

Service Improvement Plan 2017

We know there are challenges with new business turnaround times. We are committed to getting it right for you.

If you are experiencing challenges with turn-around times or other issues on business submitted with us, please **accept our sincere apologies for any disruptions you and your clients have experienced.**

As you may be aware, we are in the process of upgrading our multiple legacy systems to a state-of-the-art policy administration system, and we realize it hasn't always been a smooth ride as we fully implement the new system. However, the end result will position us to be a top-tier carrier in terms of processing times, overall customer service, and product development.

As you read this bulletin, we are working overtime to execute our new **Service Improvement Plan**, which has clear-cut deliverables in three phases, and also addresses challenges throughout the New Business and Underwriting process.

Phase One: *By the end of April* we will significantly improve the current environment.

Phase Two: To be *delivered this summer*, we commit to meeting all service standards that you have been accustomed to in the past.

Phase Three: *Throughout the balance of the year*, we will deliver more efficient processes, new technology and improved service standards, resulting in a better overall experience for you.

Each of these phases will build upon the others, resulting in progressively:

- **Fewer delays**
- **More proactive communication**
- **Improved underwriting**
- **Reduction in errors**

You should notice improvements every week as we work through the Service Improvement Plan, and we will be updating you regularly via special service bulletins so you will be well-informed of our progress.

We sincerely appreciate your loyalty, your business, and your patience as we work to resolve these issues as quickly as possible. **Please know that we are committed to getting it right for you and your clients.**

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