

More Than Just Insurance.

Plymouth Rock
assurance®

Discounts, Coverages & Pay Plans

New Hampshire

- Discounts • Assurance Packages • Additional Coverages
- Payment Options • Exclusive Plymouth Rock Programs

Claims, Online Services & Other Programs

New Hampshire

- Claim Services • eSales and Agent Quote Marketplace
- Plymouth Rock Online Services • Contact Information

Welcome

Introducing
The New Plymouth Rock Assurance
Digital Agent Flip Chart

New Hampshire

Click on a content box to view each section.

More Than Just Insurance.

Plymouth Rock
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Discounts, Coverages & Pay Plans

New Hampshire

Discounts

- Advance Shopper Discount
- Agency Transfer Discount
- Anti-theft Discount
- Away at School Discount
- Companion Package Discount
- Driver Training Discount
- eDocuments Discount
- Good Student Discount
- Group Affinity Program
- Homeowner Discount
- Motor Club Discount
- New Driver Family Discount
- Paid in Full Discount
- Safety Pledge Discount

Assurance Packages

- Essential Assurance
- Assurance Plus Loyalty Rewards
- Assurance Preferred
- Assurance Premier

Additional Coverages

- Accident Forgiveness
- Loan/Lease Gap Coverage
- New Car Replacement

Payment Options

- Pay Plans
- Ways to Pay/Accepted forms of payment

Exclusive Plymouth Rock Programs

- Get Home Safe®

Click on any bullet on the left to view the content.

Discounts, Coverages & Pay Plans

New Hampshire

Discounts

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Exclusive Plymouth Rock Programs

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Discounts

Advance Shopper Discount

Advance Shopper Discount*

- Up to 6% discount
- Applies at New Business when the Plymouth Rock quote is requested by the insured at least 2 days in advance of the policy's original effective date
- Discount percentage will vary by the number of days the quote is requested in advance

A policy qualifies if:

- The insured has maintained continuous insurance for at least 6 months prior to the policy effective date (excluding those with no prior insurance due to Military Service)
- The insured is 19 years of age or older

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Discounts, Coverages & Pay Plans

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Discounts

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Exclusive Plymouth Rock Programs

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Discounts

Agency Transfer Discount

Agency Transfer Discount

- 2.5% discount
- Applicable to any existing agency business
- Discount applies to Private Passenger vehicles only

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Discounts, Coverages & Pay Plans

New Hampshire

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Exclusive Plymouth Rock Programs

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Discounts

Anti-theft Discount

Anti-theft Discount

Up to a 10% discount is available for drivers with a vehicle equipped with anti-theft devices such as alarms, hood locks, ignition locks and Vehicle Recovery Systems.

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Discounts, Coverages & Pay Plans

New Hampshire

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Exclusive Plymouth Rock Programs

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Discounts

Away at School Discount

Away at School Discount

A 10% discount is available to customers with a rated driver under the age of 22 who:

- is a child of the named insured
- resides away from home; and
- is a student enrolled at an accredited educational institution located where they reside.

A policy qualifies if:

- The student will not have regular access to a covered vehicle while at school; and
- The school must be more than 100 miles away from the place of principal garaging of the vehicle.

Note: This discount will not apply if the driver was not disclosed by the Named Insured, nor if the New Driver Family Discount is being applied.

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Discounts, Coverages & Pay Plans

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Discounts

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Discounts

Companion Package Discount

Companion Package Discount

A 8% discount is available to customers who have a home, condo, or renter insurance policy with Mt. Washington Assurance Corporation or another Plymouth Rock Assurance company, or if they intend to buy such a policy within the next twelve months following the auto policy effective date.

A 3% Super Preferred Companion discount is available to customer with home, condo, or renters' policies with any of the following companies:

Chubb, Chartis/AIG, Bankers Standard/ACE, Fireman's Fund, or PURE insurance

† 10% Companion discount is available for home and condo owners who have policies with High Point Insurance, Mt. Washington Assurance or Palisades.

