



Broker Bulletin

October 30, 2008

WELCOME TO FLEET SERVICES

To All Brokers:

As you may know, in March, 2006 the Fleet Services Department was created to streamline the accounting process and to improve the administrative support for Long Haul Trucking Fleet, Owner-Operator and Commercial Auto Fleet policies. Based on feedback from brokers, we have been extremely successful in all of our tasks.

For a reminder of the accounting process regarding our monthly Broker Statement, please be advised of the following:

We will provide a monthly statement which will reflect all Long Haul Trucking Fleet accounts with outstanding balances over 30 days due. In regards to those accounts which are on OPCF 21A – Gross Monthly Receipt Reporting –

- Policies with an effective date from the 1st -15th are due on the 16th of the month following the reporting period.
- Policies with an effective date from the 16th-31st are due on the 1st of the month following.
- In both cases – **Payment should be included with the reporting form.**

- **If reporting is not received by the due date, the minimum due will automatically be coded to and will appear on your next month's agency bill statement. Any necessary adjustments will be made when your account reports are received and processed.**

We would also like to remind you of the other services that our Fleet Services Department also provides:

Driver's and Insured's claims experience letters/Loss Runs
Issuance of Transportation Filings
Distribution of Loss Prevention materials and accident kits
Handling of Certificates of Insurance

Your contacts within the Fleet Services Division are as follows:

Yvette Graaskamp, Supervisor; EXT. 2599; ygraaskamp@kingsway-general.com

Amanda McCormack, Senior Clerk; EXT. 2241; amccormack@kingsway-general.com

Jessica Joseph-Calliste, Clerk; EXT. 2348; jjoseph-calliste@kingsway-general.com

Lamoi Simmonds, Clerk; EXT. 2116; lsimmonds@kingsway-general.com

Please feel free to contact Yvette Graaskamp should you have any questions regarding the services we offer and you may also send your inquiries to: fleetservices@kingsway-general.com

For information regarding Kingsway and the products we offer, please visit our website at www.kingsway-general.com. While visiting our website, log into our Broker Center to obtain a copy of our Manuals, Rate Pages and Vehicle Groups. The Broker Center also provides copies of bulletins and business forms, including our payment authorization form where applicable. If you are not already set up with a user name and password to access the Broker Center, please contact our Marketing Department at kgmarketing@kingsway-general.com

Kingsway thanks you for your support. Our commitment is to continuously provide comprehensive products, competitive pricing and excellent claims service exclusively through the broker distribution channel.

Sincerely,

Grace Kemp CIP, ACS
National Marketing Manager

Our operating principles.....Fair, Accurate, Courteous, Timely