



A Newsletter for the Agents of Graham-Rogers, Inc. • Winter 2010

INET: New Quoting Option Available

Graham-Rogers, Inc. Specialty Lines Department announces a new quoting option for our agents. INET is now available on our website, allowing agents to get a quote indication quickly.

What is INET?

INET is a website, accessible from the Graham-Rogers website, that allows you to get a quote indication immediately. By going through a simple online form, you can tell us about your risk and complete all of the information we need.

With the click of a button, you submit the information to our underwriters, who review the information and email you back an approval or decline. Once you receive email approval you can bind the quote, online within INET. When the quote is bound and a policy number is issued, you can then go to CertServe, on our website, to issue policy certificates.

What programs are available on INET?

Artisan contractors (41 classifications)
Restaurant/Concession (8 classifications)
Day Care – Children and Adults
Day Spa – Beauticians/Barbers, Manicurists,
Massage Therapists, Tanning Booths

Is Graham-Rogers' Premium Financing available on the website?

Yes, you can obtain the down payment, payment amounts and print a signature-ready contract.

How do I access INET?

1. Go to our website, www.graham-rogers.com
2. In the left bar, under Applications & Rate Guides, click on Specialty Lines.
3. Click the INET button at the top, center of the page.
4. Enter your username (GRI agency number) and your password. Your password must be in all capital letters.
5. Click on Program Selection
6. Select the State
7. Select the Program

What if I can't remember my password or the password does not work?

We can help with your password or reset it for you. Contact Pam Gifford, at GRI, by calling (800) 456-8123, ext 204.

Can I get help walking through a quote on INET?

Absolutely! Our Specialty Lines underwriters will be happy to help you. Call (800) 456-8123 and ask for one of our underwriters:

Greg Gifford Announces Retirement **New Transportation Manager Takes Lead**

It is with mixed feelings that Graham-Rogers, Inc. announces the retirement of Greg Gifford, Transportation Manager, effective Friday, February 12, 2010. Greg has served Graham-Rogers well over the past five years, leading his department with superb knowledge of the trucking insurance and equipping each member of his staff with the skills and knowledge necessary to excel at their service to our agents. We wish Greg the absolute best in his retirement...and good hunting.

After a broad search for the proper replacement for Greg, covering a span of over six months and canvassing from Texas to Pennsylvania, to the shores of South Carolina, we found the best candidate in our own backyard. Allison Hackler has been in insurance for over 21 years, including seven years in retail agencies, three in Commercial Casualty Underwriting for Mid-Continent Casualty, and 11 years with GRI. She has served as our Senior Transportation Underwriter and top New Business Underwriter for the last six years. Allison attended Kansas State University.

Well respected by employees, as well as our clients, Allison has established excellent relationships with our top Producers over the years. We proudly welcome Allison in her new role as Transportation Manager.

Markel American Mobile Home Quote and Issue System now Online!

Markel American and Graham-Rogers are proud to announce the release of the MAGIC system, Markel American's mobile home policy quote and issue program, along with a renovated mobile home product.

"I believe our agents will be excited about the changes Markel has built into this release. Markel has built a much more comprehensive and flexible program that better serves the market," said Janet Ling, Personal Lines manager for Graham-Rogers, Inc.

MAGIC system features:

- Quote retention
- Policy Issue
- Immediate declaration pages
- Submission referral for underwriter approval
- Policy maintenance including endorsements, cancelations and renewals
- Document attachment (e.g. Photos, signed applications/rejections, Loss reports)
- Diary/Messaging system

The MAGIC system is accessible from the <http://www.graham-rogers.com/personalLines.php>. For login information, contact Graham-Rogers Personal Lines Department.

In addition to the MAGIC system, the new mobile home product provides agents with more coverage flexibility including:

- Build your own package
 - o Property and Liability
 - o Property Only
 - o Liability Only
- Rental Schedule – quote and issue with multiple units on 1 policy
- Vacant Mobile Home – 3, 6 or 12 month options
- Insurance Scoring
- Pay Plans (other than 3 & 6 month vacant)
 - o 2 Pay
 - o 4 Pay
 - o 8 Pay
 - o 12 Pay
- Online payment via Billmatrix available
- Optional coverages
 - o Replacement Cost for units up to 30 years (Owner & Rental only)
 - o Replacement cost on Coverage C for tenant risks
 - o Earthquake Coverage
 - o Equipment Breakdown
 - o Incidental Farming
 - o Hail Settlement buy-back

Spring is Coming Time to Start Writing Special Events, Entertainment

Spring is almost here! Warm weather brings an abundance of opportunities for your clients with outdoor businesses and entertainment venues. They need extra protection for their unique risks.

