runs requests:
  niclossruns@nautilus-ins.com

- Policy claims:
  nicclaims@nautilus-ins.com

- General questions for insureds or agents:
  frontdesk@nautilus-ins.com or 1.800.842.8972

- Vertafore user add, change, or delete issues:
  vertafore-vpisupport@vertafore.com

Reminders:

- We close duplicates without response. After reporting an incident to nautilussupport@nautilus-ins.com and receiving an acknowledgement receipt that an incident has been opened, don't continue to use this email. Instead, please email nicuwsupport@nautilus-ins.com if you haven't heard from a live analyst within 24 hours.

- As of 2024, we require all security contacts to use the **new ARU Form** when requesting agent profile adjustments – add, remove, or update. All user requests are completed within five business days.

- Hover text and helper messages in The ONE and Vertafore provide instant answers to limit the need for a live analyst's assistance.

- New business should be emailed directly to your Nautilus underwriter or nicquotes@nautilus-ins.com.

- All quotes in a BOUND status that don't move to issuance need to be reported to nautilussupport@nautilus-ins.com so we can spoil the policy number.

- If you can't find a policy in The ONE, check to see if the number came from your internally assigned block.

The ONE – Frequently Asked Questions

Why can't I see the 'Bind' button?
- Is it in a QUOTED status?
  - If yes, is your agency contracted to use The ONE / Vertafore for issuance? If so, you're likely missing proper permissions on your nautilusagents.com user profile.
    Email nautilussupport@nautilus-ins.com for assistance.
  - If no, click 'Continue to Quote' and create the letter to achieve QUOTED status.

Why is The ONE stating 'Policy Number already in-use'?
- Someone within your agency has bypassed the 'Issue Policy' button in The ONE and manually started issuance of this policy in Vertafore. Or, The ONE simply had a glitch, and the status didn't change to 'Pending Issuance' informing you it's already in Vertafore waiting to be issued.

  - Solution: An agency user needs to delete the policy from Vertafore.* Once deleted from Vertafore, the 'Issue Policy' button in The ONE will work as designed. For help with deleting, contact your agency's internal Vertafore administrator or Vertafore directly: 1.800.444.4813, option 2 or vertafore-vpisupport@vertafore.com.

  Nautilus has no control over Vertafore user profiles.

Why can't I search and find a quote in The ONE?
- What agency code (1234-0) is the missing quote rated with?
  - If you don't have access to the agency code within your nautilusagents.com profile, you will not see quotes created with that code.
  - These codes can be edited by having your appointed security contact submit the **new ARU Form** to nautilussupport@nautilus-ins.com.

How can I correct a mistake after clicking 'Issue Policy'?
- If you HAVE NOT mailed out the policy in Vertafore, you need to delete the policy from that portal. Once deleted, submit an incident to nautilussupport@nautilus-ins.com; we will have IT Development set the status back to BOUND. Once in a BOUND status, use the 'Modify Binder' feature to make changes. After all changes are complete, click the 'Issue Policy' button again to send this back to Vertafore for final issuance.

- If you HAVE mailed the policy out in Vertafore, you will need to flat cancel and rewrite the policy with the approval from your Nautilus Underwriter.

I am no longer going to issue a policy, how can I spoil it?
- If you HAVE NOT mailed out the policy in Vertafore, you need to delete the policy from that portal. For help with deleting, you can contact your agency's internal Vertafore administrator or Vertafore directly at 1.800.444.4813, option 2 or vertafore-vpisupport@vertafore.com. Once deleted, submit an email to nautilussupport@nautilus-ins.com requesting to spoil the policy.

- If you HAVE mailed this out in Vertafore, you will need to cancel the policy in the Vertafore portal.

We strive to give you first-class service.

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nautilusagents.com