



## **New Policy Services Department**

**You have spoken and we are listening!!**

**As a sign of our commitment to provide the very best in customer service,  
we are pleased to introduce**

### ***THE POLICY SERVICES DEPARTMENT***

**Effective 11/17/2008**

- **Our associates can help you and your customers with general policy questions and payment processing. You will no longer have to be transferred between departments.**
- **We have also added a layer of routing to our phone system to better address your needs.**

**Please continue to contact the Underwriting Department for detailed  
Underwriting issues**

**If you have any questions or suggestions  
please notify your Underwriter at (630) 645-7777**