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Assurance Packages

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Additional Coverages

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- New Car Replacement

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Exclusive Plymouth Rock Programs

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Discounts

Driver Training Discount

Driver Training Discount

Drivers under the age of 19 can receive a 10% discount with a certificate of completion from a qualified driver training program.

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New Hampshire

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- New Car Replacement

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Discounts

eDocuments Discount

eDocuments Discount

- 2% discount
- Can only be applied as of the policy's effective date, not mid-term

A policy qualifies if:

- The named insured signs up for eDocument delivery on Plymouth Rock's eService website to receive all policy documents via email

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Discounts, Coverages & Pay Plans

New Hampshire

Discounts

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- Safety Pledge Discount

Assurance Packages

- Essential Assurance
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- Assurance Preferred
- Assurance Premier

Additional Coverages

- Accident Forgiveness
- Loan/Lease Gap Coverage
- New Car Replacement

Payment Options

- Pay Plans
- Ways to Pay/Accepted forms of payment

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Discounts

Good Student Discount

Good Student Discount

10% discount applies to drivers under the age of 22 who are fulltime high school, college or university students at accredited institutions. A certified statement from a school official must be presented annually, indicating one of the following conditions is met:

- The student is in the upper 20% of his/her class
- The student has maintained a "B" average, or equivalent (3 in a 4-point system)
- The student is included in a "Dean's List," "Honor Roll" or comparable list.

Notes: Discount can be added at New Business and Renewal only, but can be deleted mid-term. A driver cannot have this in addition to the New Driver Family Discount.

Discounts, Coverages & Pay Plans

New Hampshire

Discounts

- Advance Shopper Discount
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- Anti-theft Discount
- Away at School Discount
- Companion Package Discount
- Driver Training Discount
- eDocuments Discount
- Good Student Discount
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- Motor Club Discount
- New Driver Family Discount
- Paid in Full Discount
- Safety Pledge Discount

Assurance Packages

- Essential Assurance
- Assurance Plus Loyalty Rewards
- Assurance Preferred
- Assurance Premier

Additional Coverages

- Accident Forgiveness
- Loan/Lease Gap Coverage
- New Car Replacement

Payment Options

- Pay Plans
- Ways to Pay/Accepted forms of payment

Exclusive Plymouth Rock Programs

- Get Home Safe®

Discounts

Group Affinity Program Discount

Group Affinity Program Discount

The discount is applied if the named insured or spouse is an active member of an approved affinity group and elects to join the Group Affinity Program. Affinity groups include associations and worksite groups. A policy may have at most one Group Affinity Discount.

The following groups, with a 5% discount, are open to policyholders from all our agents: SBLI, NH State Employees' Association, NH Society of CPA.

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Discounts, Coverages & Pay Plans

New Hampshire

Discounts

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- Anti-theft Discount
- Away at School Discount
- Companion Package Discount
- Driver Training Discount
- eDocuments Discount
- Good Student Discount
- Group Affinity Program
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- Paid in Full Discount
- Safety Pledge Discount

Assurance Packages

- Essential Assurance
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- Assurance Preferred
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Additional Coverages

- Accident Forgiveness
- Loan/Lease Gap Coverage
- New Car Replacement

Payment Options

- Pay Plans
- Ways to Pay/Accepted forms of payment

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Discounts

Homeowner Discount

Homeowner Discount

- 3.5% discount

A policy qualifies if:

- The Name Insured or resident spouse owns a home or condominium
- Can be applied at New Business, renewal or mid-term

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Discounts, Coverages & Pay Plans

New Hampshire

Discounts

- Advance Shopper Discount
- Agency Transfer Discount
- Anti-theft Discount
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- Good Student Discount
- Group Affinity Program
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- Motor Club Discount
- New Driver Family Discount
- Paid in Full Discount
- Safety Pledge Discount

Assurance Packages

- Essential Assurance
- Assurance Plus Loyalty Rewards
- Assurance Preferred
- Assurance Premier

