

MIDROX INSURANCE COMPANY

Agent's Bulletin

October 14, 2011



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midrox.com

Earlier this year midrox.com got a new look and with it some new features such as on-line payments and an agents only area. Today the agents only area has been redesigned with a gateway password screen that will give you access to INSPRO Accounts Receivable Inquiry / Policy Quoting and URB Forms. In the future access to Midrox Forms/Manuals and Agents Bulletins will be added. The universal password for access to the agents only area is: "liability".

The INSPRO Accounts Receivable Inquiry remains the same except for the addition of the language "NON-PAY COLLECTION" and "NON-PAY BAD DEBT" in the Policy Status field. Non-Pay Collection will show the outstanding balance owed that has been sent to a collection agency. Because it has been written off to bad debt, Non-Pay Bad Debt will not show the outstanding balance. The outstanding amount is, however, still due and remains in the hands of the collection agency. [Please note some older accounts have not yet been updated to include this language.]

INSPRO Policy Quoting is now available and as of the date of this bulletin all agents with a log-on ID & password will have access to Homeowners Policy Quoting. All agents that have submitted names and e-mail addresses have been issued a log-on ID & password. If you have not received your ID/password or have questions regarding the policy quoting feature, please e-mail Heidi. We hope you will make use of this new capability and we will expand the lines available for quoting as they are made available to us by our software provider.

please note:

Certificates of Liability Insurance. If e-mailing, please e-mail to the attention of heidi@midrox.com. If certificate states certificate-holder is an additional insured but they are not yet listed on policy, please submit an endorsement request with the certificate and also explain the additional insured's interest.

Payment Plan. The 4 payment amounts of our 4-Pay Payment Plan are not equally divided. The first two payments each are 30% of the annual premium and the last two payments are each 20% of the annual premium. If we receive a 1st payment of only 25%, the remaining amount due cannot be rolled over to the next payment and will be billed immediately.

Staff Side Bar. Please note the bar at left has been updated to reflect the new distribution of responsibilities. All correspondence pertaining the new issue and quotes for new issue should be directed to Sherry. All correspondence pertaining to endorsements or quotes for endorsements to existing policies should be directed to Heidi. Between them, Beth and Barbara now share issuing of renewals and any correspondence/questions regarding renewals should be directed to them.

office closings: Friday, November 11, 2011 (Veteran's Day)
Thurs & Fri, November 24 & 25, 2011 (Thanksgiving)
Monday, December 26, 2011 (Christmas)

Please distribute this bulletin within your office. If additional e-mail addresses need to be added to our distribution list, please e-mail them to heidi@midrox.com.

Please keep us in mind and, as always, thank you for your business.