

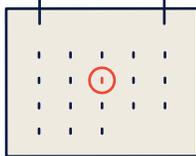
The Renewal Process: Timeline and Communications



Provide seamless service to your clients with this overview of the policy renewal process.

SMALL ACCOUNTS (UP TO \$100K PREMIUM)

We handle renewal communications directly with your clients. Our automated process ensures timely reminders and seamless renewals – giving you peace of mind that nothing falls through the cracks. Our typical process is outlined below, but exceptions may apply based on each account’s needs.



- 1 45 days before renewal**
 - An email is sent to the agent email on file with a link and instructions to view the renewal quote in the portal.
- 2 35 days before renewal**
 - A Renewal Notice to Pay is mailed to the policyholder.
- 3 15 days before renewal**
 - A reminder is emailed to the agent and mailed to the policyholder (if not already paid).
- 4 Renewal issuance**
 - If payment is received prior to the renewal effective date, the policy renews automatically.
 - If payment is not received prior to the renewal effective date, the policy expires. You’ll need to contact MEM for renewal options.

Note: AutoPay accounts

Small accounts enrolled in AutoPay receive the same communication timeline, with one key difference: Their renewal will process automatically unless they opt out.

- Standard communication timeline applies (notices at 35 days and 15 days).
- Communications state the policy **will automatically renew** rather than requiring action.
- **If the policyholder does not wish to renew, they must notify MEM’s Customer Care team 1 business day prior to the renewal date.**
- If the policy automatically renews and the client wishes to cancel it, they must sign an insured cancellation form and submit it to Customer Care.
- Large accounts do not renew automatically, even if enrolled in AutoPay.

LARGE ACCOUNTS (\$100K+ PREMIUM)



We support your renewal discussions with your most important clients based on each account's needs and your preferences. We provide the quote and support behind the scenes, then step in to finalize once you're ready. Here's what to expect:

1 Prior to renewal

- The underwriter may reach out to the agent to coordinate renewal strategy 70-90 days before renewal.
- A renewal quote is sent to the agent for review with the client on or after day 45.
- No communications are sent directly to the policyholder at this stage.

2 Agent binds account

- The agent presents the renewal to the client.
- The agent sends a bind request via email to the underwriter to issue the renewal.

3 After bind request received

- The underwriter issues the renewal per bind instructions and obtains any required contingencies.
- A renewal invoice is mailed or emailed to the policyholder, based on their invoice preference.



Questions?

Contact your MEM Sales Executive, Underwriter, or Customer Care at:



800-442-0593



customercare@mem-ins.com