Additional Coverages

- Accident Forgiveness
- Loan/Lease Gap Coverage
- New Car Replacement

Payment Options

- Pay Plans
- Ways to Pay/Accepted forms of payment

Exclusive Plymouth Rock Programs

- Get Home Safe®

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Discounts

Motor Club Discount

Motor Club Discount

- 2% discount

A policy qualifies if:

- The named insured or spouse is a member of an approved Motor Club:

AAA Merrimack Valley
AAA Mid Atlantic
AAA Northern New England
AAA South Jersey,
AAA Southern New England
AARP
AllAmerica
Allstate Motor Club
Auto Club of Pioneer Valley
Auto Cost Coverage
Auto Knight
Autoclub of America
Best Roadside Service
Better World Club
BP Motor Club
Chevron Safe Trek
Cross Country (Costco)
eCar Care
Firestone
GE Motor Club
GM Motor Club
Good Sam Roadside Assistance
Mass AAA Berkshire County
On-Star
Paragon
Pinnacle Motor Club (AFSCME-Un)
Sam's Club
Seven
Signature Nationwide

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Discounts, Coverages & Pay Plans

New Hampshire

Discounts

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Assurance Packages

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Additional Coverages

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- New Car Replacement

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Discounts

New Driver Family Discount

New Driver Family Discount

- 12 % discount will be automatically applied to all rated single drivers who are under the age of 19 and a child of the Named Insured if the policy has been continuously in force for at least 24 months.

The discount will be applied as of:

- The date that the child is added to a policy that has been in force for at least 24-month or
- The first renewal after meeting the 24-month requirement

Note: This discount will not apply if the driver was not disclosed by the Named Insured.

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Discounts

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Assurance Packages

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Additional Coverages

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Discounts

Paid in Full Discount

Paid in Full Discount

- 5% discount
- Cannot be applied if the insured is required to pay in full based on prior payment history

A policy qualifies if:

- The insured chooses to pay the policy premium in full rather than in installments

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New Hampshire

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Assurance Packages

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Discounts

Safety Pledge Discount

Safety Pledge Discount

- Up to 2% discount
- All insureds will receive a copy of the Plymouth Rock Safety Pledge and the discount will automatically apply to every policy at inception

A policy does NOT qualify if:

- Additional Underwriting information was requested from the insured but was not returned to Plymouth Rock. Such requests include, but are not limited to, Signed NB Applications, Supplemental NB Applications, and Renewal Questionnaires

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Assurance Packages

Essential Assurance

Essential Assurance

Essential Assurance is our standard package and provides all of the following benefits at no additional cost*:

- Industry-leading claims services including Crashbusters®, Door to Door Valet Claim Service® and Guaranteed Repairs – all helping to make the claims process faster and easier
- Get Home Safe® taxi reimbursement
- Pledge of Assurance® – Plymouth Rock's commitment to customer service
- Online access via eServices and our mobile app

* Restrictions and limitations apply. Please refer to the complete Discounts and Rating Factors Guide in AgentWeb.

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Assurance Packages

Assurance Plus Loyalty Rewards

Assurance Plus Loyalty Rewards

- **Assurance Plus Loyalty Rewards** is automatically included at no additional cost with all Plymouth Rock policies upon the third renewal or if the insured is a member of a qualified motor club (membership info must be added to policy)
- This endorsement will add the following coverages on top of those in the Essential Assurance package:

Included Coverages[†]:

- Pet Injury Coverage[†] - up to \$500 in veterinary care
- Personal Belongings Replacement - up to \$250 for lost personal property
- Laptop Replacement - up to \$1000 in replacement cost
- Mobile Device Replacement - up to \$200 in replacement cost for mobile phones and/or tablets
- Additional Rental Coverage - an additional \$10/day up to \$300
- Seat Belt/Airbag Benefits - up to \$5,000/\$10,000
- Child Car Seat Replacement - up to \$250 for child safety seat replacement
- Additional Loss of Earnings Coverage - up to \$250/day
- Waiver of Glass Deductible for Glass Repairs^{*}
- Enhanced Bail Bond Coverage - up to \$500

Restrictions and limitations apply. Please refer to the complete Discounts and Rating Factors Guide in AgentWeb and the actual endorsement form if applicable.

