



GENERAL INFORMATION



GENERAL INFORMATION

Table of Contents

| | |
|---------------------------------------|----|
| GENERAL INFORMATION | 4 |
| CENTURY INSURANCE GROUP E-MAILS | 4 |
| SURPLUS LINES LAWS AND LICENSING..... | 4 |
| AUDITS..... | 5 |
| AUDITS (AGENCY)..... | 5 |
| AUDITS (NAMED INSURED) | 5 |
| SELF AUDITS..... | 5 |
| PHYSICAL AUDITS..... | 6 |
| UNCOLLECTIBLE AUDIT PROCEDURE | 6 |
| DISPUTED AUDITS..... | 6 |
| BROKER OF RECORD LETTERS | 7 |
| CANCELLATIONS AND NONRENEWALS..... | 8 |
| CERTIFICATES | 8 |
| CLAIMS..... | 9 |
| REPORTING OF CLAIMS..... | 9 |
| SUMMONS AND COMPLAINTS HANDLING..... | 10 |
| ASSIGNMENT OF CLAIMS | 11 |
| ENDORSEMENTS PROCEDURE..... | 11 |
| INSPECTION REQUIREMENTS..... | 12 |



NAMED INSUREDS.....16

POLICY ISSUANCE 18

PAYMENT OF PREMIUMS-GENERAL AGENT 18

POLICY NUMBERS..... 19

PREMIUM FINANCE POLICIES..... 20

PREMIUM FINANCE CANCELLATION/REINSTATEMENT 20

QUOTATIONS BY THE COMPANY..... 22



GENERAL INFORMATION

This section of the Electronic Underwriting Manual (EUM) contains general information as to how we work with you, our General Agent.

The programs in the EUM outline your authority to quote and bind accounts on behalf of Century Insurance Group for the classes shown. Any coverage not shown in the EUM must be submitted to Century for approval prior to quoting.

You are not authorized to delegate binding authority to any sub-producer without our specific written authorization; nor are you authorized to use our name in any advertisement, printed literature intended for disbursement to your sub-producers or published announcements (including news releases) without our specific written authorization. In both scenarios, written authorization requires authorization in writing from an officer of Century Insurance Group.

CENTURY INSURANCE GROUP EMAIL ADDRESSES

| Email | Use |
|--|---|
| accountsreceivable@centurysurety.com | Account current |
| home.centurysurety.com/RegisterAClaim.html | Claim reporting and support (See Claims section of this document for more information) |
| images@centurysurety.com | Policy typing packets (PTP), endorsements, endorsement requests and other miscellaneous documents |
| inspections@centurysurety.com | Inspections |
| policynumbers@centurysurety.com | Obtain assigned policy numbers outside of COL |
| quotes@centurysurety.com | New and renewal submissions |
| sameday@centurysurety.com | Same-day qualifying new and renewal submissions |
| audits@centurysurety.com | Miscellaneous audit information |

SURPLUS LINES LAWS AND LICENSING

You are required to comply with all applicable laws and regulations of the state(s) in which you operate as respects to the procurement and placement of insurance (including



obtaining and maintaining all necessary licenses). You shall provide the appointing authority in each state with all the required filings, affidavits and reports. You are responsible for collection and payment of all excess and surplus lines premium taxes, or other state or commonwealth required taxes or fees.

You are required to fully cooperate with Century Insurance Group in connection with any regulatory investigation or examination. Non-compliance with state laws will result in fines to our company which will be passed back to your agency for collection.

AUDITS (Agency)

We will perform underwriting audits on policies placed within your authority. These results will be reported back to you either at the time of the transactional audit or at a later date in a formal report. These audits will assist both parties in evaluating the book of business as well as evaluating the relationship between your agency and Century Insurance Group.

AUDITS (Named Insured)

We are responsible for ordering all physical and voluntary audits. No audit is necessary on policies with premium less than \$1,500 unless you or we determine that the policy should be audited.

