

TO: All Mutual of Wausau Agents
FROM: Kelly Weller, Underwriting Manager
DATE: March 5, 2026
RE: Loss Control Pilot Program - Chrp

Last July, we shared information regarding a new loss control option available for select policyholders. As a reminder, we have partnered with CHRP to offer policyholders the opportunity to complete their own survey by submitting photos of their property.

This program is being offered to a limited group of policyholders as part of an initial pilot and may be expanded in the future as we continue to evaluate the process.

Policyholders selected for this program will receive a letter explaining the process and notifying them that they will also receive a text message and email containing a link to participate. Our company logo will appear on the letter, as well as on the text message and email, to help confirm the legitimacy of the communication.

In addition, the writing agent will receive a copy of the email notification so they are aware the insured has been selected for this program and can assist with any questions should the insured contact their office. **Agents may also receive an email from inspections@chrptech.com requesting assistance verifying an insured's contact information if CHRP has difficulty communicating with the insured.**

When the insured clicks on the link, they will be prompted to take specific exterior and interior photos, which will automatically upload to the survey. Once the required photos are completed, the process is finished and should take approximately 20 minutes to complete.

The insured will have 15 days to respond and complete the photo submission. If the process is not completed within that timeframe, the link will expire and a traditional survey will be scheduled.

If you have any questions regarding this process, please contact Kelly Weller at Mutual of Wausau Insurance at 715-393-4614 or kellyw@mutualofwausau.com.