

# *“Letter of Security”*

## SPECIAL BULLETIN

To All Security Mutual Agents

June 2007

The snow has stopped and temperatures are rising. Here is a brief **Results** update. Through April (May results not fully compiled yet) our Admitted Assets were \$68,978,628. Policyholder Surplus grew to \$28,658,092. Direct Written premiums were up 3.1% with increasing growth momentum. Our Combined Ratio was just over 106% following a couple winter storms in the first quarter, which is typically our roughest quarter. April results were very strong and the early indications for May are favorable as well.

And now here is some **SECURITY E-News**. **Direct deposit of Commissions** into your bank account is now available. We sent out the required ACH Authorization forms in May with your April statements. The response has been strong. We are pleased to now offer this electronic capability.

Effective immediately we have **two new Fax numbers: Claims is 607.257.5001 and Policy Services is 607.257.5002**. These fax numbers transmit directly into our Imaging and Electronic Workflow system facilitating a paperless transaction and improved service turnaround time. Anything the agency would fax can be sent to the respective numbers above: Loss Notices, Signed Applications, Policy Change requests, Lost Policy Releases, Claim or Policy file correspondence (**be sure to include the appropriate claim or policy number**). **Please advise all agency staff of these new Fax numbers.**

We are in the final stages of establishing the electronic workflows for some **dedicated e-mail addresses** for: Applications, Quote requests, Cancellations, Claims and Endorsements. These will also feed directly to our Imaging and Electronic Workflow system. Agency Contract Addendums will be sent out later this month to facilitate agency retention of signed applications in conjunction with the New Business Application email capability.

We are also in the final stages of agency testing **Agent Express**. This is an Internet portal that will allow your agency to do policy, billing and claim inquiries. The agents that are testing love the “User-Friendly” nature of this inquiry capability.

And finally, we are working on upgrading the **Security Mutual Website**. An Agent portal will be available with much wider product and service offerings for your agency.

We are excited about these developments and encourage you to discuss them further with your Marketing Representative or Underwriter at 1.800.822.1232.

Sincerely,

Tom Randall  
Director of Marketing

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