SELF AUDITS

- Self Audits are done on policies with premium of \$1,500 to \$5,000. These will be sent to the insured directly. A copy will be sent to your office.
- Completed Self Audits are to be returned to Attention: Audit Department, Century Insurance Group, PO Box 163340, Columbus, Ohio 43216-3340, or emailed to audits@centurysurety.com, or faxed to 614-823-6376.
- We will process the Self Audit and issue the appropriate audit endorsement. We will email any additional premium endorsements to you to forward to the retailer and insured.
- If the insured is uncooperative, you will be notified by our office.



PHYSICAL AUDITS

- Physical Audits are required on all policies with premium in excess of \$5,000.
- We will order the audit from our office. We will also process and issue the necessary premium audit endorsement after we receive the Physical Audit worksheets. The additional premium audit endorsement will be emailed to you to forward to the retailer and insured.

UNCOLLECTIBLE AUDIT PROCEDURE

You can, at any time, send the audit endorsement back to us for direct collections. Please email us at audits@centurysurety.com stating you would like to turn this over for collections and attach a copy of the invoice, or something that shows the taxes and fees that need to be collected.

If we have not received payment of an additional premium audit endorsement within 60 days of issuing the audit, we will fax your office requesting payment within 10 days. If we do not receive a response or payment from you within 10 days we will turn the audit over to our Recovery Department. Once the audit has been turned over to our Recovery Department, no commission is payable on the audit. We will email you at that time requesting something that shows taxes and fees to be collected. If we receive no response then we will not be collecting taxes and fees.

DISPUTED AUDITS

Disputed audits may not be referred to the company for direct collection. A letter from the insured explaining the dispute, along with proper documentation to explain their position should be emailed to audits@centurysurety.com. The Audit Department will review, with Underwriting, if necessary. If a re-audit is required we will do so. If the re-audit results in an increase of the additional premium of the disputed audit, then we reserve the right to revise the audit to increase the premium. Any premium due as a result of a revised audit is due within 30 days from the billing date.



BROKER OF RECORD LETTERS

Applies to brokerage accounts only

If Century Insurance Group receives more than one request to quote a renewal or issue a policy for the same Named Insured, we will advise all parties of this conflict and request a Broker of Record Letter prior to fulfilling the request.

There are two types of Broker of Record letters we will accept. They are:

1. Insured's letter (on their letterhead) as follows:
 - a. Lists all Century Insurance Group policies by number and shows expiration dates.
 - b. Letter is dated and states that letter applies to the renewal of the referenced policies.
 - c. Lists the retail broker and the new General Agent.
 - d. Letter is addressed to issuing carrier (can be in care of the new General Agent).
 - e. Century Insurance Group must receive this letter at least five (5) working days prior to renewal date (to provide courteous notice to the incumbent General Agent).
2. Incumbent retail producer's letter (on their letterhead) as follows:
 - a. Lists all Century Insurance Group policies by number and shows expiration dates.
 - b. Letter is dated and states that letter applies to the renewal of the referenced policies.
 - c. Letter confirms they are the current broker writing the specified policies through (name of incumbent General Agent) and wishes to place the renewal through (name of new General Agent).



- d. Letter is addressed to issuing carrier (can be in care of the new General Agent).
- e. Century Insurance Group must receive this letter at least five (5) working days prior to renewal date (to provide courteous notice to the incumbent General Agent).

We will not accept a mid-term Broker of Record letter. If you have an unusual situation that justifies such a change, then submit full details to us and we will review and advise.

Please note: we can only provide loss runs for the policy terms where you were the Broker of Record. For loss runs with prior broker, we will need a signed request from the insured on the insured's letterhead.

CANCELLATIONS AND NON-RENEWALS

Applies to brokerage accounts only

It is sometimes necessary to cancel or non-renew a policy for a variety of reasons. The General Agent is responsible for issuance of any appropriate notice of cancellation and/or nonrenewal required by state statute. A copy of this notice should be sent to Century Insurance Group to be included in the policy underwriting file.

Once a policy cancellation notification period ends, the General Agent is responsible for issuing the cancellation endorsement. It is not Century Insurance Group's policy to reinstate the policy once it has been cancelled. Policy re-writes with a lapse and/or short-term policies can be considered. If you have an exceptional circumstance in which you believe a reinstatement is warranted without a lapse in coverage, please refer it to your Century Insurance Group Underwriter with details.

