

SVERDRUP MUTUAL INSURANCE COMPANY
A MINNESOTA MUTUAL COMPANY
ESTABLISHED 1883

The Board of Directors and Staff of Sverdrup Mutual Insurance Company are presenting this procedures manual to our agents as a guide for use in your contact with the insuring public. We believe this manual can be an effective tool for you to use as a reference. Please read through this material to make yourself knowledgeable as to the procedures the Sverdrup Mutual Insurance Company follow. Specific questions may be directed to the Home Office in Underwood, Minnesota. Your procedures manual works in tandem with your agents contract. Any written material in this procedures manual, which in the future could conflict with any Minnesota Statute, will be superseded by the Statute in force at that time.

HOME OFFICE

Sverdrup Mutual Insurance Company
P.O. Box 186
101 Main St
Underwood, MN 56586

(218) 826-6773
(800) 508-8734
(218) 826-6528 fax

STAFF

MANAGER	BRICKER JOHNSEN
ASST. MANAGER	AARON GROVE
UNDERWRITER	SANDY GAMBER
CUSTOMER SERV. REP.	TINA FAGERSTROM
CUSTOMER SERV. REP.	CAMILLA ROCHOLL
INSPECTOR	BERT KINZLER

OFFICERS AND DIRECTORS

President	Ervin Rocholl
Vice-President	Gary Misegades
Secretary	Richard Berge
Director	Daniel Stenoien
Director	Eugene Pederson
Director	Glen Gunderson
Director	Loyal Larsen
Treasurer	Bricker Johnsen

ANNUAL MEETING

The annual meeting of the company shall be held within the first two weeks of April. The Board of Directors will determine the time and place.

AGENTS DUTIES

Follow UNDERWRITING GUIDELINES: Good Risk Selection

Solicit insurance from individuals who are of high moral character and reputation:
Profitable Business

Provide the best possible service to the POLICYHOLDER

Send all applications, endorsements, notices of loss and other correspondence to the Company IMMEDIATELY.

Develop and maintain a thorough working knowledge and understanding of the Company's products and procedures.

Personally inspect and write only property which is in good repair and well maintained. At the Company's request, you may be asked to take pictures and/or complete building valuations.

Require proper insurance to value, and submit risks to proper classifications.

Attend Company Agents' meetings.

Promote good public relations between the Company and the Policyholder and create an image of professionalism in regard to the industry.

Be clear, brief and consistent when dealing with your policyholders, you are dealing with folks that relate to insurance in a different manner than an agent or company does.

AGENTS DUTIES IN RESPECT TO LOSSES

As an agent of the Company, you can be of great service to the policyholder and the Company alike at the time of loss.

1. All losses should be reported immediately to the Company regardless of size. An "Accord Property Loss" form is required.
2. If the Insured notifies you as the agent, it is your responsibility to forward the loss to the home office. Sverdrup will then assign an adjuster.
3. If the loss is a serious loss, please give us a telephone call and then follow up with a completed Accord form. Any information you can submit to the office in regards to the claim is helpful.
4. As an agent, your duty is to notify the insured of his/her responsibility after a loss. Refer to the section "Duties After Loss" section of the policy.

LICENSE REQUIREMENTS

In order to write insurance with Sverdrup Mutual Insurance Company the producing agent must have a PROPERTY/CASUALTY LICENSE. This is secured by examination and qualifications through the Minnesota Insurance Department. This license permits the agent to write ALL POLICIES AVAILABLE FROM SVERDRUP MUTUAL & THE STATEWIDE COMPANIES. Agents should furnish the Company with a copy of current license.

We require that our agents also submit a copy of the declarations page of their current Errors and Omissions policy to the Company each year.

We will not license any agency that does not carry Errors and Omissions Insurance. The authority of any agent ceases at the time his license and Agency Agreement are terminated. The agent must notify the Company immediately if a license is suspended or revoked by the commissioner.

The agent has no authority to accept business or authorize the binding of any risk for or on behalf of any agent, sub-agent, or broker who is not licensed with the Company.

The Company urges the agent to confine his activities for the Company within the provisions of his license and Agency contract, as any unauthorized act for which the Company may become responsible may involve the agent and become his personal obligation.

AUTHORIZATION

The authority of the agent is limited to:

1. Provisions of the Agency Agreement/Contract
2. Limitations set forth in the Company's manual, bulletins and other communications distributed by the Company.

COMMISSIONS

All producing agents receive 15% commission on all policies.

TRANSFER OF AGENTS

If the insured wishes a change of agent in “mid-stream”, we must have a change of agent letter. The change must be 30 days before the premium due date or the commission will go to the previous agent unless the policy is completely rewritten with a new application.

EXPIRATIONS

An Expirations List will be sent to each producing agent approximately 30 days in advance. A renewal application must be submitted to renew the expiring policy. We ask that you evaluate the risk at the time of renewal to determine if alterations should be made in the insuring agreement because of loss experience, use, occupancy, maintenance or any other cause that could have a bearing on the profitability of the business.