



MI-Assistant

Hanover Insurance Company: A Carrier Partner

Hanover Insurance Company (Allmerica Financial) has joined the ranks of carriers in the Gold Level of the MI Carrier Partners Program. As a carrier providing Auto, Home and Non-standard offerings, Hanover seeks to increase workflow efficiency for its agents.

Bristol West

Bristol West released Insurance Scoring for Auto and MVR in Wisconsin. Being a carrier partner, Bristol West has really stepped up to the plate in providing automation solutions to agents.

In addition, a trial rates marketing program has been in effect since July of 2003. Bristol West is offering agents the ability to rate the company at no charge while using MI Comparative Rater. This offer from July was extended throughout March 31, 2004.

For questions regarding Bristol West Insurance Company, please contact:

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Rockford Mutual

Rockford Mutual released Insurance Scoring for Auto and MVR in Illinois and Wisconsin. Congratulations to Rockford Mutual for offering this to its agents.

Software Compliance

Most recently, MI-Assistant was required to audit its billing database. This was to ensure accuracy and compliance with our new partners at Fiserv, FSC. The requirement allows us to manage our business much as we have in the past with few exceptions. However, there are certain compliance issues that we are required to adhere to.

From research, we have found that some customers may have installed software from MI-Assistant at an agency, subsequently loading it at another. In addition, the updates may have been copied and placed on disks to update the software program. This practice is no longer acceptable and is prohibited by the break-seal contract. Once the software was opened from its shipping container and installed on location, it is licensed to only that location.

It is necessary for each agency to operate independent software programs unless otherwise contracted with MI-Assistant.

The benefits of each agency owning its own system:

- ✓ *Quotes that include your agencies name and address.*
- ✓ *Real-time third-party reports such as Insurance scores, MVRs, and Loss History.*
- ✓ *Real-time updates to rates and system files ensuring an accurate rate.*
- ✓ *Full customer support via phone or web.*
- ✓ *Personalized installation support and training.*

MI Third Party Verification Update on the Web

Find out at http://support.mi-assistant.com/public/tpro_carrierstatus/carrierstatus.htm for an updated list of carriers. When checking the state of release to agency, please be sure to note that it is important to know when the carrier will be available.

Remember, for a complete listing of carriers and what MI products they offer, go to www.mi-assistant.com and select Products and Solutions, For Agents then MI Credit Scoring.

MarketLink to be Launched Spring 2004

MarketLink is MI-Assistant's™ online insurance resource center that will make an entirely new set of products and services available to the independent agent community. As MI prepares for the launch this spring, it is currently working with sponsors that will be part of the program. By taking advantage of the power and flexibility of the Internet, **MarketLink** will provide agents with the ability to link from MI Comparative Rater to a participant's online environment for products such as Life Insurance, Umbrella Insurance, and Motorist Protection Plans. With the ease of **MarketLink**, agents will be able to generate new revenue in the form of commissions and/or referral fees. With **MarketLink**, agents will also easily obtain new agency services such as CE courses, property photo services and computer consulting; shop for an agency web designer; and obtain P&C appointments and underwriting information from participating carriers.

Helpful Hints From MI-Assistant

Accounting: Check the transactional history for your MI account in the web.

Did you want to take a look at the past two months activity? And last February's activity? Well remember, it's easy. Get it immediately! Visit www.mi-assistant.com and select Support Center and Account Summary to view your Account Summary 24 hours a day, 7 days a week.

When making payment by check, place your **Customer Account ID** on the memo line of your check. This is to ensure that MI will correctly apply your payment to your account.

From Customer Support

Log on to www.mi-assistant.com, and select the Support Center for answers to your questions, 24 hours a day, and 7 days a week. Remember, you can find solutions and answers to your questions anytime, any day by using the knowledge base and tutorials.



Happy New Year!

MI-Assistant will be closed 12:00 p.m. January 16, 2004 for the annual Employee Achievement and Goals meeting. Normal business hours will resume the following business day.