

# SureLC FAQ

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- **Do I have to install software onto my computer to use SureLC?**

No, you do not have to install software to enjoy the benefits of SureLC. You can access SureLC through the web link on the <http://levelfourinsurance.com/surelc-agent-contracting/>

- **How long does it take to set up my SureLC agent profile?**

You can be set up in SureLC and ready to submit contracting through SureLC in about 8 minutes.

- **Will I be required to complete a new agent profile each time I log into SureLC?**

No! After you complete your initial agent profile in SureLC, your information will be saved for the next time you want to contract for a carrier.

- **Can I select and submit contracting for multiple carriers at one time using SureLC?**

You will be able to submit multiple contracts while logged into SureLC, however, you cannot select multiple carrier contracts at one time because SureLC asks additional questions based upon the carrier selected.

- **How do I electronically sign the contracting forms in SureLC?**

You have two options for loading your signature into the SureLC website. When completing the Agent Profile section of your profile, you will have the option to select the method you wish to use.

Option 1: **Physically sign the Agent Signature document, scan it into your computer, and manually attach it.**

Option 2: **Use your mouse to create an e-signature in the SureLC database.**

- **How do I get a copy of my voided check, E&O, and Signature Page into SureLC?**

You have a few options for uploading this information into the SureLC database.

Option 1: **Scan and upload a copy of the documents and manually attach them to SureLC.**

Option 2 (which is a new feature to SureLC): **Use your computer's web cam and take a picture of the documents. The web cam picture will automatically load the documents into the documents tab of SureLC.**

- **If appointment fees are required for a carrier, can I pay them through SureLC via credit card?**

If an appointment fee is required, you will need to send a check to Level Four Insurance Agency as SureLC is not set up to accept fee payment electronically.

**The fees can be mailed to:**

Level Four Insurance Agency  
ATTN: Contracting  
9330 LBJ Freeway Suite 350  
Dallas, TX 75243