

**Unity** is IAT's platform that houses all policy issuance, claims, billing processes, and data analytics under one roof. This single enterprise-level system is designed to work for our distribution partners – offering a single entry, real-time quoting experience for Excess and Surplus Lines Binding partners and our Commercial Truck partners.

It's ease-of-use allows you to seamlessly customize limits, exclusions, deductibles and optional coverages. Unity streamlines the process for our partners by auto populating business classes, policy form attachments and applicable discretionary pricing.

Most importantly, Unity saves you time and improves our responsiveness, regardless of the product you are using. Because of Unity, IAT can make better decisions faster, improve our speed to market and make it easier for you to do business with us.

## ***FREQUENTLY ASKED QUESTIONS***

1. Do all IAT partners (agents and brokers) have access to Unity?  
**Currently, Excess and Surplus Lines Binding Agents and Commercial Truck Agents have access to quote, bind and issue policies.**
2. How does a new employee at our agency get access to Unity?  
**Fill out the [Add New User Request Form](#).**
3. I'm having trouble logging into Unity. Who do I contact?  
**Send an email to [support@iatinsurance.com](mailto:support@iatinsurance.com) or call 1-888-237-3363.**
4. I need training. Who do I contact?  
**Please visit our training libraries to access recorded training webinars, video tutorials, and job aids. If you have unique training needs, please contact your IAT Underwriter.**  
  
***You must have a valid Unity login to access the materials.***
5. How do I view and print documents, such as a quote proposal?  
**The training libraries contain video tutorials and job aids for viewing, printing, and uploading documents for quotes, proposals, and policy provisions. Please contact the Support team at [support@iatinsurance.com](mailto:support@iatinsurance.com) or call 1-888-237-3363 if you have issues.**  
  
***You must have a valid Unity login to access the materials.***
6. What types of risks will you write?  
**Unity has an interactive Underwriting Guide which indicates eligible and prohibited risks by class code.**
7. I have a suggestion to improve the functionality in Unity. Who do I contact?  
**Reach out to your IAT Underwriter and explain your suggestion in detail. The information will be shared with the Unity Team for review.**