

Markel Connect

Contractor's Pollution Liability (CPL) Frequently Asked Questions

Q: Does this portal only cover Contractors Pollution Liability or are there other environmental or specialty products available?

A: Currently, our online environmental solution is limited to our CPL product. In the coming months as we pilot the CPL portal in Canada, users can look forward to an expanse in portal capabilities, higher limits, more vast appetites and a journey into other online environmental specialty solutions.

Q: My CPL risk doesn't fall within appetite, can I still quote it on the portal?

A: The CPL portal is focused only on in appetite business. See our comprehensive [appetite guide here](#). Any risks that do fit into our target appetite can be quoted and bound in mere minutes, while outside of appetite risks are subject to additional underwriting and should be submitted to submissionscanada@markel.com or your environmental underwriter.

Q: I've used the CPL portal to obtain a quote for my insured, can I refer the account to an underwriter for review?

A: Absolutely. You can use the "refer to an underwriter" functionality within the CPL portal, email cpl.support@markel.com or phone 416-601-4388. Please note assistance is available from 8:30 - 4:30 EST from Monday to Friday.

Q: I've used the CPL portal to bind and issue a CPL policy, how are midterm adjusts or requested handled?

A: You can use the "request something" functionality within the CPL portal, email cpl.support@markel.com or phone 416-601-4388. Please note assistance is available from 8:30 - 4:30 EST from Monday to Friday.

Q: What are the limits associated with the CPL portal business?

A: The CPL portal is currently designed for our brokering partners to quote, bind and issue policies up to \$2,000,000. In the coming months as we pilot the CPL portal in Canada, users can look forward to an expanse in portal capabilities including higher limits.

Q: What are the revenue thresholds associated with the CPL portal business?

A: The CPL portal is currently designed to accept business with annual revenues or project values up to \$5,000,000. In the coming months as we pilot the CPL portal in Canada, users can look forward to an expanse in portal capabilities including higher revenue or project value thresholds.

Q: Is the CPL portal available in all provinces in French and English?

A: Right now the CPL portal is available in English to brokers working in Canadian provinces or territories outside of Quebec and New Brunswick. We will have a fully compliant, bilingual portal for our brokers in Quebec and New Brunswick in a few short months.

Q: Do I sign in to the CPL portal with the same username and password as I do for the Markel Connect professional small business portal?

A: No. We will issue a separate sign in credential for CPL portal users, as the portal is not affiliated with Markel Connect professional small business portal and its products. We look to offer a single sign on solution in the future.

Q: Is the CPL portal available on an occurrence basis?

A: Not yet, but users can look forward to an expanse in the portal capabilities including an occurrence wording.

Q: How do I access the portal? Is there a direct link?

A: You can access the CPL portal from the Markel Connect links on our website or by going directly to secure.markelintl.ca/cplportal

Q: How can I get support for the CPL portal?

A: You can phone 416-601-4388 or email cpl.support@markel.com for any assistance you may need. Please note assistance is available from 8:30 - 4:30 EST from Monday to Friday..