CERTIFICATES

While we prefer that our General Agents issue certificates of insurance, we are not opposed to allowing you to delegate this responsibility to the insured's agent under the following conditions:



- Only Acord Certificates are used. If a certificate needs to be issued outside of an Acord, please submit to Century Insurance Group for consideration.
- No terms or conditions of the policy are changed by the insured's agent. (i.e. additional insured, waiver of subrogation, mandatory Notice of Cancellation, changes in coverages, limits or policy period, etc.)
- All certificates must be sent to you and reviewed by the appropriate person in your office. If you receive a certificate not issued in accordance with these instructions, you must send, in writing, instructions to the insured's agent outlining the proper procedures to follow and advising them to reissue the certificate correctly and send a copy to you.
- All changes to policy terms and conditions must be within your authority and endorsed onto the policy with a copy sent to Century Insurance Group. These items include, but are not limited to: additional insureds, waiver of subrogation, mandatory Notice of Cancellation, changes in coverage, limit, etc.

Century Insurance Group does not require copies of these certificates.

The General Agent (you) will be fully responsible and will indemnify Century Insurance Group for any and all errors and/or omissions contained within any Certificate and for the insured's agents' failure to issue any Certificate in full accordance with the guidelines herein.

CLAIMS

REPORTING OF CLAIMS

Please report all accidents or events that are likely to give rise to a claim to Century Insurance Group immediately. Claims should be reported to the Century Insurance Group Office in Westerville, Ohio. Here are four methods for reporting claims to us:

- If the loss notice only contains Acord loss information with no attachments, you can report it online at



home.centurysurety.com/RegisterAClaim.html Click on “Report a Claim”, and follow the subsequent directions.

- If the loss notice does contain additional information, with limited attachments, then you can report it through fax at (855)603-8409.
- If the loss notice and/or attachments are 50 pages or less, another option is to send that information via email to csu@centurysurety.com.
- If the loss notice and attachments are more than 50 pages, it is advisable to overnight the entire package with attention to the Claims Department, 550 Polaris Parkway, Suite 300, Westerville, OH 43082.

Only in rare instances should claims be reported via telephone. The reporting must be followed up in a written format, noting that the claim was already reported on the corresponding date.

SUMMONS AND COMPLAINTS HANDLING

Initially, an attempt should be made to determine “who” was served, “when” they were served, and “how” the lawsuit was delivered. However, do NOT hold up the transmittal of a lawsuit because of a lack of this information. If this information cannot be obtained the same day you receive the lawsuit, then please still forward the lawsuit to us immediately! If the lawsuit is approximately 50 pages or less, please fax or email as shown above. If it is larger, then it is preferred that you overnight it. You can then supplement the information on “who”, “when”, and “how” to us later.

It is also suggested that a representative of your office follow the fax or overnighting of the lawsuit, with a phone call to (800) 825-9489 and ask for our Claims Department. This will ensure that we have received it and help us avoid any potential problems in protecting the insured’s interests.

When sending a lawsuit to us, please be sure to advise us when it was received in your office. Do NOT send these by regular mail unless it is just a copy of what you have already faxed or overnighted.

In addition, unless where required by specific state law, the General Agent is not an authorized agent for receipt of service of process on behalf of Century Insurance Group. Any attempts to serve you with a complaint naming Century Insurance Group should be rejected or accepted without signature. Any complaint naming Century Insurance Group



that is served or delivered to your office should be forwarded immediately through email, fax or overnight mail to our Claims Department.

ASSIGNMENT OF CLAIMS

The Claims Department at Century Insurance Group makes all assignments to independent adjusters and defense attorneys as we feel we have the best overall information to consider in making this decision.

However, there may be emergency situations (i.e. claims on weekends or after business hours when delay in assignment to an adjuster could increase the overall loss) wherein you may deem it suitable to make the initial assignment. In such cases, please try to choose an adjusting firm that you have had prior experience with to preclude any surprises.

