

“Letter of Security”
SPECIAL BULLETIN
QUALITY MATTERS

To all Security Agents:

November, 2014

We have recently seen an increase in the number of illegible and/or incomplete applications. This impairs productivity for both Company and Agency staff as follow-up phone calls are needed to get the risk properly underwritten and the policy properly issued. With this in mind, we ask that greater attention be given to the following:

- Please type applications or print legibly – “Form–fill” applications are available on our website. Agency filled Acord applications are also acceptable.
- Please include a copy of your quote with your application.
- Please make sure that your quote matches your application.
- Please confirm that there is insurable interest for all insureds.
- Please make sure that all questions are answered.
- If this is a new purchase, please write “new purchase” for prior carrier.
- Please send the application by mail, fax, OR email to avoid duplicate policies.
- If you received prior underwriting approval, please include the name of the underwriter and the date of approval; if possible, please add all prior correspondence.
- Please provide a dog questionnaire for all dogs and a solid fuel questionnaire for all pellet, coal, or wood stoves.
- To RECEIVE OUR EMAIL NOTIFICATION when policies are ready to print, go to: Agent Express/click on administration tab/agency management/enter address of person to receive notification in the Notification Email field. Reminder: Agency Administration designees have rights to maintain Agent Express access, including password changes.

Our other email destinations are as follows:

Applications@securitymutual.com

Cancellations@securitymutual.com

Claims@securitymutual.com

Endorsements@securitymutual.com

Quotes@securitymutual.com

Thank you in advance for your cooperation. And as always, feel free to contact our Underwriting folks at 1-800-822-1232 or your Marketing Representative with any questions.

Truly,

Tom Randall
Director of Marketing

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