



“Letter of Security” SPECIAL BULLETIN

February 2022

Introduction to Personal Lines Team Members

Underwriting: underwriting@securitymutual.com

New Business



Cindy, Licensed Insurance Agent, ext. 5455

Duties: Underwrites all new standard owner-occupied risks, answers underwriting calls, quotes new business, provides underwriting approval for reinstatements, review inspections and writes loss control recommendations.

Experience: Before joining Security Mutual ten years ago, Cindy worked for State Farm for six years. She also worked in retail management for eight years and ran a daycare for eight years. She has her Degree in Business Administration from Corning Community College and has her cosmetology license.

Hobbies, other interests: Cindy loves dogs, singing, humming, repurposing old things into something new, boating, and spending time with family. She loves to teach people new things, is very patient, and always looks on the bright side.



Wendy, Licensed Insurance Agent, ext. 5552

Duties: Underwrites all new standard and nonstandard risks, answers underwriting calls, quotes new business, provides prior underwriting approval and underwriting approval for reinstatements, reviews inspections and writes loss control recommendations.

Experience: Before joining Security Mutual seven years ago, Wendy worked for Allstate, State Farm and Nationwide agents and been in the insurance industry for 20 years. She is one exam away from earning her AINS designation.

Hobbies, other interests: She enjoys hiking, spending time with family and friends and loves to go to the beach.

Renewals



Erica, ext. 5469

Duties: Underwrites all standard renewals, provides approval for reinstatements, calculates reinsurance percentages ceded to reinsurers, orders and reviews inspections and writes loss control recommendations.

Experience: Before joining Security Mutual eleven years ago, Erica worked for one of our agents for almost six years. She is a Licensed Registered Massage Therapist and was also a Veterinarian Assistant.

Hobbies, other interests: Erica has a Boxer and a new puppy. She and her husband spend most of their free time with their ten-year-old son who is an avid quad racer in the New York Off-Road Association NYOA.



Deb O, AINS, ext. 5558

Duties: Underwrites all standard and nonstandard renewals, orders and reviews inspections and writes loss control recommendations.

Experience: Before joining Security Mutual in 2011, Deb worked for Greater New York Ins. Co., AIG, Preserver Group, and Chubb and has been in the insurance industry for over 20 years.

Hobbies, other interests: Deb enjoys activities with family, four grandchildren and her dog, Daisy Duke. She works part-time refurbishing antique furniture and has her cosmetology license.

Personal Umbrella



Natalie, ext. 5476

Duties: Underwrites new and renewal personal umbrella policies, provides quotes for new and existing business, produces reinsurance bordereaux, and back-up receptionist.

Experience: Before joining Security Mutual again in 2013, Natalie worked as a Town Clerk and a Stay-at-home mom. She has worked in the endorsements department, underwriting support / policy writing department, and claims accounting department before taking over the Personal Umbrella Program in 2020. She has been here for a total of 12 years.

Hobbies, other interests: Natalie loves to walk, work out and travel. Family is most important to her. She has a son and two daughters and a devoted husband.

Cancellations: cancellations@securitymutual.com



Deb W, ext. 5460

Duties: Produces all notices of cancellation and nonrenewal for underwriting reasons, conditional renewals, reinstatements, conditional reinstatements, and all other cancellations and reinstatements.

Experience: Deb has been with Security Mutual for 20 years; before joining Security Mutual, she served in the air force for more than 20 years. When a Colonel started his own sign shop, Deb worked for him, designing signs by computer, for another ten years.

Hobbies, Other Interests: Deb loves animals, John Wayne, Superman, and woodworking. She is a devoted mother of one daughter and two grandchildren.



Jackee, ext. 5466

Duties: Produces all notices of cancellation and nonrenewal for underwriting reasons, conditional renewals, reinstatements, conditional reinstatements, and all other cancellations and reinstatements.

Experience: Jackee started at Security Mutual in May of 2020 and is learning the process of cancellations. Jackee attended Tompkins Cortland Community College studying Paralegal Studies. She has had many different jobs such as factory work, bartending and waitressing to put herself through college.

Hobbies, Other Interests: Jackee loves shopping, camping, fishing, traveling, hosting barbecues, and spending time with family and friends.

Endorsements: endorsements@securitymutual.com

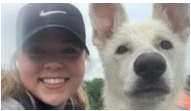


Shelley, ext. 5457

Duties: Processes endorsements, provides quotes on existing business, produces loss control recommendation letters, handles return mail, and answers endorsement phone calls.

Experience: Shelley has worked for Security Mutual for over 25 years starting as a Claims Secretary for five years, Claims Examiner for another five years, and moving to the endorsements department where she has been serving for 16 years.

Hobbies, other interests: Shelley has been an avid bowler for 40 years and has won many bowling awards. She is a mom and loves animals.



Brianna, Licensed Insurance Agent, ext. 5265

Duties: Processes endorsements, provides quotes on new and existing business, produces loss control recommendation letters, handles return mail, and answers endorsement phone calls.

Experience: Brianna started working for Security Mutual last year and is a licensed agent. She worked for an independent agency prior to joining us. She has an Associate Degree from Tompkins Cortland Community College.

Hobbies, other interests: Brianna enjoys kayaking, spending time with her dog, family, and friends. She has a shirt that says, "If my dog can't come, I'm not coming."

Team Leader / Coach



Ronnie, CPCU, CIC, AIDA, Licensed Insurance Agent and Broker, ext. 5458

Duties: Serves and supervises personal lines underwriting, cancellations, and endorsements departments, reviews ULTRA Inspections, Personal Lines Product Development, maintains Security Raters, manuals and website content, Facultative Reinsurance Submissions

Experience: Before joining Security Mutual in 2004, Ronnie worked for a local independent agent representing 19 different companies for five years.

Hobbies, other interests: Class A Special Olympics Adaptive Ski Instructor, Softball, and Tae Bo.



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