In addition, on the next business day, please be sure to follow up with our company by providing us with an appropriate loss notice and the name, address, phone and fax numbers of any outside firm you have involved in the loss. If possible, please ask the insured to assist in making temporary repairs to mitigate their loss, as they are usually the ones with the best information about their property and products.

Claims opening and closing notices are provided to the General Agent. If you need to check on the status of a claim, please direct your inquires to the assigned Claims Examiner which will be shown on the opening notice. Our toll-free number is (800) 825-9489.

All claims checks are issued by Century Insurance Group and this authority is not delegated to any agent.

ENDORSEMENT PROCEDURES

Applies to binding accounts only

- 1) Rate the new coverage/location, change, etc. in accordance with the rates in effect the date of the change.
- 2) Obtain the pro-rate/short-rate factor and apply it to the additional/return premium.



- 3) Type the change on the General Purpose Endorsement Form IL 1201. The following information should be included, but not limited to: rates, premium basis, forms changes (include edition dates), pro-rate/short-rate factor, additional/return premium, endorsement number, effective date, coverage parts affected, etc. If any fill-in forms are added or changed, those completed forms should be attached to the endorsement.
 - a) If you are endorsing to: (1) reduce coverage; (2) decrease limits; (3) increase deductibles, you must obtain insured's signature showing acceptance. The term "reduce coverage" includes adding exclusionary endorsements. When you exclude products/completed operations, contractual, or professional liability and there is a substantial exposure, then obtain insured's signature showing acceptance.

- 4) Send a copy of the endorsement packet to images@centurysurety.com. The packet should contain the following:
 - a) Copy of the endorsement.
 - b) Rating worksheets showing how rates were obtained.
 - c) A copy of insured's change request.
 - d) If a Property change, it should include all underwriting information such as construction type, protection class, etc.
 - e) The information should be documented explaining any action you plan to take because of the endorsement (i.e. additional information you requested due to the change, etc.).

INSPECTION REQUIREMENTS

MONOLINE & PACKAGE POLICY REQUIREMENTS



New Business

Other than Restaurant/Bar/Tavern, Apartments, Condominiums, Motel/Hotels and Roofing Contractors

- **General Liability** - Required on policies that **have a premium of \$1,000 or more.**
- **Property** – Required when **TIV (Total Insured Value) at any location is \$100,000 or greater**, unless otherwise noted by the EUM program or requested by the underwriter.
 - Contractor accounts - job site inspections should be provided, when possible.

Restaurant/Bar/Tavern, Apartments, Condominiums, Motel/Hotels and Roofing Contractors

- **General Liability** - Required, regardless of premium amount.
- **Property** – Required, regardless of TIV.
 - This includes any risk with commercial cooking.

Multiple Location Policies

- We require inspections on the 3 largest TIV locations that are \$100,000 or greater in the 1st policy term.
- Additional locations at \$100,000 or greater are required to be inspected and provided to Century at renewal (2nd policy term).
- These guidelines also apply to BPP only locations at \$100,000 or greater.
- For policies with Dwelling schedules of ten or more locations, we require inspections on at least 3 different locations every year, regardless of the GL premium or TIV.

Renewal

Other than Restaurant/Bar/Tavern, Apartment, Condominiums, Motel/Hotels and Roofing Contractors

- Required **every third renewal** unless there was a substantial increase in exposure during the policy term or when requested by the underwriter



Restaurant/Bar/Tavern, Apartment, Condominiums, Motel/Hotels and Roofing Contractors

- Required **every other year** regardless of premium or TIV or when requested by the underwriter.

Renewal Business Example – Other than Restaurant/Bar/Tavern, Apartments, Condominiums, Motel/Hotels and Roofing Contractors:

2022 - New Business – GL premium is \$4,000 or Property TIV is \$100,000. Inspection is ordered.

2023 - Renewal – No change in exposure – No inspection is required.

2024 – Renewal - No change in exposure – No inspection is required

2025 – Renewal - Inspection is required this term.

Renewal Business Example – Restaurant/Bar/Tavern, Apartments, Condominiums, Motel/Hotels and Roofing Contractors:

2022 - New Business – GL Premium \$750 or Property TIV is \$50,000. Inspection is ordered regardless of premium or TIV.

