

Frequently Asked Questions

1. What is the HELPLINE?

The Motorists Mutual HELPLINE is a value-added, risk-management service package. The service includes the following features:

- Daily updated federal and state HR and employment law news and regulation changes
- Popular questions and relevant Case Digests of the Month
- Breaking HR Alerts
- Regulation comparison charts
- Sample job descriptions
- Customizable model policies
- Forms, posters and much more

2. What is IntelliCorp?

IntelliCorp is an ISO subsidiary and is a leading national provider of background checks. It provides services for some of the largest companies and nonprofit organizations in the country. IntelliCorp has packaged some of its most popular products at a reduced rate, which include:

- Nationwide Criminal Search
- 50-State Sex Offender Registry

- Social Security Address Check
- Terrorist Search – Identifies people and organizations involved in terrorism and international narcotics. Assists in meeting OFAC requirements.
- One Single-County Check – Criminal records held at a county-seat level that generally include felony and/or misdemeanor records. Useful when a more comprehensive and/or current database search is necessary.

3. How can Motorists Employment e-Source help me?

Motorists Employment e-Source conveniently presents you HELPLINE and IntelliCorp services, which can save your organization money and helps to manage risk.

HELPLINE is provided as a value-added service available at no additional cost to commercial lines policyholders who purchase employment practices liability insurance from Motorists. Employment practices lawsuits can be extremely costly for businesses, and HELPLINE can provide valuable proactive assistance and peace of mind.

IntelliCorp's pre-employment background screenings are available at a reduced cost for Motorists policyholders and can be accessed through the e-Source page with a promotional code available through your independent Motorists agent.

4. How do I know HELPLINE's resources are current?

HELPLINE's partners are industry leaders serving more than 250,000 employers. They are experts in their markets, constantly researching federal and state legislation and industry trends to stay ahead of the ever-changing landscape.

5. Is there any limit to using the Motorists Mutual HELPLINE?

No. Log in any time of day from any location throughout the policy period and use as much information as you like. Proactive usage is encouraged.

6. Who do I contact if I have questions about the HELPLINE service?

Clients can contact a HELPLINE relationship manager toll-free at 1-877-568-6655.

7. Can I have the HELPLINE HR Express Updates sent directly to my e-mail?

Yes. Simply contact a relationship manager via the toll-free number or e-mail hupdates@hrhelpline.com.