[†] Customers who qualify for Assurance Plus and have purchased Assurance Preferred or Assurance Premier receive an additional \$500 of pet injury coverage.

^{*} We will waive any applicable deductible for the covered repair of simple "glass" breaks, chips, nicks, and cracks up to the size of a quarter. See actual endorsement for full details.

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Assurance Packages

Assurance Preferred

Assurance Preferred

For an additional cost of approximately \$45* per vehicle, a policy can include the Assurance Preferred endorsement, which will add the following coverages on top of those in the Essential Assurance or Assurance Plus packages:

Included Coverages†:

- Deductible Dollars® - earn \$50/year up to \$250 which can be applied towards a collision deductible to reduce out-of-pocket expense
- Additional Towing and Labor - up to \$50 of additional towing and labor coverage
- Accidental Discharge of Airbag - up to \$500 to repair or replace an accidentally discharged airbag
- Waiver of Depreciation - we will waive any deduction up to \$2,000 for depreciation
- Pet Injury Coverage‡ - up to an additional \$500 in veterinary care

* The cost of the Assurance Preferred package will vary based on policy characteristics.

† Restrictions and limitations apply. Please refer to the complete Discounts and Rating Factors Guide in AgentWeb.

‡ Customers who qualify for Assurance Plus and have purchased Assurance Preferred or Assurance Premier receive an additional \$500 of pet injury coverage.

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Assurance Packages

Assurance Premier

Assurance Premier

For an additional cost of approximately \$100 per vehicle*, the Assurance Premier endorsement provides all of the coverages of Assurance Preferred, as well as the following†:

- Loan/Lease Gap Coverage (See details on ensuing page)
- New Car Replacement/Plus One Car Replacement - based on vehicle age, Plymouth Rock will pay to replace your auto with a vehicle same make and same or next model year.
- Electronic Lock/Key Replacement - replacement of lost /stolen key up to \$200
- Trip Interruption - up to \$100 per person per day (\$300 maximum per day) for additional expenses for lodging and meals
- Roadside Assistance which includes:
 - Towing to the repair shop of your choice within 25 miles
 - Flat Tire replacement
 - Locked Out Service to assist with unlocking your vehicle
 - Emergency Fluid Delivery of water and up to two gallons of gas
 - Battery Service for an emergency jump start
 - Concierge Service 24/7 to help you contact loved ones, find a hotel room, rent a car, locate an ATM and make other travel arrangements in the event of a breakdown

Note: A customer may only qualify for one of the following coverages per covered loss: Loan/Lease Gap Coverage or New Car Replacement. See endorsement for details.

* The cost of the Assurance Premier package will vary based on policy characteristics.

† Restrictions and limitations apply. Please refer to the complete Discounts and Rating Factors Guide in AgentWeb.

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Assurance Packages

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Additional Coverages

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Additional Coverages

Accident Forgiveness

Additional coverages can be purchased a la carte and added to any package where they are not included.

Accident Forgiveness

This endorsement may be purchased by the insured (for an additional 5% of all coverage premiums) and ensures that upon the next renewal term, Plymouth Rock will waive a surchargeable accident if all of the following conditions are met:

- Must be purchased prior to the accident date
- The accident occurs during the current policy term
- The vehicle involved in the accident was listed on the Coverage Elections Page at the time of the accident
- The insured reported the accident to us promptly
- The operator involved in the accident must have been listed on the Coverage Selections Page at the time of the accident if the operator was the insured, a household member or a person who customarily operates the vehicle
- The operator involved in the accident was not listed on the Coverage Selections Page as an excluded driver for the vehicle at the time of the accident
- At the effective date of the next renewal term, there are no other accidents being waived on the policy due to Accident Forgiveness
- There is no more than one surchargeable incident on the policy
- There is at least one listed driver who has reached the age of 22
- This endorsement continues to be attached to the policy

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Discounts, Coverages & Pay Plans

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Additional Coverages

Loan/Lease Gap Coverage

Additional coverages can be purchased a la carte and added to any package where they are not included.

