



WIND AND HAIL UPDATE

*South Carolina Wind And Hail
Underwriting Association
P. O. Box 407
Columbia, SC 29202*

July 2, 2008
08-05

QUESTIONS ON ePAY, eREWRITES, eCLAIMS

With the release of ePay, eRewrites, and eClaims, the Association has received questions from producers. Here is a sample that might be of interest to you.

Why do we need to keep the applications for seven years?

Insurance regulations require that the wet ink signature application be kept for seven years. As a part of the electronic signature process, the producer must agree to maintain the original application for seven years.

Please note that any business enterprise should keep records at least seven years.

Will SC Wind audit these applications?

As a part of our due diligence process, the Association will be auditing agencies to verify that the files are being maintained.

Can we maintain an imaged copy of the application?

Yes.

Why do we need to submit a voided copy of the check to sign-up for ePay?

This is an extra safeguard to verify the bank account number and routing number for the electronic payment.

Will we be receiving premium refunds via ePay?

Not today. This will be made available in a future phase of development.

What is the preferred method for reporting claims?

The preferred method is for the insured to report the claim to his producer who will use eClaims to submit the Loss Notice.

eClaims floods the Loss Notice with the basic policy data. The producer can then use check boxes to describe the loss. A free form space for additional information is also available.

Are there other methods to report a claim?

Other methods include:

- Fax a Loss Notice to 803-779-0324.
- Utilize the Claims Call Center during a catastrophe.
- Use the toll-free fax number during a catastrophe.
- Mail or overnight the Loss Notice to the Association Office.

A tip of the hat to the . . . Fifty-two agencies went live with ePay on Friday, June 27, 2008. Has your agency signed up yet?