



Roush Insurance Services, Inc.

A Managing General Agency

PO Box 1060 Noblesville, Indiana 46061-1060
Telephone: (317) 776-6880 Toll Free: (800) 752-8402 Fax: (317) 776-6891

GENERAL INFORMATION

The following information is being provided to assist you in transacting business with Roush Insurance Services, Inc. Please distribute it to other members of your agency as appropriate.

PRODUCER AGREEMENT: A completed and signed Producer Agreement and Producer Questionnaire must be on file in our office prior to requesting a binder.

BINDING AUTHORITY: You have no binding authority, nor any authority, actual or implied, to represent or infer to any insured that you are an agent of Roush Insurance Services, Inc.

POLICY CHANGES: All policy change requests must be submitted to our office in writing in a timely manner.

CANCELLATIONS: Either the original policy or a Lost Policy Release signed by the insured and any lienholder/mortgagee or additional insured, if applicable, must be sent to our office in writing in a timely manner.

RENEWALS: It is your responsibility to order policy renewal. We pre-quote and send you the renewal offer thirty (30) to forty-five (45) days prior to policy expiration. Renewal requests must be received in our office prior to expiration of the current policy term to ensure continuous coverage.

CLAIMS: All claims are to be submitted to our office via facsimile within twenty-four (24) hours, using an ACORD Loss Notice. We then forward to our companies and handle per company guidelines. Please be advised that neither you nor we have any claims settling authority - this is the sole responsibility of the company.

PAYMENT OF AGENCY BILL ACCOUNT: Our accounting system is BALANCE FORWARD (not open item). You will receive a monthly statement recapping the invoices that accompany each policy transaction. **Payment of the total NET due is required by the fifteenth of the month as shown on the statement.** Policies may be canceled to collect any unpaid balance, and your agency may be required to submit payment prior to binding thereafter. Advance payments may be necessary on some accounts. Policies with fully earned premiums require full payment for issuance. We do not accept insured's checks. All agency checks should be made payable to "Roush Insurance Services, Inc."

PREMIUM FINANCING: We offer premium financing for personal and commercial lines policies. Call for details. Risks that are premium financed through other sources are verified by our office, and payments must be sent directly to our office. All cancellation and endorsement credits are returned directly to the premium finance company. Premium financed accounts are not exempt from the above payment due date.