2023 - Renewal - No change in exposure – No inspection is required.

2024 – Renewal - Inspection is required this term regardless of premium or TIV.

Increase in Exposure Example – Other than Restaurant/Bar/Tavern, Apartments, Condominiums, Motel/Hotels and Roofing Contractors:

2022 - New Business – GL premium \$8,000 or Property TIV is \$100,000. Inspection is ordered. During this policy term the insured purchased a new location. No inspection requested at that time.

2023 - Renewal – Inspection is required because of the increase in hazard.

2024– Renewal - No change in exposure – Inspection is not required.

2025 – Renewal - No change in exposure – Inspection is not required.



2026 – Renewal – Inspection is required.

Increase in Exposure Example – Restaurant/Bar/Tavern, Apartments, Condominiums, Motel/Hotels and Roofing Contractors:

2022 - New business – GL premium \$750 or Property TIV is \$50,000. Inspection is ordered, regardless of premium or TIV. During the policy term, the insured purchased a new location. No inspection requested at that time.

2023 - Renewal – Inspection is required for the new location.

2024 – Renewal - No change in exposure – Inspection is not required.

2025 – Renewal – Inspection is required.

GENERAL INSPECTION INFORMATION

Inspections can be ordered from any inspection firm which you use; but there are several criterions that you should consider in using any inspection service:

1. Timeliness of service
2. Quality of inspection
3. Cost of inspection
4. Geographical area serviced

Inspections, except in remote areas, should be completed within approximately four (4) weeks and should be sent to Century within 45 days of binding.

Inspections should cover all of the normal underwriting points (this can usually be done with a checklist type inspection plus a half page to a full page narrative in addition to the checklist). Any unusual points that need to be covered or any points that need some specific attention should be shown in the order form to the inspection service.

You can charge inspection fees to pay for the cost of the inspection, and the responsibility for paying for the inspection reports falls solely on the general agent.

Inspection reports sent to Century should not be received directly from the inspection vendor. They should be received by your office and reviewed by your Underwriter before sending it to our office. One of the following should then be done:



1. If there is a condition or exposure that is considered prohibited in the EUM, then a NOC (Notice of Cancellation) should be sent to the insured immediately giving them the proper days' notice required by state regulations or the policy conditions. This also includes the lack of any protective safeguard system that is a requirement for coverage. The notification period normally allows them enough time to install, repair, or replace it prior to the expiration date on the notice. See the Cancellations section for the proper procedures.
2. If there are other recommendations that need to be completed, send a letter to your agent along with a letter of compliance for the insured to sign within 30 days of your memo. Send us a copy of the memo with our copy of the inspection. We do want the original pictures (not photocopies or faxed copies) for all risks.
3. If the inspection report reflects a significantly higher/lower rating base (payroll, sales, etc.) than what was used on the policy, send an endorsement to reflect the correct exposure. This will minimize the problem of collecting/returning audit premiums after the expiration of the policy.

You can now send the inspection report, photos, recommendation letter, and letter of compliance to Century by email to images@centurysurety.com or inspections@centurysurety.com.

If we have questions about the information in the inspection which you have not addressed, then your Century Underwriter or Underwriting Assistant will contact you. Otherwise, we will either file the inspection or pend our file for 30 days if you contacted your agent regarding problems or recommendations.

Please note that Century can add inspection recommendations at our discretion at any point during the policy term.

NAMED INSURED

How named insureds are shown is extremely important for coverages. Names should **NOT** be run together by using colons, semicolons, etc.

List each named insured separately by sequential number and show type of insured (A Corporation, Inc., A Partnership, An Individual, etc.).



If an endorsement is needed in order to list all of the named insureds, use form USCP 1003.

EXAMPLE: The named insured is completed to read as follows:

1. Jones Brothers, Inc.
2. Jones and Jones, A Partnership
3. Jim Jones dba JJJ Service
4. Bret Jones, An Individual

#1 is a corporation, #2 a partnership (could also be shown as Bret Jones and Jim Jones dba Jones and Jones), #3 is an individual proprietorship and #4 is an individual. Individuals should not be listed unless there is a valid reason for so doing (i.e. he/she owns the building in which his/her corporation is located). An individual or partnership cannot do business as a corporation.

