

Additional Reports Required Pre-Bind (RCPOS)

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- We've started running **additional reports prior to bind**.
- If you get this message, this is a hard stop and additional reports are required:

Thank you for your interest in a policy with Elephant Insurance

To help us verify the information associated with your quote so that we may provide an accurate rate, additional document verification is required prior to proceeding. [Click here for more detailed information on next steps.](#)

Please enter your email address below and allow 15 business days for your documents to be processed and reviewed

- Whatever email you enter **will automatically receive an email** asking for the required documents. This is what the email will look like:

During a new business review of your auto quote, we noticed we may not have the most up to date information regarding your living situation.

Please verify the following details by providing the corresponding documentation:



Current Address

Utility bill (electric, water or gas) dated within the last 30 days verifying the service address and your name, lease agreement (verifying your name, the address, the effective and expiration dates, and the signatures of you and the leasing agent), or mortgage statement (dated within the last 30 days).



Full Name/Driver license information

Copy of driver license.



Vehicle title information

Most recent vehicle title, registration, or bill of sale for all vehicles on the policy.

In order to complete your policy, reply back to this email with the items listed above. **Once received, please allow 15 business days for review and processing.**

- You will not be able to access the quote once you get the RCPOS message. Once you get an approval message back you will have to call in to get the finalized quote and bind.
- Documents should be sent to underwritingdocuments@elephant.com.
- Documents will be approved **15 business days** (3 weeks) from when documents are received. You will receive an automatic reply once the documents are received, this is your receipt that the documents were in fact received. This process will not be expedited for any reason. There is no need to call in prior to receiving the approval email as agency support does not have access to this email. We recommend sending the documents from your email if you want to get the approval email.
- Here are examples of all related emails:

