

SOFTWARE/TECHNOLOGY BOND SUCCESS STORY, COALITION ADDS 3 MORE STATES TO ADMITTED LINEUP & HOW FIVE SMALL BUSINESSES ARE LEVERAGING DOCUSIGN TO ACCELERATE GROWTH

Software/Technology Bond Success Story

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Large Commercial Surety Bonds generally include bonds needed in conjunction with service contracts such as transportation companies, janitorial companies, garbage collection companies, "non-sticks and bricks" construction contracts, as well as manufacturing and supply contracts and software and technology contracts. The underwriting considerations for this class of business are different from those for the contract bonds and have become more sophisticated and specialized over time.

One specific class of business where Goldleaf Surety has had great success is with performance and payment bonds required by contracts for software and technology projects. While many bond providers will tell you that surety companies do not write bonds for this type of work, Goldleaf Surety has been working with software and technology companies for over 15 years assisting them

to obtain the bonds they need.

One success story for Goldleaf Surety was a \$6,300,000 final bond for a software company that was implementing a POS system for a state agency with over 175 locations. Some of the difficulties with this bond included:

- A multi-year contract
- No personal indemnity
- No year-end CPA prepared financials, only in-house statements and tax returns

They turned to Goldleaf Surety, and we were able to get the bond in place for them.

Software and Technology Surety Bonds are a unique type of bond, and you need an experienced team of bond specialists to help you navigate the process, mitigate risks, and do all of this in a very timely fashion. For more information on bonds in the software/technology industry - or for help with any of your client's bond needs - contact Goldleaf Surety Services today. Learn more at www.bigimarkets.com.

SPECIAL FEATURE

Coalition Adds 3 More States to Admitted Lineup

With the addition of Hawaii, Idaho and Michigan, Coalition's admitted product is now available in 34 states: AL, AZ, CA, CO, CT, DC, DE, HI, IA, ID, IL, IN, MD, MI, MN, MO, MS, NC, NE, NH, NJ, NM, NV, NY, OR, PA, RI, SC, SD, TN, TX, UT, WI & WV.

Technology Errors & Omission coverage is not currently available in the admitted policy in any state.

The following endorsements are available in all admitted states except Missouri and Texas:

- Breach Response Separate Limits
- Reputational Harm Loss
- Service Fraud
- Criminal Reward Coverage
- Court Attendance Costs
- GDPR Enhancement



If these endorsements are not included in the online quote, use the Coalition chat feature to request the endorsements be added.

With the introduction of the admitted product, Coalition is becoming a one-stop shop for cyber coverage for standard and non-standard risks. As cyber threats become more complex, the surplus lines market allows Coalition to quickly introduce newer coverages and offer higher limits. Once Coalition enhances the non-admitted coverage, the admitted policy may lack these coverages or enhancements for some time, as they may depend on the state insurance department's approval. If the new coverages or limits are not yet approved in the admitted product, offering admitted and non-admitted options may be advantageous, if state regulations allow.

How do I obtain an Admitted Quote?

The process is nearly identical to obtaining a surplus lines quote. You will now notice a new button labeled "Get Admitted Quote" on the upper right-hand corner of your Coalition Dashboard where the "Get Quote" button used to be:

Just click on this button and you'll be taken to an identical set of questions used to obtain an admitted quote. If the risk falls outside the admitted parameters, you will be given the option to continue as a surplus lines quote.

Reach out to Carla McGee, your dedicated cyber liability program manager, at 800-221-7917, ext. 5495 if you have any questions or to walk through a quote.

How Five Small Businesses Are Leveraging DocuSign To Accelerate Growth

Lean operations and delightful customer experiences are at the center of every successful small business. With limited time and resources, customers adopt DOCUSIGN eSignature to improve the speed of doing business, build trust with customers, and improve operational efficiency. These stories highlight how a few customers are using DocuSign to build and run a successful business they are proud of. Stay tuned for a look inside how these businesses have thrived in the digital age with DocuSign - and how yours can too.



GarageHop provides a technology platform to connect owners of empty parking spaces with customers in need of a long-term parking spot.

DocuSign eSignature helps owners and parking customers sign a lease agreement. As an early-stage startup, GarageHop has improved customer acquisition and retention by working with DocuSign's trusted brand.

Top Use Case: Property lease agreements

"At GarageHop we strive to deliver efficient parking management for apartment buildings," says Helene Costa, CEO and Founder. "As a startup we must build trust to convince customers to try something new. To us DocuSign is more than just the best way to handle legal agreements, DocuSign is our partner in building trust with our customers."

Kasa Solutions is a practice management software that enables mental health professionals to manage their private practice by providing credential, billing, and design services. One of Kasa Solution's core beliefs is that mental health professionals should be focused on serving their clients, so they are focused on creating an onboarding experience that eliminates time-intensive administrative paper processes.

By incorporating DocuSign eSignature into the customer onboarding process, Kasa reduced its new customer onboarding time by over 50%. Instead of printing, signing, and faxing paper agreements, patients and therapists can simply sign electronically. Kasa boasts a five-star rating on Capterra, partly due to their customer centric philosophy enabled by DocuSign.

Top Use Case: New customer contracts

"I had a new customer comment on how impressed they were that we use DocuSign," recalls Ben Fuehrer, Account Executive. "Being in the technology space, it gives us credibility to use technology to do something simple like signing a contract agreement."

Collective Retreats enables travelers to explore and stay in nature without sacrificing any luxuries. With teams, customers, and partners who are often working in remote locations with spotty internet access, Collective Retreats needed a technology platform that enabled the completion of business contracts regardless of location.

