

“Letter of Security”

SPECIAL BULLETIN

SECURITY E - NEWS UPDATE

To: All Security Mutual Agents

January, 2008

New E-Mail Addresses: This is to formally announce the existence of 5 new E-mail Addresses to facilitate a more paperless communication process between the Agency and the Company as follows:

To request a Quote: Quotes@securitymutual.com

To submit an Application: Applications@securitymutual.com

To submit an Endorsement request: Endorsements@securitymutual.com

To submit a Cancellation request: Cancellations@securitymutual.com

To submit a Claim: Claims@securitymutual.com

These feed directly into our Imaging and Electronic workflow system, streamlining our process and enhancing our service capability for you.

Agency Agreement Addendum (attached): In conjunction with the E-Mail capability for applications, Agents will need to maintain the insured's signed copy of the application in their agency for 7 years from the termination of the policy. A set of **two identical Agency Agreement Addendums** is attached to facilitate this shift in responsibility from the Company to the Agency. **Please sign both, retain one for your Agency Contract and return the other for our Contract File.**

ACH (Automated Clearing House) and Commission Statements: Last May we launched this Direct Deposit of Commissions into your account feature. The response has been very strong. In July of last year we introduced **Agent Express**, an Internet portal that provides Agents with policy, billing and claims inquiry capability. Your response has been equally strong. Effective with the January, 2008 Commissions (deposited in February), those agents signed up for ACH Commissions will find their **Commission Statements at the Agent Express Website under REPORTS** on the left-side menu. Paper copies of these Commission Statements will no longer be sent to ACH Commission Agents as they will be readily accessible on-line. Non-ACH Commission Agents will continue to get the paper Statement mailings. Agents who want to **enroll in the ACH Commission program** or whom need some assistance with **Agent Express** should contact Marielen Leonard, our Production Systems Manager 1.800.822.1232 or by email at ME@securitymutual.com.

Sincerely,

Please distribute this Bulletin to all Agency staff.

Tom Randall,
Director of Marketing

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