Loan/Lease Gap Coverage*

This endorsement can be purchased for a flat fee per vehicle if the vehicle has both Comprehensive and Collision coverage. Plymouth Rock will pay any unpaid amount due on the lease or loan for that auto less:

Any:

- Payments under Part C of the policy
- Unpaid finance charges or refunds due to you for such charges
- Excess mileage charges or charges for wear and tear
- Charges for extended warranties or refunds due to you for extended warranties
- Charges for credit insurance or refunds due to you for credit insurance
- Past due payments and charges for past due payments
- Carry-over balances from previous loans or leases
- Collection or repossession expenses

A vehicle qualifies if:

- The vehicle has both Comprehensive and Collision coverage
- The vehicle is less than 6 model years old
- The vehicle has a loss payee, additional interest or lienholder listed

* Our maximum limit of liability under this endorsement will not exceed 25% of the actual cash value of that auto.

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Additional Coverages

New Car Replacement Coverage

Additional coverages can be purchased a la carte and added to any package where they are not included.

New Car Replacement

With this coverage, if a car that is two (2) years old or newer (determined by model year) is declared a total loss in a covered collision or comprehensive incident, Plymouth Rock will pay for the cost to replace it with a new car, which: is the same make, model, and model year as the lost car, and has a similar body style and similar additional equipment.

This coverage is not applicable to motorcycle, motor home, trailer or antique vehicle types, or any non-owned, leased, rented or temporary substitute vehicles.

Coverage does not apply to motorcycle, motor home, trailer or antique vehicle types, or any non-owned, leased, rented or temporary substitute vehicles.

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Pay Plans

1 Pay – 100% down payment required at inception of policy. No installment or service fees. Required for all insureds that have canceled for nonpayment within 24 months

1 Pay with Paid in Full Discount – 100% down payment required at inception of policy, for renewal business, required prior to the first invoice's due date. No installment or service fees. Not available for any insureds that have canceled for nonpayment within 24 months

2 Pay[†] – 2 equal installments. 50% down payment required at inception of policy. 2nd installment of 50% is due on the first day of the 5th month of the policy

4 Pay[†] – 4 equal installments. 25% down payment required at inception of policy. 3 remaining equal installments are due on the first day of months 3, 5 and 7

10 Pay[†] – 10 installments. 20% down payment required at inception of policy. 9 remaining equal installments will be billed in months 2-10

10 Pay Preferred[‡] – 10 equal installments. Available for those customers who are currently insured through your agency or policies which are participating in our price-match program

EFT 12 Pay[†] – 15% down with subsequent monthly installments. No installment or service fees

EFT 12 Pay Preferred[‡] – 8.34% down with subsequent monthly installments for those customers currently insured through your agency or policies participating in our price match program

* A \$6 service fee will apply for all non-EFT installment plans.

† EFT Payment is available with no service fee for all payment options and is required for 12 Pay and 12 Pay Preferred.

‡ Preferred Payment plans are only available to existing agency business; all new-to-the-agency business will use Standard Payment plans.

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Payment Options

Ways to Pay/Accepted Forms of Payment

Ways to Pay/Accepted forms of payment

- Online at prac.com
- Using Plymouth Rock Quick Pay at plymouthrock.com/quickpay
- By phone 24/7 at 800-979-6288
- Through a Plymouth Rock agent
- Mail a payment directly to Plymouth Rock using the following address:

Mt. Washington Assurance Corporation

Payment Processing Center
PO Box 55933
Boston, MA 02205-5933

Accepted forms of payment

- Checking or Savings account
 - This will be a one-time electronic withdrawal using a bank routing and account number
- Credit or Debit card
 - Current cards accepted include Visa, MasterCard and Discover

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Exclusive Plymouth Rock Programs

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Get Home Safe®

The Plymouth Rock Get Home Safe® program benefits are included in all policies at no extra cost.

