



Third Party Report Ordering Gaining Momentum with Carriers and Agents

Not only are record releases for credit scoring taking place for the third party report ordering feature, but nearly half of MI Comparative Rater customers are using it to their benefit.

Since the inception of incorporating credit, MVR and claims loss information into the comparative rating process, more than 20 leading carriers have joined MI-Assistant to bring one-step rating to agents. Listed are some of the carriers available:

AAA Insurance
Austin Mutual
Bristol West
General Casualty
Integrity
Progressive
Rockford Mutual
SECURA
Selective
West Bend Home & Highway
Westfield

The carriers listed may not have availability in all states of business. Please check our website for this detailed information at http://support.mi-assistant.com/public/tpro_carrierstatus/carrierstatus.htm. With the recent release of version 3.0 and the incorporation of insurance scores, MVRs, and claims-loss history reports, the rating program offers a more intuitive workflow to accommodate the ordering and integration of information from multiple third-party sources.

DOS Version Retiring

Only Two Months Away

Our focus is to provide our customers with an accurate, timely rating product. For the industry as a whole, we must provide efficiency. DOS version no longer provides this to our customers. MI has terminated enhancements and is unable to incorporate new features into the DOS version. The DOS ACORD applications are outdated and Third Party Report Ordering, Marshall & Swift/Boeckh, VIN look-up and Guaranteed rates are not available in the DOS version. Therefore, support and service issues cannot be resolved since the DOS version is no longer receiving any enhancements. DOS Rater terminates June 1, 2004.

GoAmerica

The new Illinois auto program for GoAmerica is a single-tier program that allows agents to offer competitive rates to insureds ranging from non-standard to preferred while using 35 month underwriting. The enhanced GoAmerica Auto Insurance Program features a bridge from MI-Assistant to GoAmerica's Easy Choice Software for quick accurate quotes. Check them out on your MI Comparative Rater to see if they are competitive on risks having prior insurance and full coverage. For more information regarding GoAmerica or to become an agent, contact:

*Ron Julien, Territory Manager
800-876-3500 Ext. 7115
ron.julien@goamericaautoins.com*

Guaranteed Rates

Guaranteed Rates are available for:

ACUITY in IA, IL, MN, & WI for Auto & Home; in IA & WI for Non-Standard

Bristol West in WI for Auto

Dairyland (Sentry) Insurance in IA, IL, MN & WI for Auto

Farmers Home Group in MN for Home

General Casualty in IA, IL & WI for Auto, Home & Non-Standard

Pekin in IA, IL, IN, & WI for Auto & Home

SECURA in IA, IN, MN, & WI for Auto & Home

West Bend Mutual in IA, IL, IN, MN, & WI for Auto & Home

MarketLink

MarketLink is a new set of products and services that will link from MI Comparative Rater. You can easily obtain new agency services including CE courses, property photo services, computer consulting and premium finance. Agencies seeking to diversify their product offerings, generate new revenue, or obtain new services, will immediately take advantage of this absolutely free service from MI. Debut is anticipated for April.

Helpful Hints

Your Monthly Agency Bill

MI-Assistant sends your statement on the 15th of every month prior to that month's service. Your bill is due on the first of every month.

To see your account activity, visit: <http://support.mi-assistant.com>, select Support Center then Account Summary.

Speeding up your call

Your calls are very important to us, to expedite your call, please have your account code ready when calling customer service.

NEW! View online videos!

Did you know that there are self-help instructional videos on our website?

From the Support Center, Select:

- 1) MI Comparative Rater information or Management System information.*
- 2) Select Tutorials.*
- 3) Select View or Download.*

Internet Customer Support Connection

A new, convenient Internet customer service solution for faster, reliable service is now in use!

MI-Assistant has eliminated using pcAnywhere to assist you with your service needs. Next time you need our help, we'll logon with WebEx, a no-cost service to you that assists in helping you get back on track faster.

WebEx is available to anyone with Internet access. There's nothing to install and with almost no learning curve or training required, we feel we are accelerating the process of getting your problems solved.

Marshall & Swift/Boeckh

The M&S/B license that agents own through MI-Assistant is for one user. If there are additional users within an agency, the agency may:

- a) Call us and let us know.*
- b) Not call MI and realize there may be a charge for additional users in the near future.*

There is a risk of losing the quotes saved under the unauthorized user name if they are only paying for one user.

If you have any suggestions or comments for customer service, please email support@mi-assistant.com.