



WIND AND HAIL UPDATE

South Carolina Wind And Hail
Underwriting Association
P. O. Box 407
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SEMINAR QUESTIONS

Producers attending the Wind and Hail Update Seminars often ask questions of the instructors. We would like to share some of the more common questions and answers with you.

I am exempt from CE. Why do I have to take the certification course?

First, we do not require anyone to attend the seminars. Regardless of whether you attend the seminar, the facilities of the Association are available to you. By attending the seminar, your agency qualifies to earn a 10% commission in lieu of the 5% commission.

Next, certification does not require that every producer attend the seminar. If your agency has 50 or fewer SC Wind policies, you need to send one licensed person to the seminar in order to certify. If your agency has more than 50 SC Wind policies, your agency needs to send two or more licensed persons to the seminar in order to certify.

If you do not want to attend, you may send another staff member who is licensed. At the same time, we encourage every producer to be familiar with the products he or she sells.

Why did you write us about certification? We attended the seminars!

Recently, the Association contacted every agency with five or more policies that had not re-certified. As a result, we received comments such as this. There were two primary reasons as to why agencies were not properly credited with attendance.

- Agency operates under multiple names – The agency may trade under different names. The attendees registered under one agency name, but SC Wind receives applications from the agency under a different

name. As a result, the agency doing business with SC Wind was not certified.

- Agency has multiple locations – Each location submitting business to the Association needs to certify. In this situation, attendees came from each of the locations, but registered for the seminar as coming only from the main office. As a result, only the main location was certified.

Each of these situations can be corrected, if you will send us a note.

Why does each office have to certify?

SC Wind treats each location as a separate agency. The goal of the certification program is encourage each office to have a trained person as a resource to the rest of the agency.

We work with national and regional brokers. The Charlotte office may certify, but this does not mean that the Atlanta, New York, or Seattle offices share in that information. In a similar manner, a Charleston location certifying does not always benefit a Greenville office staff.

We are canceling a SC Wind policy. Is the premium fully earned?

The Association cancels policies on a pro rata basis. The only exception is the \$8 policy fee. This fee is fully earned.

We write a SC Wind policy for a client. Another agent writes a flood policy for the same insured. Why is our client not eligible for the Single Adjuster Program (SAP)?

Great question! Coordinating wind and flood losses after a major catastrophe is a major goal of the Association. A key to the successful implementation of the Single Adjuster Program is communication. The Association strives to over communicate information about the SAP implementation to avoid any misunderstandings.

In your example, two different agencies provide the wind and flood policies. The flood agency is not on our agency list. When we implement the SAP, we have no way to communicate to that agency what is taking place. As a result, the flood agency will also assign the flood claim resulting in multiple flood adjusters.

If your agency is providing all of the coverage except flood, why not complete the account by writing the flood insurance?