

February 21, 2019

General Bulletin 2019-02
Policy Management System Transition

To our Agents:

We have been working behind the scenes to develop and implement a completely new Policy Management System, which will allow us to provide modern features and services to our Agents and Policyholders. This new system is called “Atlas” and is being developed by PCMS, a leading provider of IT solutions for the Property & Casualty industry.

Most of the work so far has been done in the background, but we are now ready to begin transitioning our personal lines business into the new platform. Here is what you can expect in the initial phase of this roll-out:

- Policies renewing effective April 1, 2019 and later will be renewed in the Atlas system.
 - You will notice the declarations pages and other documents will have a new look and feel – as well as a new modern logo.
 - The policy number will change. Therefore, we will provide a monthly list of all renewals with both the expiring and renewal policy number for easy reference.
- New business effective April 1, 2019 and later will be issued in the Atlas system as well. However, there will be no change to the quote process during this initial phase. Please continue to quote as usual and we will handle the rest in the background.
- Customers will still be able to pay their bills online, by phone or by check as usual. Those with recurring payments already set up will need to log into our new payment portal and set up a new account. We are including information on this with a policyholder notice that is going out with each renewal and instructions will be available online.

Those are the only changes at this time. We will keep you informed as the implementation progresses and new elements and features are rolled out. In the meantime, please don't hesitate to contact us with any questions or concerns.

Also, keep your eyes open for an upcoming announcement about the launch of our new Website!

Thank you,

The Farmers of Flemington Team



This notice contains important information about your renewal

Dear valued Policyholder,

Thank you for renewing your policy with Farmers Insurance Company of Flemington. We appreciate your business and the trust you have placed in us. As part of our commitment to providing you with the best possible service, we are in the process of implementing a brand new policy management system.

This new system, called Atlas, will allow us to offer you modern features like electronic delivery of policy documents, easy online access to your declarations page, payment status and other important information and the ability to deliver new products and services to you more quickly than ever.

What does this mean for you right now?

- In this first phase, we have already transitioned your policy into our new system. You will notice that your declarations page has a new look and your policy number has changed.
- If you are currently signed up for recurring payments, you will need to log into our new payment portal, create a new account and set up recurring payments. Information regarding payments can be found on your invoice and our website at www.farmersofflemington.com.
- That's it for now!

As we proceed further with the implementation of Atlas, we will let you know when new products and services become available. In the meantime, thank you again for your business!

Best regards,

The Farmers of Flemington Team