

IMPORTANT NOTICE TO AGENCY STAFF

Remarketing Quincy Mutual Business With Narragansett Bay

Helping you, our Agent-Partner, successfully remarket your expiring Quincy Mutual business to Narragansett Bay is our top priority! We will be sending out the next batch of quotes by mid-week. By now you have had the time to look at the Narragansett Bay policy quotes we prepared for your April 2010 Quincy Mutual expiring policies. Overall, the process went well but we have discovered some issues and made some adjustments that I think you should know about.

1. Some Quincy Mutual agency sub-codes were not properly “mapped” to Narragansett Bay codes. Please send an e-mail to [Aloma Doiron](#) if you are missing quotes for policies or if you have a policy that is not yours. If you have previously reported a concern, we are already working to correct it.
2. The rate change effective date was changed to February 15, 2010 for new business. Premiums for issued policies and all quoted policies less than 20 days old will be adjusted to the lesser of the prior rate or the new rate. You do not need to do anything but you may see the endorsement or billing records change. Again e-mail [Aloma](#) if you encounter a policy or a quote you believe was adversely affected by the February 15, 2010 rate change. At your request, Aloma and I will consider other accounts on an individual basis.
3. The Narragansett Bay quote should reflect the expiring Coverage A. We discovered quoted Coverage A was increased by our inflation guard factor of 4%. You have the authority to reduce the Coverage A in the quote to the expiring Quincy Mutual Coverage A value if you need to reduce the price to be lower than the Quincy Mutual price.
4. Some agency downloads were not properly generated. Please report all agency download issues to the [NBIC Service Desk](#).

Please report any obstacle you encounter in selling or processing the Quincy Mutual renewal in Narragansett Bay. Aloma and I will visit often. During our next call we will refresh the training on Narragansett Bay underwriting and policy processing and show you how to use our new business quoting system (Write-1) in conjunction with Phoenix.

Thank you for your patience and business. Please know that we are constantly working to streamline workflows and improve the process.

Best regards,

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