



Underwriting Bulletin

Number: MKT-22-03
Date: May 13, 2022

MUTUAL BENEFIT GROUP

TO: ALL AGENTS

PRINTING DOCUMENTS FOR COMMERCIAL QUOTES WHEN USING CHROME BROWSER

We have become aware of a glitch you may experience when trying to print documents as you work on quotes for Artisan Contractor, Businessowners and Workers' Compensation accounts. You may receive an error message when trying to print the Agency Proposal, Detailed Summary Report and Underwriting Report as shown on the screen below from our Commercial Lines Internet Rating (CLIR) system:



If you are using Chrome as your internet browser, you may first see a brief redirect to an Adobe-like URL, and will then receive the following error message:



An error has occurred on the page.

You will be redirected to MBGAgents.com momentarily.

[Click here to go there now.](#)

This occurs if you have the Adobe Chrome extension installed on your computer. The software MBG uses to generate these particular pdfs on our agent portal is no longer working with the Adobe extension in Chrome. This may be the result of an update by Adobe or the software we use; however, it is an issue between the two tools, so we aren't in a position to debug or come up with an easy permanent fix. However, there are three ways to work around this issue:

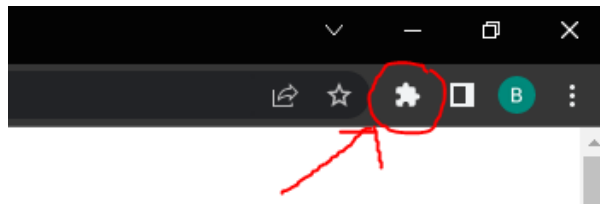
1) Use a web browser other than Chrome to open and then print these pdfs.

2) Customize your settings so that pdfs download onto your computer instead of opening directly in Chrome. Here are the instructions for this fix:

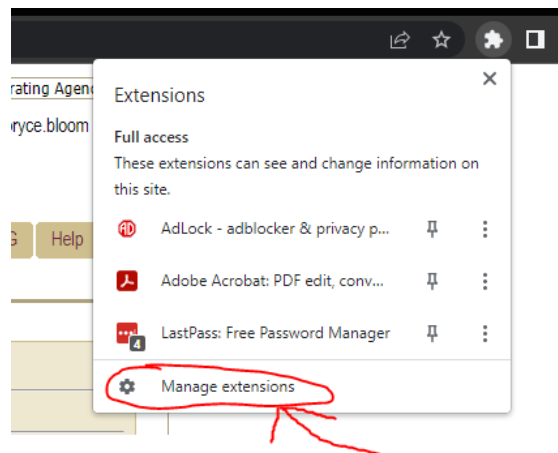
- While in Chrome click the "Customize and control Google Chrome" button at the top right of your screen. Select the "Settings" option in the menu.
- On the left side of the Settings page, click the "Privacy and Security" option.
- Next, click the "Site Settings" option.
- Scroll to the bottom of the page; you may have to expand the "Additional Content settings" drop-down list.
- Once the "Additional Content Settings" option is expanded, click on the "PDF Documents" option.
- On this screen, there should be two options. Select the "Download PDFs" option to have pdfs download instead of opening directly in Chrome.

3) Disable the Adobe Chrome extension, following these instructions:

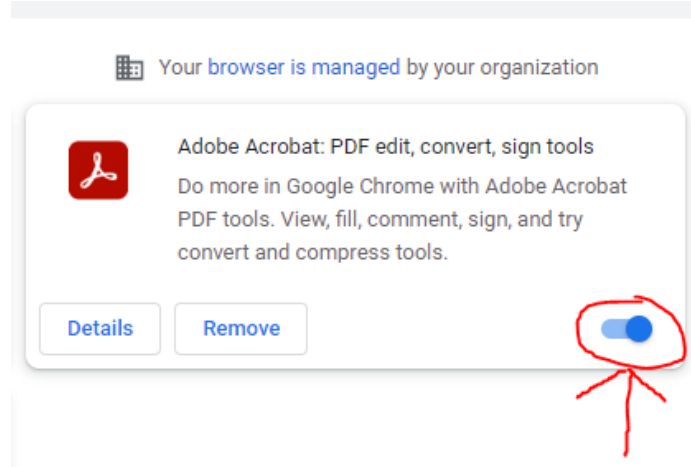
- Click the "Extensions" button on the top right of Chrome.



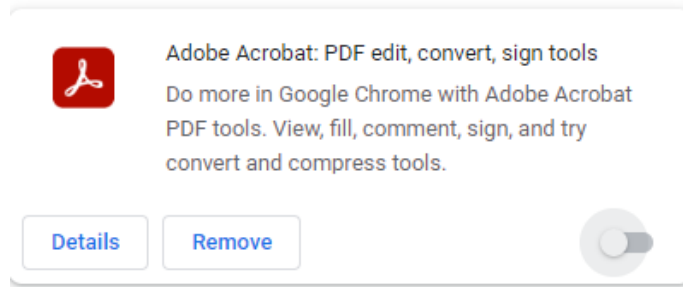
- After clicking the "Extensions" button, a pop-up will display. Click the "Manage Extensions" button.



After clicking the "Manage Extensions" button, you'll be redirected to a page that will list all installed extensions as cards. You should see the extension pictured below with a blue slider. This means the extension is on and active. Click on the blue slider to disable the Adobe extension.



After clicking the blue slider, the slider should turn gray as pictured below. Once the slider is gray, the extension is no longer active. Clicking the slider should re-enable the extension.



Other pdfs on our agent portal, such as forms and policy documents, are not affected by this glitch. If you have questions, please call our Information Services help desk at 1-877-306-0894, Ext. 2450, or send an email to AgentTechSupport@thembg.com.

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