modernLINK/AMsuite Comparison

This document is for modernLINK users that are learning about AMsuite. Some of the new benefits of AMsuite are:

- Multi-policy discounts
- Paperless discounts
- Robust, streamlined underwriting rules
- More auto-populated fields to save time
- Real-time changes
- More information for CLUE and MVR

Key Benefits

AMsuite is American Modern's state-of-the-art software solution. It consolidates the policy administration, claims and data applications into one platform for all Personal Lines products.
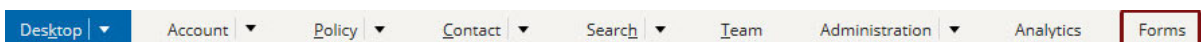
From motorcycles to manufactured homes, users will benefit from the same functionality, flow and flexible navigation. In a nut shell, AMsuite will make it easier for you to do what you do best—serve customers.

Landing in AMsuite

When you land in modernLINK, you are on the **Home** page. When you begin in modernLINK, modernLINK will send you to AMsuite to the appropriate location, depending on what you are doing.

Looking for forms? In AMsuite there is a **Forms** link on the top bar. This is called eForms in modernLINK.

Looking for training? In AMsuite, the Training Center can be accessed from the top bar on the right. You can also access the new Chat feature, or jump to modernLINK easily from AMsuite.

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New Terminology

You will discover a few changes in terminology when switching to AMsuite, but don't worry – here is a guide to those changes:

modernLINK	AMsuite
MEMO →	**NOTE** Notes are free form text entries related to a policy/transaction that are viewable and searchable within AMsuite. Notes cannot be deleted.
DIARY →	**ACTIVITY** An activity represents a task or issue assigned to an AMsuite user regarding a specific policy or account. An activity may require the user to take action or the activity could be informational only.
QUOTE →	**SUBMISSION** A submission is a transaction that allows an applicant to receive a quoted premium, which later can be bound into a policy.
POLICY ENDORSEMENT →	**POLICY CHANGE**
eFORMS →	**AMsuite Forms**

AMsuite Accounts

In modernLINK, policyholders were referenced by policy. In AMsuite, each policyholder has an account. When you have a new customer, you'll set up an account, which you can use to reference all policies for that customer. The account must be selected or created before a submission can be started.

An **account is a person or organization with the intention to obtain a quote or hold a policy with American Modern. An account can hold a combination of Recreational and/or Residential policies.

Product and Policy Type Changes

Product types in AMsuite are **Residential** and **Recreational**. The terms "Property" and "Casualty" are not used in AMsuite. Each of these Product Types include policy types for the different lines of business.

Example: In modernLINK, Manufactured Home is a product. In AMsuite, Manufactured Home is a **Residential Policy Type.**

Looking for Dwelling products?

In modernLINK, DP-1 was a product. In AMsuite, DP-1 is now called **Dwelling Basic** and it is a **Residential Policy Type**.

DP-3 is now called **Dwelling Special** and Specialty HO/HO-10 is now called **Homeowners**.

Motorcycle vs. Motorsports

In modernLINK, the **Motorcycle** program includes a number of other recreational vehicles, so in AMsuite, it is now called the **Motorsports** Program. The Motorsports program is now a Recreational Policy Type.

Motorcycle Program ➡ **Motorsports Program** (PRODUCT TYPE)

Billing Options

Some of the billing options are different in AMsuite. These are just a few highlights. For example, in AMsuite, a down payment is required at new submission, with the exception of mortgagee bill.

Down Payment Options are:
- Credit Card
- ACH/EFT

Payment Plans include:
Invoice Bill and Electronic Recurring
- 1 Pay
- 2 Pay
- 4 Pay
- 6 Pay

Electronic Recurring only
- 12 Pay

In modernLINK, billing payer options include only the insured, mortgagee or agent. In AMsuite, the Billing Payer options include the insured and additional interested parties, and:

For Recreational:
- Lessor
- Loss Payee
- Marina
- Lienholder

For Residential:
- Mortgagee
- Park Owner
- Property Manager
- Designee
- Additional Insured
- Premium Finance

For questions about using AMsuite, contact American Modern's System Support Team @ 1-866-527-9583.