



Questions

How does a customer opt in for Paperless Policy Packets?

Customers can enroll in Paperless Policy Packets at any time through MyWestfield®. During the new business quoting process, agents can also indicate a customer's interest in Paperless Policy Packets. If an agent indicates interest on behalf of a customer, Westfield will hold printing of the new business policy packet for seven days to allow the customer time to complete the enrollment process through MyWestfield.

How it works: Once the new business policy is issued, the customer will receive an email invitation to register for MyWestfield. After creating an account, the customer can opt in to Paperless Policy Packets by selecting their paperless preferences for each policy.

What happens if a customer does not complete the enrollment process within the 7-day window? Can they enroll later?

If the customer does not enroll within 7 days, the policy packet will be printed and mailed. Customers can still enroll in Paperless Policy Packets at any time during their policy period through MyWestfield.

Can existing customers enroll in Paperless Policy Packets?

Yes. Both new and existing Personal Lines customers can enroll in Paperless Policy Packets at any time during their policy period by updating their preferences in MyWestfield.

Does the customer need a MyWestfield account in order to enroll?

Yes. Customers must have a MyWestfield account to enroll in Paperless Policy Packets and access their policy documents electronically.

Can an agent or Westfield associate enroll a customer on their behalf?

No. Customers must enroll themselves through MyWestfield. To participate, customers need a valid email address, a MyWestfield account, and must complete the paperless opt-in process. Agents can indicate interest during the new business quoting process, but customers must complete enrollment themselves.

Is Paperless optional, or will customers be automatically enrolled?

Paperless Policy Packets are completely optional. Customers will continue to receive paper policy packets unless they actively opt in through MyWestfield.

Does the Paperless preference apply to all policies on the customer's account, or does it need to be selected by policy?

No. Paperless preferences are managed at the policy level. Customers must opt in separately for each Westfield policy.

Which Personal Lines products/policies are included?

Nearly all Westfield Personal Lines products and policies are eligible for Paperless Policy Packets. However, a small number of policies that require specialized processing will continue to receive mailed policy packets, even if the customer has opted in to paperless delivery. For questions around policy eligibility, contact the Westfield Underwriting Business Center at **1.800.243.0210, option 5.**

What documents are included in Paperless?

Paperless Policy Packets include declarations pages, policy forms, and auto ID cards.

What documents are not included in Paperless?

Billing statements and invoices, cancellation and nonrenewal notices, and underwriting memos are not included.

How will customers know when a new document is available?

Customers will receive an email notification when a new policy document is available to view in MyWestfield. For security purposes, policy documents will not be sent as email attachments.

Can a customer change their mind and go back to paper delivery? If so, how?

Yes. Customers can update their paperless preferences at any time through MyWestfield.

When does the Paperless election take effect?

The preference takes effect immediately. However, if a policy packet has already been printed before the customer opts in, the customer may still receive a paper copy.

Where will customers find their documents within MyWestfield?

Policy documents can be found by navigating to the **Documents** tab in MyWestfield. Once on the Documents tab, the customer can choose which policy they would like to view documents for.

Can customers print or download copies of their documents?

Yes. Customers can download and print their policy documents through MyWestfield.

Are documents secure?

Yes. Policy documents are accessible through the customer's authenticated MyWestfield account rather than being sent as unprotected email attachments.

What happens if a customer adds another policy later?

New policies default to paper delivery. Customers must visit **Account Settings** in MyWestfield to update their paperless preferences for each new policy, as long as it is eligible.

Will agents be able to see whether a customer has enrolled in Paperless or not?

Yes. There will be an indicator on the **Policy Summary** page on **Agent's Web Passport**.

Will agents receive a notification when a customer enrolls or changes their preferences?

No. Agents will not receive a notification when a customer enrolls or updates their preferences. However, they can check the customer's current enrollment status on the **Policy Summary** page in Agent's Web Passport.

What if the customer says a document is missing from MyWestfield?

Customers can contact Westfield Customer Care at **800.243.0120, option 6**, for assistance.

Where should customers go for technical support?

Customers can contact Westfield Customer Care at **800.243.0120, option 6**, for technical assistance with MyWestfield.



