



# Britt / Paulk Insider

Britt/Paulk Quarterly Newsletter

December 2008

## Meet the Newest Additions to the Britt/Paulk Team!

Recently Britt/Paulk has began a new field division to provide better customer service to our agents. We have hired six new Regional Account Managers (RAMs) throughout the country. This new division will benefit our agents with a physical presence and will allow Britt/Paulk to establish a local presence across the nation. The RAMs local knowledge in the insurance industry will better understand the needs of our agents and enable Britt/Paulk to provide the level of customer service our agents have come to expect.

“Our product lines have grown over the last few years into a mixture of packages and stand alone specialty products. Because of this mix, we have been forced to move into a marketing strategy that manages relationships locally with our agents

throughout the entire U.S.. As you can imagine, this process creates logistical problems with systems, training, and hiring sales professionals. We embarked on this path in 2007 by establishing a call center and building CRM systems to manage these relationships. Now that we have established this platform we are now working to build a 48 State strategy of marketing managers to work with our agents across the country to manage our OPUS products and solve problems with the larger middle market risks. We currently have 7 outside marketing managers and we fully expect to hire another 6-8 for 2009. Once this group is fully engaged we expect to be able to help our agency base with their standard and specialized products.” comments Britt Paulk COO, Dene Schoerner.

The RAMs will be available for agency visits to introduce new Britt/Paulk products or provide a walk through on using OPUS, our Online Policy Underwriting System.

Here’s who will be covering your area:  
AL, GA, LA, MS, TN, and FL panhandle: John Paulk III  
Florida: Bill Martin  
Illinois: Walter Gramiak  
Northern Texas: Dan Fagan  
Southern Texas: Sandra McCall  
Northern California: Brad Wall  
Southern California: Robbie Bederov

If you wish to make an appointment with one of our Regional Account Managers, please contact your Customer Support Representative.

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### Check out the NEW Claims Page:

Britt/Paulk has recently added a new page to our website [www.brittpaulk.com](http://www.brittpaulk.com).

Our Claims page houses all Loss Notice Apps and instruc-

tions for Claims processes.

Agents will now be able to go to our website to conveniently locate claims information and forms. You will be able to

fill the forms out using Adobe Reader and print them off for use.

Paperwork just got a little easier.



### Get Higher Commissions!

Receive higher commissions for policies completed on OPUS.

Builder's Risk	12%
Equipment	12%
Equipment Breakdown	15%
Marine Cargo	15%

Not yet an OPUS user?  
Register at [www.brittpaulk.com](http://www.brittpaulk.com) or call your local representative at 800-842-8917.



### ONLINE LICENSING AND CE CREDITS!!!

#### Further Your Education with Britt/Paulk Virtual University

Florida Agents!!  
2009 Requirement:  
**Hurricane Mitigation**  
offered Online

Further your education and get ahead with the new Britt/Paulk University. Registered agents are now able to earn continuing education credits at reasonable prices by completing classes online at their convenience. The Britt/Paulk University is accessible through OPUS, making all classes accessible from the convenience of your desktop.

There is a wide range of classes offered via the Virtual University that

cater to new and existing agents. Here are just a few of the courses offered: sexual harassment, principals of insurance, commercial licenses, life & health licenses, certified financial planning, insurance CE, insurance pre-license/exam prep, securities and futures prep, etc. Agents can also work towards getting their licenses in other states. With the benefits of online learning, you will be able to further your education at a pace that

fits your needs.

**Florida Agents!!!** - Be sure to sign up for the Hurricane Mitigation course. Beginning in 2009 the Florida Department of Insurance will require all agents with a FL P&C License to have Hurricane Mitigation. Britt/Paulk is offering this course Online to our agents! For Licensing Questions contact your FL Office of Insurance Regulation at (850) 413-3140.

# www.brittpaulk.com



## Watercraft Rental added to Marine & Yacht Program

“The addition of this facility will ease many agents’ concerns about quality of coverage for their clients who have rental boat operations,” comments Steve York, Marine & Yacht Director.

Britt/Paulk is pleased to announce the newest addition to the Marine & Yacht Division’s stable of products; RENTAL BOAT COVERAGE.

