

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

Bulletin 25-06

**TO:** All Mutual of Wausau Agents

**FROM:** Kelly Weller, Underwriting Manager

**DATE:** July 8, 2025

**RE: Loss Control Pilot Program**

We are continuing to research opportunities to provide additional loss control options for our policyholders. Therefore, a partnership has been formed with Chrp to offer an option for the policyholder to provide their own survey photos for us. This will be offered to a select few policyholders to begin with and will expand as warranted.

Those policyholders selected for this pilot program will be sent a letter explaining our intentions and informed that they will receive a text message and email with a link to participate. Our company logo will be on both the letter and the text message and email.

Once the insured clicks on the link, they will be prompted to take selected exterior and interior photos that will be automatically uploaded to the survey. Once they complete the photos, they are done. The process should take only 20 minutes. The insured will have 15 days to respond to the link. If they fail to complete the process within 15 days, they will no longer have access to the link and traditional survey will be activated. If you have any questions regarding this process, please contact Kelly Weller at Mutual of Wausau Insurance 715-393-4614.

Thank you for your continued business!

Attachments-Information Sheets



3910 Stewart Avenue,  
P.O. Box 269  
Wausau, WI 54402-0269  
715-842-0686  
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July 8, 2025

Insureds Name  
Address  
City, State, Zip

RE: Policy # XXX

Dear Insured,

Thank you for your continued business with Mutual of Wausau. We value our partnership and are committed to helping protect you, your family, and your property.

As part of our Loss Control program, we periodically obtain updated photos of insured properties. This practice helps identify and prevent potential losses, ensuring your coverage remains accurate and effective.

Since it has been some time since our last review of your property, we now offer a convenient and secure way for you to complete your own property survey.

**What to Expect:** Within the next few days, you will receive a text message and/or an email from Mutual of Wausau with a secure, personalized link to complete your property survey. The process is quick and easy, taking only 20 minutes.

**Why This Matters:** Completing this survey ensures your coverage stays up to date and helps prevent potential gaps in protection. If the survey is **not completed within 15 days**, one of our Loss Control Specialists will follow up with an on-site visit to complete the survey.

If you have any additional questions, please don't hesitate to contact your agent.

Thank you for your cooperation—we appreciate your business and look forward to continuing to serve you.

Sincerely,

Mutual of Wausau Loss Control Team

*Disclosure: Mutual of Wausau values your privacy. We do not sell, share, or distribute your personal information to third parties.*