



TO: ALL AGENTS

SUBJECT: CUSTOMER SERVICE DEPARTMENT

Oregon Mutual is committed to providing superior customer service to our policyholders.

Our Customer Service Representatives are able to assist your customers with a number of routine requests. Requests where coverage counseling is needed will always be referred to the policyholder's agent. We hope these services afford you more time to sell additional Oregon Mutual policies!

Oregon Mutual Customer Service Representatives assist policyholders with requests for:

- ◆ ID Card Reprints
- ◆ Roadside Assistance Card Reprints
- ◆ Policy Reprints
- ◆ Updating/Adding Package Credits
- ◆ Taking Credit Card Payments
- ◆ Verifying or confirming policy information
- ◆ Questions related to:
 - Policy status or pending changes
 - Why a declaration was received
 - Billing amount due and refunds (Personal and Commercial Lines)
- ◆ Claims
 - Initial Reporting of First Notice of Loss
 - Glass Claims
 - Roadside Assistance Claims

Oregon Mutual Customer Service Representatives assist agents in a variety of ways, including:

- ◆ Help with Oregon Mutual **Personal Lines upload systems**, both New Business and Straight-Through Endorsement Processing
 - ◆ Help with viewing online Document Images such as Declarations, Invoices, Provisional Notices of Cancellation
 - ◆ Questions related to:
 - Policy status or pending changes
 - Why a declaration was received
 - Billing amount due and refunds (Personal and Commercial Lines)
- And much more...**

**The Customer Service Department
is available to assist agents and policyholders from:**

7 am to 9 pm — Pacific Time, Monday–Friday

8:30 am to 5 pm — Pacific Time, Saturday

Please contact us at 800-888-2141 and select option #4 for

assistance. *Thank you for your continued confidence in Oregon Mutual.*