Graham-Rogers, Inc. Specialty Lines Department is ready to help you write those hard-to-place risks in the special event and entertainment arena.

We offer coverage for:

- Amusement centers, batting cages, bumper boats, kiddie rides, go-kart tracks
- Special events, festivals, parades and carnivals
- Sports instruction and sports camps
- Pet groomers, boarders, and trainers
- Street vendors and kiosks
- Inflatable rental operations
- Bars, taverns, restaurants
- Flea markets
- Health and exercise clubs, tanning salons
- Driving ranges

And, as everyone prepares to start their spring cleaning, we can write:

- Lawn care and landscaping contractors
- Power washers
- Garbage and refuse haulers
- Auto service and repair facilities

"When a client brings you a special event, entertainment venue, restaurant, or other hard-to-place risk, call us first," said Donna Miller, Specialty Lines manager.

IMPORTANT: Discard all Markel American Rate Guides and applications, as they are now obsolete. Submissions should be completed via the online system. Underwriting manuals and a User Guide are available on the GRI website. Risks quoted from the rate guide will not be honored after February 14, 2010.

Don't Forget CertServ Delivers Convenience

Graham-Rogers and Standard Lines Services agents have access to the **CertServ Program**, allowing agents to manage their Certificate of Insurance needs online, in real-time.

CertServe gives our agents the ability to:

- Generate Certificates of Insurance online, within minutes
- Automatically archive generated Certificates for searches at a later date
- Email or fax Certificates to recipients, as needed, directly from the system

***The CertServ system is accessible from
www.graham-rogers.com.***

Agents access certificates by simply entering the certificate holders name. The user-friendly program walks agents through the steps to generate and send out the certificate.

Insureds are set up on CertServ when a new policy is issued or upon renewal.

Adobe Acrobat or Acrobat Reader is required to view the PDF files generated by CertServ. Adobe Reader can be downloaded, free of charge, from www.adobe.com/products/acrobat/readstep2.html.

CertServ has been developed and tested for Internet Explorer v7 and earlier.

U.S. Transportation Secretary Ray LaHood Announces Federal Ban on Texting for Commercial Truck Drivers

U.S Transportation Secretary Ray LaHood today announced federal guidance to expressly prohibit texting by drivers of commercial vehicles such as large trucks and buses. The prohibition is effective immediately and is the latest in a series of actions taken by the Department to combat distracted driving since the Secretary convened a national summit on the issue last September.

“We want the drivers of big rigs and buses and those who share the roads with them to be safe,” said Secretary LaHood. “This is an important safety step and we will be taking more to eliminate the threat of distracted driving.”

The action is the result of the Department’s interpretation of standing rules. **Truck and bus drivers who text while driving commercial vehicles may be subject to civil or criminal penalties of up to \$2,750.**

“Our regulations will help prevent unsafe activity within the cab,” said Anne Ferro, Administrator for the Federal Motor Carrier Safety Administration (FMCSA). “We want to make it crystal clear to operators and their employers that texting while driving is the type of unsafe activity that these regulations are intended to prohibit.”

FMCSA research shows that drivers who send and receive text messages take their eyes off the road for an average of 4.6 seconds out of every 6 seconds while texting. At 55 miles per hour, this means that the driver is traveling the length of a football field, including the end zones, without looking at the road. Drivers who text while driving are more than 20 times more likely to get in an accident than non-distracted drivers. Because of the safety risks associated with the use of electronic devices while driving, FMCSA is also working on additional regulatory measures that will be announced in the coming months.

During the September 2009 Distracted Driving Summit, the Secretary announced the Department’s plan to pursue this regulatory action, as well as rulemakings to reduce the risks posed by distracted driving. President Obama also signed an Executive Order directing federal employees not to engage in text messaging while driving government-owned vehicles or with government-owned equipment. Federal employees were required to comply with the ban starting on December 30, 2009.

Article supplied by the United States Department of Transportation, January 26, 2010

Who's Who at Graham-Rogers, Inc.

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**To ensure prompt service when faxing GRI,
please confirm that you are faxing
directly to the desired department.**

Department Fax Numbers:

Accounting/Premium Financing	(918) 337-1411
Personal Lines	(918) 336-7196
Specialty Lines	(918) 337-0819
Transportation	(918) 336-4842

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