

Security First

MANAGERS

High Value Program Agent Frequently Asked Questions

How do I obtain an agency contract with Security First Managers to offer their high value program?

This program requires a high value producer agreement with Security First Managers. This agreement is different than any existing Security First Insurance agreement you may have now. To apply for an agency contract:

1. Click on the Agency Contract button.
2. Download the Specialty Programs Producer Application.
3. Complete, sign and email the application to AgencyAdmin@SecurityFirstFlorida.com.
4. If your application is accepted, we will email you a producer agreement to sign and return.
5. Once we receive the authorized agreement and you have completed the training (Allstate Agents Only), we will email your login information so you can use our online policy processing system—accessible from SecurityFirstManagers.com.

What's different from working with Security First Insurance?

This is a separate, non-admitted program. Contact information, systems, contracts, and premium payment processes are not the same.

Contact Information

Security First Managers underwriting contact information is:

- Telephone number (877) 326-8080
- Fax: (954) 837-4340
- Email: SpecialtyPrograms@SecurityFirstFlorida.com

The telephone number for claims is (800) 466-9165.

System Support

The high value program is not accessible from Security First Insurance's agent portal and is only accessible from SecurityFirstManagers.com.

Contract Documents

To offer the high value program you will need a different contract with Security First Managers. You cannot use your existing contract with Security First Insurance. This includes a different commission percentage and a separate commission statement and payment.

Premium Payments and Cancellations

Acceptable payment methods include check, wire transfer, and premium finance draft. Credit card payments will be accepted in the future. Premium payment is accepted from the agent, insured, mortgagee, or premium finance company. **Binder and policy cancellations, at any time, are subject to a minimum 25% earned premium, fully earned fees, and applicable taxes/assessments.** Note: the agent will be responsible in the event he/she has not collected full payment from the insured. **No flat cancellations are allowed.**

Payments are mailed to:

Security First Managers, LLC
140 S. Atlantic Ave., Suite 200-SP
Ormond Beach, FL 32176

Policy Packages and Renewals

The agent will receive a copy of the new business documents by email. The policyholder documents will be mailed directly to the policyholder. A renewal offer will be sent to the insured and agent 45 days in advance of the expiration

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date. A new application will not be required in most cases.

Underwriting and Eligibility

- No agent binding is allowed. Each risk is carefully reviewed and treated individually.
- ISO territories with adjustments for distance to water apply.
- Wind coverage is included in our high value program, statewide. When comparing quotes be sure to include the cost of a wind policy for companies offering high value that do not include this coverage.
- Scheduled Personal Property Coverage - blanket coverage is available in the amounts of \$25,000 and \$50,000.
- Older homes are accepted. Homes built in 1965 or earlier require additional information—homes located in Dade, Broward and Palm Beach and built prior to 1994 are subject to additional underwriting requirements. Homes that have been completely refurbished may use an adjusted year built and are subject to additional requirements.
- Risks within 1,000 feet of the coast are subject to a minimum deductible of 5%. Homes in Monroe county are subject to a minimum deductible of 10%.
- Coverage limits, options, and deductibles are flexible.

What are the coverage options for the high value program?

Coverage	Homeowners (HO-3 and HO-5)
Coverage A (Dwelling/Structure)	Minimum \$1,000,000
Coverage B (Other Structures)	0% to 50% of Coverage A*
Coverage C (Contents)	0% to 70% of Coverage A*
Coverage D (Loss of Use)	0% to 40% of Coverage A*
Named Storm Deductibles	2%, 5%, 7.5%, 10%, 15%, 20% and 25% of Coverage A*
All Other Perils Deductible	\$1,000 to \$50,000*

Wind coverage is available statewide.

*Other options available upon request.

Available Discounts/Credits: Monitored burglar and fire alarm, new home, windstorm mitigation features

Additional/Optional Coverage:

- Personal liability up to \$1,000,000
- Medical payments up to \$10,000
- Backup sewer and drain
- Mold up to \$25,000
- Scheduled personal property
- Loss assessment up to \$25,000
- Blanket scheduled personal property
- Sinkhole loss activity
- Increased ordinance or law up to 25%
- Extended replacement cost up to 25% on dwelling
- Personal injury
- Identity theft
- Mechanical breakdown
- Earthquake

Eligibility:

- Occupancy: owner or tenant
- Usage: primary, seasonal, secondary

What is Security First Managers application process?

1. Agent enters quote request in high value system.
2. If supplemental documentation or additional information is required, we will notify you via email or phone.
3. Each risk submitted will be individually modeled for a customized rate for the exposure.
4. An initial quote or a declination will be emailed to the agent within two business days.
5. Agent submits completed and signed application, required documents and agency, insured or premium finance check in the amount of the full annual premium, all fees, assessments and taxes.
6. An email will be sent to the agent upon receipt of documentation and when the payment has been processed indicating policy's approval and effective date or any reasons for declination.