

DIVISION VIII HELPFUL HINTS

- Replacement Cost coverage is only available on structures.
 - Under the dwelling program, the home must be owner occupied, be the primary residence, be a single family building with no rental of premises and carry flood insurance. It is not available on multiple family dwellings, condominium-unit owners, townhomes, manufactured homes, contents, or commercial risks.
 - Replacement cost coverage is also available on a limited number of commercial policies. The Association will provide replacement cost on condominium buildings when the insured carries a National Flood Insurance Program (NFIP) Residential Condominium Building Association Policy (RCBAP).
- Current, original, clear color photos of the front and rear of the risk are required on all new business before an application will be processed. Print outs of color, digital photos are acceptable. Photos can be attached to applications submitted through the Association's web based rating program. All photos must be in JPG format.
- A signature or letter from the mortgagee is required to delete or change its interest. The same applies to cancellations -- If a mortgagee is shown on a policy, we cannot cancel without release of the mortgagee's interest. If a signature is not obtained, the Association will issue a notice of cancellation to the retiring mortgagee.
- When ownership of a home is being transferred, the signature of the current insured shown on the policy is required before the change can be made.
- SCWHUA does not put "Its successors & assignees" or "as their interest may appear" on policies.
- SCWHUA only accepts agency checks for payment of premium. Premium finance company, mortgagee, or insured checks are not acceptable. Remit premiums net of commissions. The Association also offers the convenience of electronic payments through the web site (www.scwind.com) using the e-pay functionality. Agents desiring to sign-up for e-pay should review Division IV of this Manual or visit the web site for more information.

E-pay will become mandatory for business effective January 1, 2012 and later. New producers should complete the Direct Debit Authorization form when requesting access to the web site.
- Coverage on new business does not go into effect until the application, photos, and payment are received and the waiting period requirement has been met. The waiting period begins at 12:01 AM the day following online application submission (if photos are submitted online).
- There is an exception to the waiting period for future closings involving the transfer of property and an originating mortgage. A binder effective the next day may be obtained by faxing the proper request form to the Association; however, it will be necessary to

submit a signed copy of the closing papers (HUD statement) with the application. Failure to submit a copy of the signed closing papers will void the binder.

- When requests for repair letters are sent to your agency, please respond in a timely manner as soon as repairs have been completed.
- Be sure to always reference a policy number, insured's name, and property location on all correspondence submitted.
- Be sure to keep flood policy data updated. When a flood policy is renewed, advise our office in writing so that we can keep our files updated. The successful implementation of the Single Adjuster Program depends on our pre-matching the flood information with the wind and hail policy.
- SCWHUA will backdate a cancellation of a policy more than 30 days when cancellation is a result of the sale of the property or in the event that coverage has been written voluntarily with wind included. In order to be eligible for a cancellation of more than 30 days, the producer must provide SCWHUA with a signed copy of the HUD closing papers or a copy of the Declarations showing that wind has not been excluded. In addition, the cancellation must take place during the current policy period.