

We have a mutual interest - **you**.

Bulletin 20-03

**TO:** All Mutual of Wausau Agents  
**FROM:** Michael Moore, Underwriting Manager  
**DATE:** October 2, 2020  
**RE:** **Binding questions on applications**

Urgent

We have seen a widespread practice of binding questions answered “yes” on new applications without prior approval given by the underwriter. These questions must be asked directly to the insured and answered accurately with any “yes” responses prompting approval from the underwriter. Coverage cannot be bound without obtaining prior approval and noting this approval in the “binding notes & remarks” section on the application.

If this practice continues, we will need to address this practice accordingly. This will include automatic 10-day cancellations with no exception and a new application submitted if the risk is deemed acceptable. It may also include restriction of an agencies binding authority.

Please make sure all agency staff is aware of this procedure and adheres to these rules. If you have any questions, please contact me, Michael Moore (715) 393-4615. Thank you for your continued business!