WIND AND HAIL UPDATE
South Carolina Wind And Hail
Underwriting Association
P. O. Box 407
Columbia, SC 29202

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WEB SITE ENHANCEMENTS

SC Wind is pleased to announce several updates to the web site –
www.scwind.com . . . . .

Policy Inquiry . . . You now have the ability to view your agency book of business and do policy lookup online. On the web site, you will now see a new "Policies" section on the "My Account" page. You can look up a policy by policy number, or by any part of the insured's name or street address. You may choose to see only in-force policies, or you may choose to see any policies that have been active during the past 18 months.

Expiring Policy List . . . An "Expiring Policy" list is now available on the "My Account" page. This list will show policies that will expire in the next 90 days. Policy details can be viewed by clicking on the policy number on the list.

Meet the Staff . . . You can now meet our management team and staff on the "About" page of the web site.

WEB SITE QUESTIONS

Here are a few of the recent questions we have received about the web site.

Why does the "in / out" function contain only a limited number of zip codes?

The pull down menu lists the zip codes in the SC Wind territory and the zip codes that overlap the territory. If you have a risk with a zip code that is not listed, it is outside of the territory.

The "in / out" function says the risk is out of the territory, but I know that the structure is in the territory!

The "in / out" function is merely a guide. This function relies on mapping software and data from the United States Post Office address files.

In your example, the risk was located three blocks east of Business 17, but the street address was on Business 17. The mapping software saw that the address location was less than 150 feet east of Business 17 and marked the risk out.

A more frequent inquiry involves the risk that is just east or west of the 150 foot line in Horry or Georgetown County. The mapping software cannot always determine the eligibility.

We also receive inquiries about construction on new roads. The United States Postal Service updates the address files every 60 days. A building can be completed prior to the address files being updated and distributed.

As always, please contact an underwriter with any eligibility questions.

The web site was not available when I needed it. Why?

SC Wind maintains the web site almost 24/7. Producers use the web site on Saturday nights and Sunday mornings.

The web site is temporarily unavailable week days between 5:30 am -- 6:00 am as applications are moved from the web server to the transaction system.

There are limited maintenance times when the system is updated, but this occurs after normal business hours.

Also, make sure that you are going to www.scwind.com. Our old web site address is being discontinued. Please use www.scwind.com.

How do we get a password?

Send an email to Ashley@scwind.com and he will get you set up with a password and account.

STILL MORE TO COME ON . . .
www.scwind.com