Be sure when faced with multiple named insureds on a policy you find out what the interest of the risk is for each named insured. Please document your submission with this information.

If asked to add new named insureds mid-term, find out when the entity was started and what have they done since their inception. If it's not brand new, then submit full details to your Century Insurance Group Underwriter before agreeing to add to the policy.

The following are NOT permissible as a named insured language:

1. ET AL means "and others". Use of this wording would make everyone a party to the insurance contract.
Example: John Doe ET AL
2. ATIMA is an acronym for "As Their Interests May Appear". This wording allows an insured to assign their interest in an insurance contract to another party.
Example: John Doe ATIMA
3. Individuals cannot do business as (dba) a corporation or a limited liability company (LLC). These are separate business entities and an insured cannot be both entity types.
Example: John Doe dba John's Burgers LLC
4. The use of and/or as part of a named insured. Use a semi colon instead (;).
Example: Jim and/or Jackie Smith
Correct way: Jim Smith; Jackie Smith.
5. A corporation dba another corporation.



6. A corporation dba LLC.
7. ISAOA added to a named insured.

Permissible named insured language:

A corporation can do business under a trade name, assumed name or registered name.

Example: Muttonchops, LLC DBA The Backyard Burger

Care should be taken to ensure the proper order of the entities names to avoid confusion.

POLICY ISSUANCE

A Policy Typing Packet (PTP) must be received by Century within 30 calendar days of the effective date of coverage. A signed completed application is required as well as any other documentation pertaining to the underwriting or pricing of the account.

Policies are to be issued with a new policy number at renewal. Policies may not be renewed with a renewal certificate.

PAYMENT OF PREMIUMS – GENERAL AGENT

All General Agents are to pay from their monthly account current. Your account current is due in our office 15 days after the close of the month. Full payment is due 45 days after the close of the month. For example, the account current for January authority business would be due on February 15 and full payment would be due on March 15.

1. Print your monthly account current in the beginning of the following month. For example, print January's account current the first week of February. Your account current must have the policy number, insured name, transaction effective date, gross and net transaction amount. The more information you provide, the less likely we are to generate unnecessary discrepancy letters.
2. Write a check for the total amount shown on your account current or send through EFT (Electronic Funds Transfer). We expect you to pay all items on your account



current. If you are dealing with an extraordinary situation, you must talk to your Century Insurance Group Regional Office Manager to request an exception. If an exception is granted, make note of the exception on your account current. If no exception is granted, your account current is due in full. In addition, if no exception is granted, unpaid account current items will result in action being taken that could lead to the suspension of your agency agreement.

3. Send your account current to: accountsreceivable@centurysurety.com or mail your payment to:

Century Surety Company
Dept. 781473
PO Box 78000
Detroit, MI 48278-1473

4. If overnight payment is necessary, please mail to:

JP Morgan Chase
Attn: Belleville Dept. #781473
9000 Haggerty Road
Belleville, MI 48111

POLICY NUMBERS

We can give your agency an assigned block of policy numbers to use when issuing binding or submit policies in your office outside of the COL. *These numbers are in addition to the numbers assigned by Century Online (COL) when a quote is bound.*

The numbers can be obtained by submitting an email request to policynumbers@centurysurety.com. The email should include the name of your agency and your agency code number. Once we receive the request, we will email your agency the next block of numbers for you to use.

When we receive a request for a new block of numbers, we will run an audit on the last block of numbers given to your agency. We may, at that time, request a status report on the unused numbers. Periodically, we will run an audit on the numbers that have been assigned to your agency in the last twelve months. We will then request status reports on unused numbers that show in our system. This information will be documented in your agency file at our office.



In addition to our audits mentioned above, your agency is expected to maintain a policy register (either manually or via computer) and have hard copies available for us when requested. We may request that you email or fax us copies of your policy register for our review.

PREMIUM FINANCE POLICIES

Some states have no specific premium finance laws and some do. Of those that do, the law will vary somewhat as to how cancellations are affected, whether they are to be cancelled short rate or pro-rata and who is ultimately responsible (usually the insurance company) for moneys to be returned to the finance company.