• Features

- Plymouth Rock will cover the fare for a one-time, one-way taxi or car service ride home, up to \$50 per policy year if an insured finds him or herself in a situation where it might be unsafe to drive (excluding mechanical breakdowns)
- Using this service will not cause rates to increase, it is simply an added benefit

• Reimbursement Process

- **Step 1:** Obtain a receipt for the ride
- **Step 2:** Complete the Get Home Safe Reimbursement Form and submit electronically at:
prac.com/customer-and-eservices/safety-tips/get-home-safe
- **Step 3:** Email a scanned copy of the receipt to eservice@plymouthrock.com (scan must be legible)

Or, an insured may print and mail the receipt and completed form to:

Get Home Safe

Plymouth Rock Assurance
P.O. Box 1620
Boston, MA 02112-9100

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How to follow up on an existing claim?

A new claim can be reported 24 hours a day, 7 days a week by calling (toll free) **800-932-6288**

How to follow up on an existing claim?

To check the status of an existing claim, customers and agents can call the Plymouth Rock Claims team at 800-932-6288 Monday through Friday from 8 am to 5 pm.

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A new claim can be reported 24 hours a day, 7 days a week by calling (toll free) **800-932-6288**

Claims Mailbox Info

Plymouth Rock Assurance Corporation

Claims Department
PO Box 129131
Boston, MA 02112

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Claim Services

Claims Made Easy

A new claim can be reported 24 hours a day, 7 days a week by calling (toll free) **800-932-6288**

Claims Made Easy

At Plymouth Rock we've taken great strides to make the claims process as seamless as possible for our customers. We provide our customers Door to Door Valet Claims Service®, Crashbusters® vans and the convenience of emailing vehicle damage photos.

Door to Door Valet Claims Service

- This exclusive Plymouth Rock program simplifies the claims process. At no additional cost we will:
 - Tow the damaged vehicle to a participating shop of the customer's choosing
 - Arrange a rental car (if the customer's policy includes Substitute Transportation coverage)
 - After repairs are completed and inspected, deliver the car directly back to the customer
 - Return the rental car on the customer's behalf
 - Guarantee repairs for as long as the customer owns or leases the vehicle

Crashbusters®

- Rather than dealing with the hassle of bringing a damaged vehicle to an appraiser, our Crashbusters vans bring the appraiser directly to the customer's vehicle to assess the damage
- In many cases, the claim can be paid on the spot, which eliminates the need to wait for a check to arrive by mail
- A customer can then take their vehicle to the repair shop of their choice, including one of our referral repair shops that come with our Guaranteed Repairs

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eSales & Agent Quote Marketplace

Plymouth Rock eSales

What is Plymouth Rock eSales?

eSales is an ecommerce platform that allows prospects to quote and buy online – either from the Plymouth Rock website or from your website. You can request a unique eSales URL from your Marketing Representative. No matter where a prospect buys, every policy sold is assigned to an agency for a marketing fee.

Why is eSales important?

- In 2014, 71% of consumers shopping for car insurance quoted online*
- Through eSales, Plymouth Rock delivers business to your agency
- It's quick, easy and efficient for consumers
- eSales gives your agency the opportunity to quote and sell online

Want to get a unique eSales URL for your agency?

Talk to your Plymouth Rock Marketing Representative.

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Post-Sale Consultation

Post-Sale Consultation

What do I do after a sale has been made through eSales?

The key difference with an eSales policy is that the customer has purchased their policy before benefiting from your consultation. Once you've completed the Administrative Review, call the customer to introduce yourself and your agency.

This interaction is the customer's first impression of your agency. Remember the typical eSales customer started on plymouthrock.com, got a quote online, and purchased online or over the phone through the Plymouth Rock Sales Center. They've had little to no experience with your agency, and may not understand the independent relationship between you and Plymouth Rock, so take a few minutes to explain this relationship.