DocuSign eSignature serves as an on-the-go solution that helps Collective Retreats seamlessly complete agreements with customers and partners in a matter of hours, driving not only operational efficiency but also a superior customer experience,

even in remote locations.

Top Use Case: On-site supplier agreements

"DocuSign is absolutely the most useful digital business efficiency platform we have at Collective Retreats," says Peter Mack, CEO and Founder. "We're unique in that we often require 100% business capacity from very remote locations: in a tent on the top of a mountain, from a helicopter, on horseback, or even in the middle of the woods on cross country skis. We use DocuSign for everything from corporate documents, customer and partner agreements, to internal team workflows and approvals. The iOS and mobile functionality of being able to take file formats of any type from the cloud or email, or even from scratch, seamlessly get them into DocuSign, and coordinate multiple people signing in complex order is amazing. DocuSign is a critical part of our business. As CEO and founder, I utilize it every day, multiple times a day. I only wish all of our other software and mobile platforms were as powerful, efficient, and helpful as DocuSign."

Chanje is an OEM delivering electric vehicles and turnkey energy infrastructure services for the last mile industry and creating sustainable solutions that improve how companies move people and packages from transportation hubs to their final destinations. Serving people all across the globe, Chanje's customers often span multiple countries.

People are at the core of Chanje's business, and DocuSign eSignature improved the speed and cost of getting new hire paperwork signed by 80%. Since Chanje works with customers both domestic and abroad, paperwork that once took days or weeks to complete now takes minutes or hours. In one example, HR & Operations Manager Winter Morvant was able to get signatures from 6 different people, in 3 different countries, in a span of 24 hours.

Top Use Case: New hire onboarding paperwork

"As a startup in growth mode, being able to move fast and remain organized is of key importance for us," says Morvant. "DocuSign provides us with a service that is efficient, intuitive, easy to use for all parties and secure."

Finish Line Features produces award-winning documentary films, including *Code: Debugging the Gender Gap*, *Running for Jim*, and *Bias*. To collaborate with partners and market the film, Robin Hauser, Director / Producer of Finish Line Features, spends a lot of time on the road and is often given short turnaround times to execute on agreements in the midst of many other tasks.

DocuSign's mobile app enables Hauser to sign investor agreements 75% faster - reducing turnaround time, improving productivity, and solving business needs on-the-go.

Top Use Case: Investor relations

"A corporate sponsor told me they would financially support my film project, *Bias*, if I could sign an agreement that day by 5PM," recalls Hauser. "I was in Park City at Sundance in a huge snowstorm and the Wi-Fi was down. I was snowed in so I couldn't drive anywhere to find Wi-Fi. I used my DocuSign mobile app to sign the agreement and execute the transaction from my phone. It took less than 5 minutes. How awesome is that?!"

Contact Brett Sutch or visit www.docusign.com/iiba for more information on how your Big "I" membership can save you 20% on DocuSign annual plans (new clients only).

WEBINARS

VU Webinars and Lightning Learning

Virtual University

WEBINARS - Two-hours with CE in select states.

- August 8 - 1:00 p.m. EDT - 4 Key Personal & Commercial Line Exposures Every Agent Must Understand
- August 21 - 11:30 a.m. EDT - Rules for Developing the Correct Premium
- August 27 - 1:00 p.m. EDT - 3 Keys to Getting the Named Insured Correct

View the complete calendar, registration links and see what states have CE approval online. Registration includes live webinar, on-demand recording and a transcript.

LIGHTNING LEARNING - Twenty minutes each with a focus on ACV: Bad Things Happen if You Don't Use Replacement Cost

- September 19 - 11:30 a.m. ET - What is the TRUE Meaning of ACV?
- September 26 - 11:30 a.m. ET - Can Labor be Depreciated?

Register once for the monthly Lightning Learning package and receive all sessions for one low price. Registration includes live presentations and on-demand recordings.

VU Webinar and Lightning Learning questions can be sent to VU staff. The 2019 calendar and all links are available here.

TWO FOR TUESDAY TRIVIA

Prizes will be to the first response with the correct answers and then four selected at random from all received by 6p.m. EDT on Wednesday. Win a \$5 gift card (Starbucks, Dunkin' Donuts, Baskin Robbins, or Krispy Kreme).

Congratulations to this week's winners - Ed James (FL), Katrina Willard (FL), Paula Vigus (MT), Katie Vaughan (TX) & Julie Singley (AL).

1. Category 3 water is also known by what colorful name? - **BLACKWATER**
2. The House of Burgesses formed in Virginia on this day in 1619. What is significant about that? - **FIRST DEMOCRATICALLY-ELECTED LEGISLATIVE BODY IN NORTH AMERICA STILL IN EXISTENCE**
3. On December 28, 2012 China declared children must do what for their elderly parents? - **VISIT**

TIE BREAKER

TB - Silent film actor Bill Turpin took out a \$25,000 insurance policy in case what happened to his eyes? - **THEY BECAME UNCROSSED**

LAST WEEK'S MOST CLICKED LINKS

Here are the top three items that got BIM agents clicking from our last edition... see what you missed!

1. Accessibility Consultation Service from Chubb
2. 4 Key Personal & Commercial Line Exposures Every Agent Must Understand - Webinar Link on 8/8
3. AARP HomeFit Guide

BIG "I" MARKETS SALE OF THE WEEK

Congratulations to our agent in New Jersey on a Habitational - Condominium sale of **\$53,371** in premium!