

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

Bulletin 17-06

TO: All Mutual of Wausau Agents
FROM: Jessica VanderPloeg, Operations & HR Manager
DATE: 10/4/17
RE: New Business Same Day Processing

Effective today, Mutual of Wausau will be issuing most new policy applications the same day that we receive them. This means that you will get a policy the following business day as well as the policyholder's will be mailed too. However, to make this successful, we are asking for your help prior to submitting the application. In order for the applications to be committed the same day, they must meet the following criteria:

- Policyholder names
 - Policyholder names are not typed in all upper or lower case.
 - Only one name is entered in the name field, not both.
 - ex. 'John Doe' and 'Jane Doe' are entered in separate fields, not 'John and Jane Doe' in the same field.
- Billing
 - Escrow billed- You must select 'Escrow Billing' for the billing schedule.
 - AutoPay/ ACH- You must select the billing schedule that starts with the letters ACH, i.e. ACH Quarterly.
- UW questions- If any are answered 'yes', you must enter in the name of underwriter and the date and that you received approval.
- Program- Liability type must match the program selected.
- Supplemental Material- Email to info@mutualofwausau.com right after application submission.
 - Solid fuel supplement.
 - Jewelry appraisals.
 - e2value if extended replacement cost is added.
 - Farm property schedule.
- Meets binding authority.
- CCAP- if any issues, you need to contact UW prior to submission.

There is a daily cut off time of 2:00 P.M. for processing time. Even though most policies will be issued the same day, they will still go through the underwriting process. This may result in changes and an amended declarations to be sent at a later date.

Unbound applications, umbrella applications, and effective dates greater than 3 days in the future for any new property purchase will **not** be issued the same day. They will go through our standard underwriting procedure.

The following page is a letter that will be sent with all new policies explaining the issuance and inspection process.

If you have any questions, please feel free to contact us.

Welcome!

Thank you for placing your trust in Mutual of Wausau Insurance Corporation for your insurance needs.

Enclosed is your new policy. It is being issued based on the information on the application as submitted to us.

Please note the following:

- Within the next 30 days, a representative of Mutual of Wausau will complete a property survey including taking photographs of the dwelling and buildings. You do not need to be present during the survey.
- After the survey is complete, an underwriter will review it and if any coverage changes are warranted by us, you will be notified. An amended policy declarations will also be mailed to you.

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

Our primary goal, since 1875, is to be here to serve you. Mutual of Wausau was founded by a group of farmers, who got together to help protect their most valuable assets- their homes and farms. This still remains true today and we look forward to serving you.

Again, Welcome to Mutual of Wausau!