We recommend several steps in the Post-Sale Consultation phase:

- Step 1:** Make phone contact with the customer. If you reach a voicemail:
- Leave a voicemail, and follow up with an email. The email content should work for a customer who hasn't yet met you or received your assistance. They don't yet know the role you and your agency play in their quote or purchase process so you can explain that in your email.
 - Expect to follow up more than once. **Suggestion:** Keep voicemail messages upbeat, but also convey a sense of urgency so they know it's important to contact you to ensure accuracy of their transaction.

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Post-Sale Consultation

- You may want to say that you're calling about their new Plymouth Rock policy, and explain your role as an independent agent.

Step 2: Provide a post-sale consultation for the customer.

- Explain the independent relationship between your agency and Plymouth Rock and how you represent various insurance carriers, including Plymouth Rock.

Discuss whether this is the right policy for their needs:

- Does it include the coverages and limits that are appropriate for their circumstances?
- Does the policy include all qualifying discounts that can help lower the price?

- Are the deductibles set at an appropriate level?

- Does the payment plan work for the customer?

- Is the date of first licensure accurate?

Step 3: Look for opportunities to round out the account:

- Up-sell coverages or endorsements.

- Cross-sell home, umbrella and other lines of business.

- Ask for referrals of others that may benefit from an insurance review.

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Plymouth Rock Agent Quote Marketplace

Plymouth Rock Agent Quote Marketplace

What is the Agent Quote Marketplace (AQM)?

AQM is a proprietary and patent-pending application designed to connect drivers in the market for auto insurance and authorized independent agents who can offer quotes from multiple insurance providers.

AQM locates real customers in a sea of potential leads—many of which are outdated and irrelevant—and gives consumers the opportunity to compare auto insurance quotes from multiple carriers, not just from Plymouth Rock.

How does it work?

The tool helps agents find customers who are interested in working with an independent agent, would like to receive quotes from several carriers and who have agreed to be contacted by an independent agent.

AQM acts as a centralized online lead source for agents looking to connect with the growing population of drivers that shop online for insurance, but also value the advice and personalized service of a local independent agent.

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Plymouth Rock Agent Quote Marketplace

How often are quotes added?

New quotes are added every day from Plymouth Rock's online quoting system. Once a customer opts in, an authorized agent in the customer's geographic area has the opportunity to connect and provide quotes from other insurance carriers that the agent represents.

How are quotes delivered?

AQM allows agents to retain control to select the profile of leads that works for them, with real-time delivery via the web and/or email and immediately transferrable to the agent's comparative rater.

How can I get access to leads in AQM?

Talk to your Plymouth Rock Marketing Representative to learn more.

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eDocuments

eDocuments

Customers can elect to receive their policy documents electronically with our eDocuments program and receive up to a 2% discount:

- If a customer intends to sign up for eDocuments, the agency should check the box when submitting a new business policy or when amending an existing policy
- The discount is immediately applied and the customer will receive an email invitation with a link to enroll in eDocuments
- New business customers will have to enroll in eDocuments within the first 30 days of the term and renewal business within the first 65 days of the current term in order to keep the discount
- Discount can only be applied as of the policy's effective date, not mid-term

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eServices

eServices

eServices are provided at no additional cost to all Plymouth Rock customers who sign up. The benefits included are as follows:

- Customers can access policy, billing and claims information online 24/7
- Make online payments on desktop or mobile
- Receive policy coverage selections pages, installment bills and most other policy-related documents electronically

Sign up for eServices at plymouthrock.com/eServices

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Contact Information

Customer Service/Underwriting

Phone: 800-979-6288 (M-F, 8 am to 5 pm)

Email: processing@plymouthrock.com

Fax: 603-228-5629

Claims

Phone: 800-932-6288 (M-F, 8 am to 5 pm)

Email: mwclaimscontact@plymouthrock.com

Fax: 603-224-4610

Roadside Assistance - Quest Towing Service

24-hour Roadside Assistance

Phone: 855-513-5174

Agency Services

Agency Help Desk

Phone: 888-585-3549

Agent Supplies

Phone: 617-951-1520

Marketing

Phone: 617-951-1075

Fax: 617-951-1513