



“Letter of Security” SERVICE BULLETIN

July 2018

New Online Quoting and Application Submission for Homeowners Frequently Asked Questions:

- Q 1. Can we still use the rater?**
Yes, you can still use the rater.
- Q 2. How do we send questionnaires? (dog, solid fuel, outdoor wood boiler, replacement cost estimators)**
Send questionnaires to jmiller@securitymutual.com – do not send them to the applications email address
- Q 3. How do we make payments?**
You can send a credit card slip, completed EFT form, or initial down payment by check slip to directbill@securitymutual.com or you can make the payment online: http://www.securitymutual.com/insured/make_payment.asp
- Q 4. How do we know if our application was submitted?**
Once you hit the submit button on the Homeowners Summary Screen you will then receive a message that your application has been submitted. It will be sent directly to the policy processing department.
- Q 5. Can we still e-mail, fax or mail in applications?**
Yes, you can still e-mail, fax or mail in applications. Be sure you email them to applications@securitymutual.com if you are not using our new online system.
- Q 6. What happens if we answer yes to the Hazard or Conditions Requiring Underwriting Approval questions?**
Kindly contact the underwriting department to obtain approval to continue with the application.

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