Our company considers a non-payment cancellation to be handled as if the insured requested the cancellation. In those states that permit it, the cancellation should be figured on a short rate bases.

Become knowledgeable about the states in which you write so you do not violate any applicable laws.

In states which do not give the finance company the right to cancel under a power of attorney, we must send proper Notice of Cancellation for non-payment of premium to the finance company. Send Notice of Cancellation to all required parties including the premium finance company.

In states where the law gives the finance company the right to cancel the policy utilizing their power of attorney (they send a Notice of Cancellation to the insured) we will accept their cancellation request or notice as evidence of cancellation. If a third party must be notified (loss payee, mortgagee or additional insured) then send the third party a Cancellation Letter (see specimen wording in this section) to each such third party. Then use the finance company's effective date of cancellation as the cancellation date of our policy. In effect, the policy is cancelled in respect to the named insured, but continues to protect the third party for the required number of additional days.

PREMIUM FINANCE CANCELLATION/REINSTATEMENT

If a reinstatement request from the finance company is received, you must notify the finance company whether you are canceling or reinstating the policy. We will:



- Allow a 14 calendar day grace period from the cancellation date for the insured to make the payment.
- If the payment is not received within the 14 calendar days after the cancellation date then the cancellation stands and we will not reinstate the policy.
- We will re-write with a lapse after the 14 calendar day period and even provide a short term policy.

If we receive a second cancellation request for non-payment, we will not reinstate. We will consider a re-write, but the premium must be paid-in-full.

Third Party Cancellation Procedure - Premium Financed Policies:

If a third party must be notified (loss payee, mortgagee or additional insured) you should send each of the third parties a Cancellation Letter (see specimen wording in this section) notifying them of the cancellation. This Cancellation Letter should be handled in the same manner as a normal cancellation. By doing this the cancellation dates would be as follows:

- Our policy would show the cancellation date that was on the premium finance notice. In effect, the policy is then cancelled by this date as far as the insured is concerned.
- The third party letter shows a cancelled date with the normal required additional days. This continues to protect the third party for the required number of additional days.
- The letter shown below, should be mailed immediately upon your becoming aware that the policy has been cancelled by the finance company.
- This letter or one very similar, should be on your letterhead.
- Send the letter exactly the same as you would a Notice of Cancellation (i.e., with proof of mailing or certified mail with signed return receipt).
- A copy of the letter along with proof of mailing must be sent to us along with your cancellation endorsement and the notice from the premium finance company.

Sample Cancellation Letter To Third Parties:

(Enter addressee)

(Enter date)

OUR INSURED: (enter our named insured's name here)

POLICY #: (enter our applicable policy # here)

(If a loss payee, mortgagee, etc., enter their loan # on this line)

You are listed on the above policy as an (enter status such as loss payee, additional insured, etc., here).



The purpose of this letter is to advise you of the cancellation and to notify you that we will continue to protect your interest in this policy per the policy conditions until (enter required notice time here for this third party using the actual date) (effective 12:01 a.m. standard time at the location where the insured risk is located).

If you have any questions regarding this cancellation, please contact us immediately.

The above letter, or one similar, on your letterhead should be mailed immediately upon your becoming aware that the policy has been cancelled by the finance company. A copy of the letter with your cancellation endorsement and the notice from the finance company should be sent to Century.

QUOTATIONS BY THE COMPANY

We are a Contract or Managing General Agent Company and we would like you to utilize your authority. However, there will be occasions that your accounts will fall outside of our guidelines. That business will be considered on a Brokerage basis. All Brokerage business submitted to the Company should contain, completed Acord application, required supplements for type of risk, loss runs and your recommendations as to terms conditions and pricing. All Brokerage commissions will be 17.5% or as negotiated with your Company underwriter.

The same 'new business' account received by multiple agents, will be quoted to all agents that submitted an application. If the information is different, we will try to obtain the same information prior to quoting. See the Broker of Record Letters section as to how we will treat multiple submissions for a renewal quote or policy issuance.