

BROKER BULLETIN

TO: All Brokers and Agents

DATE: December 10th, 2021

FROM: Christine Howe CIP CRM
Business Development Manager

RE: Holiday Hours and System Updates

Holiday Hours

Please note that our holiday hours will be as follows:

Wednesday December 22nd: Closed at Noon for a staff function

Thursday December 23rd: Regular Office Hours

Friday December 24th: Closed at Noon

Monday December 27th: Closed

Tuesday December 28th: Closed

Wednesday December 29th: Regular Office Hours

Thursday December 30th: Regular Office Hours

Friday December 31st: Closed at Noon

Monday January 3rd: Closed

Broker Inquiry

Please note that our Broker Inquiry System is currently unavailable. Our current broker inquiry software is on an older server with outdated software. There is a significant cost to upgrade, which we would normally take on to continue to provide this service. However, we are in the process of working with our system vendor to provide both policy inquiry and new auto policy upload on a cloud-based platform in the second quarter of 2022. New residential policy upload would occur in the 2nd half of 2022.



With this in mind we have decided to forgo the upgrade. This will cause a service gap for digital inquiry over the next 4 to 6 months.

Our staff is here and ready to respond to any questions your staff has regarding information they may have received from our old inquiry system.

We are working hard to improve the digital experience you have with our company and apologize for this short-term inconvenience.

Phone Systems

Between December 14th and 17th, we will be moving to a new phone system. We do not expect any interruption of service during this time, however we wanted to be proactive in letting you know in the case any disruption does take place.