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SPECIAL BULLETIN

July 26, 2013

To Security Agents:

Within the next week we will be making changes to our AgentXpress portal on our website, including some improvements and changes. The change will occur on August 1, 2013. Below is listed some information that will make the transition smoother.

1. Please wait until afternoon on August 1st to use AgentXpress (to give us some time to test)
2. Last June you were sent instructions asking you to create a username and password for each individual in your office and they should have a smooth transition to the new portal. If they have not created new usernames and passwords yet, they should do so in the updated version
3. Expiration lists can be run, but we will mail for a couple of months asking the agent to compare them to AgentXpress and advise of any problems.
4. The expiration list will display Landlord installments. A term column has been added so the agent can readily identify policies that are end of the 3 year term
5. Please save the attached instructions for further reference
6. Contact Marielen Leonard with any questions or problems.

We hope the changes will be helpful to your staff and be a value added resource to your agency.

So far 2013 has been good to Security Mutual. At the end of the 2nd quarter our combined ratio is just over 88%, assets have increased to a new high of \$89,159,102 and policyholder surplus is at a record high of \$43,053,491. Written Premiums are up over 3% Thank you for your help and loyalty in achieving these results

Have a great summer

Sincerely,

A handwritten signature in black ink that reads 'Tom'.

Thomas R Ruane
President

Enclosures

NEW AGENT EXPRESS

Security Mutual Insurance Company will be implementing a new version of Agent Xpress on August 1, 2013

We had previously asked that you do some preliminary updates to your profiles in the current system. We would prefer that each user in your office have their own profile with user name and password. It is important that the e-mail address of the user is entered and maintained as some of our future enhancements will rely on this information.

System administrators are the only ones that have full rights to the system which includes add/delete users. (NOTE: we have found that there are multiple users within an agency set as administrator)

These instructions are for the new system.

Add New User:

Click on the Administration Tab

Under Actions: Click on +Add

Assign a Username and complete the screen

The user will receive an e-mail with their temporary password.

User will be prompted to change their password.

User Role:

Agency Admin should only be for the person who will administer the system. This user can see all areas of the system, add, edit, delete users etc. Once a user is set up they can change their own profiles.

Agent: can only see the inquiry functions. (Claims, Policy Coverage, Billing, Documents)
If this user is to see all reports you must mark the Reports indicator. User can change their own profile but have no rights to anyone else's profiles.

Editing Profiles/ Deleting Profiles:

Click on the Administration Tab (all users will display)

Highlight user

Actions: Edit

Click on the pencil icon

Actions Delete

Click on the trash can

Password:

Must be at least 7 characters

If a current users is less than 7 characters, when they sign in for the first time they will need to change their password.

Current users already set up in the "old Agent Express" will be prompted to select a security question.

Forgot Password: User Name

Click on the "cant sign in"

You will receive an e-mail with a temporary password, copy & paste it on the log in screen and again on the change password screen as your old password

Create a new password. You will receive a confirming e-mail that it has been changed

Reset Password:

Administrators can reset user passwords.

Administrator tab

User Management /click the reset icon next to user name

User will receive e-mail with temporary password, copy & paste it on the log in screen and again on the change password screen as your old password

You will receive a confirming e-mail that it has been changed

Reports: New

Pending Non-Payment Cancellations: Searches by the effective date of the cancellation

Note: This date is always 23 days from the payment due date.

Expiration: New

Expiration lists of expiring policies. A new term column has been added to assist in identifying the end of a 3 year term.(if a term is divisible by 3).

Report can be in an Excel or PDF format.

Landlord does show installments and may not be expiring as they are 3 year policies.

Loss Run:

Can be run on individual policies

Commission Statements:

.Must be run by the month

New: YOU WILL NEED TO RUN THESE MONTHLY. NO LONGER WILL BE MAILED.