

May 7, 2019

General Bulletin 2019 – 05
Policy Management System Update - Personal Lines

To Our Agents,

As you know, we have begun the rollout of our new policy management system called **Atlas**. We are very excited about the enhanced agency and policyholder experience that this system will bring to the table including the ability to quote, bind and issue a policy 24/7. Our electronic signature capability will eliminate the difficulties of obtaining signed applications making the entire process seamless. Plus, all policy documents will now be distributed electronically, which today's consumers expect and demand.

The system is being introduced in phases so we can ensure everything is working properly and minimize any disruption to our agents and customers. We would like to provide you with an update on the progress we've made to date and what you can expect in the months ahead.

- We are currently renewing policies effective April 1, 2019 and beyond in the Atlas system. You may have noticed our new Declaration Pages and Invoices on some of your renewals.

Renewals through May 31, 2019 have been processed and most of these have been mailed to the Policyholders. However, we are taking steps to review every policy that goes out the door for accuracy, which is a painstaking process that has put us a little behind our usual 45 day renewal timeframe. If you have a client who has not received their renewal and is concerned, please call your underwriter and we'll be happy to email you the declarations page.

On the off chance a renewal is processed late where the policyholder does not have adequate time to remit payment, please contact our billing department and we will work with the customer to resolve the issue. Remember, all customers have the ability to pay online via credit card or electronic check (ACH) via our website.

We will be as flexible as possible to ensure no policy is cancelled for implementation related delays.

- Some of you have asked for a better way to learn the status of renewals and obtain copies of declarations pages, invoices and other documents.

Starting on May 8, 2019, we will begin sending a daily email containing policy transactions from the previous day. The email will include a link that will take you right into the relevant policy document, which you can then email, download or print as you desire.

This transaction report will be sent to the same person that receives our monthly renewal policy number list. If there is any change to that contact person, please let us know the new name and email address and we'll make the change.



23 Royal Road
Suite 100
Flemington, NJ 08822

Toll Free: (800) 842-5032
Phone: (908) 782-4120
General Fax: (908) 782-6168
Claims Fax: (908) 782-6899
www.farmersofflemington.com

- The next major component of the system we plan to introduce is our new Agency Portal and rating platform, called **AgentTree**. The portal is currently in the Beta testing phase and we plan to release it for production in the near future.

We plan to run a series of **AgentTree** webinars to get you comfortable navigating it's many modern options. **In the interim, please continue to quote new business as usual and we'll handle the rest behind the scenes.**

We hope you found this update useful and informative. We will provide similar updates regularly as the implementation progresses. Naturally, any project of this magnitude will experience a few bumps in the road. We are working hard to keep those to a minimum and we appreciate your patience throughout the process.

If you should have any questions or concerns, please do not hesitate to contact us.

Thank you,
The Farmers of Flemington Team