This coverage is provided by an “A+”, Admitted Carrier basis. We are accepting rental boats from kayaks to houseboats, including PWCs (wave runners or jet skis\*) and ski boats.

Two important options to note:

1. Watersport Liability-coverage for BI and PD in the event of an accident arising out of tow-

ing a person or persons Premises Liability-provides liability for the insured’s premises.

We can write single boat operations or large fleets and anything in between. Fleet discounts apply. Expect quotes back in one day with a well prepared application.

\* Not writing rental PWCs in Florida



From Kayaks to Houseboats, ski boats, wave runners, and jet skis

## Self Storage *moving* into the Mobile Industry

Britt/Paulk Insurance continues to expand its Self Storage commercial insurance program. In response to changes within the industry, our appetite now includes Mobile Self Storage operations.

Presently we have a portfolio of individual policies to handle the Property, General Liability, and Inland Marine needs of these accounts. However, we are introducing enhancements to the Self Storage Businessowners Policy to streamline coverage and marketability. The expansion is rolling out as state filings are approved.\*

The Mobile Self Storage Operators Extension Endorsement extends coverage to mobile containers owned and leased by the insured while: at any rental site, awaiting installation, in transit by the insured, or at a temporary storage location. Sub-limits for Flood and Earthquake are automatically provided, with options for increased limits at

an additional premium. Coverage for Sale & Disposal Legal Liability and Customer Goods Legal Liability is also afforded for the mobile storage operator.

Because this industry is new and various types of business arrangements exist, our underwriting appetite focuses upon:

-Existing self storage facilities which also offer mobile self storage containers and services, in conjunction with their traditional storage business model.

-Dedicated mobile self-storage companies, which operate under a franchise or dealer arrangement for a specific territory. Such operations will have a dedicated warehouse or business premises used solely for storage of mobile containers.

We will not solicit accounts, which are identified as:

-Legal entities, which are

household moving & storage companies or agents.

-Rental of ocean shipping containers, refuse containers, transport containers, or refrigerated food containers.

Self Storage, whether traditional or mobile, is an ever-changing industry. We also offer solutions for Umbrella, Employment Related Practices, Environmental Liability, Management Professional Liability, and Workers Compensation.

\*For more information on state availability and underwriting, please contact David Campbell, CPCU, Underwriting Manager at [dcampbell@brittpaulk.com](mailto:dcampbell@brittpaulk.com) or 800-842-8917 – ext. 7627.

Please direct all submissions to [selfstorage@brittpaulk.com](mailto:selfstorage@brittpaulk.com).

“Mobile Storage extends coverage to mobile containers owned and leased by the insured”





**Get \$20 for EVERY Policy**  
**Details below** 

Address Service Requested

**Britt / Paulk Insurance**

100 Glen Eagles Court  
 Carrollton, GA 30117

Phone: 800-842-8917

Fax: 770-836-8563

web: [www.brittpaulk.com](http://www.brittpaulk.com)

**AJ Brown**

*Marketing Manager*

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**NEW Commissions! NEW Programs!  
 NEW Local Sales Force!**

See Where We'll be First Quarter!

January 29	Independent Ins Agents of NV	Henderson, NV
January 21-24	Annual Peak Performance	Jackson Hole, WY
February 4	My New Markets Exchange	Los Angeles, CA
February 19	Houston I Day	Houston, TX
February 24-26	Michigan Association of Ins Agents	Mt. Pleasant, MI
March 5	San Antonio Insurance Day	San Antonio, TX
March 12-15	AMS Users Group Conference	Washington, DC
March 29-31	Maine Annual Convention	South Portland, ME
March	My New Markets Exchange	Houston, TX

**Get \$20 for EVERY Policy**

January 1-March 31, 2009

Get a **\$20 Wal-Mart Gift Card** for  
 EVERY Workers' Comp Binder of  
 \$3,000 or more!

Submit Policies to:  
[workerscomp@brittpaulk.com](mailto:workerscomp@brittpaulk.com)  
 800.842.8917

Admitted, "A-" or better Rated Carriers

**[www.brittpaulk.com](http://www.brittpaulk.com)**