

FIRST INSURANCE® FUNDING

A WINTRUST COMPANY

Premium Finance Toolkit for COVID-19

During this rapidly changing crisis, we want to help you take care of your insureds and ensure working remotely is as easy as possible for your team.

We have created this toolkit to make your new normal as successful as possible.

Switch to e-Complete

e-Complete is our totally paperless process for quoting, booking, and funding a premium finance loan.

We can even collect the down payment for you.

[Click here to watch a short video.](#)

We can get your agency set up in 24 hours. Contact your Relationship Manager today!

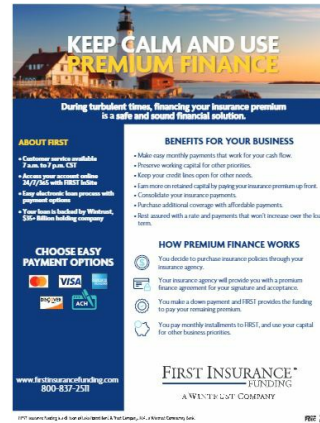


Send Our Premium Finance Explainer Sheet to Your Insureds

Many of your insureds that have never used premium finance before are going to be looking for payment options to assist them financially.

You can send this handy pdf directly to them to explain the benefits or you can attach it with a premium finance quote to save time.

[Click here to download this pdf to send to your insureds.](#)

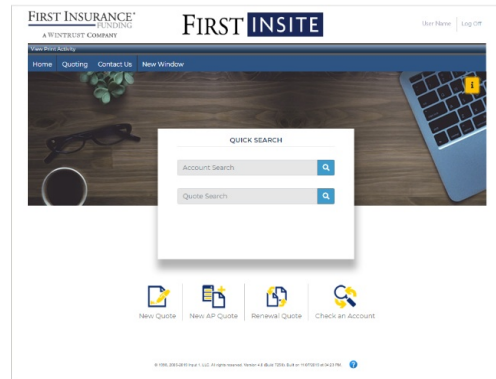


Offer Flexible Payment Options & FIRST InSite

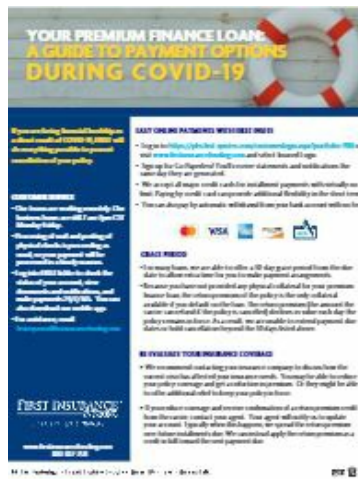
For down payments and installment payments, your insureds can pay by automatic withdrawal from their bank account (ACH) or with any major credit card with virtually NO LIMIT.

Remind your insureds they can access all of their account information, notices, and statements as well as make online payments 24/7/365 when logged into FIRST InSite.

[Click here to visit the insured login page for FIRST InSite.](#)



Help with Open Loans



Share This COVID-19 Payment Options Guide with Insureds

We know very well that premium finance is hard to explain. It is even harder at a time like this.

Send this Guide to your insureds to explain the relief FIRST can offer and other resources to help them, so you don't have to!

[Click here to download this guide to send to your insureds facing financial hardship.](#)

PREMIUM FINANCE PAYMENT CONCERNS

FIRST is committed to being responsive and accommodating to your partners and insureds. We have developed helpful resources to help you and your insureds during this challenging time.

FOR INSURED FACING HARDSHIP AS A DIRECT RESULT OF COVID-19:

- Our First Management team has established emergency procedures to help you and your insureds to provide relief when possible.
- It is not necessary to contact us as an insured's policy has lapsed.
- Contact your Relationship Manager or your primary account manager for more information or assistance.
- Accounts@firstinsurance.com
- We recommend contacting the carrier/insurer for specific policies to request adjustment in policy coverage and/or reduction in premium.
- We expect public notices from regulators to be forthcoming to help in this process.
- We have an insight page to monitor your portfolio of loans (PFD) 24/7.
- Please remind your insureds that we do not make cash loans for regular expenses. Funds to cover our premium advance liability are the short term of the current financial condition.

KEEP CALM AND MAKE PREMIUM FINANCE

It's a great financial solution for insureds to help with cash flow and to keep credit lines open!

FIRST INSURANCE FLEXIBILITY & PAYMENT OPTIONS FOR YOUR INSURED DURING COVID-19

As a business partner, we understand the challenges you are facing. We have provided a guide to help you understand your options during this challenging time.

CUSTOMER SERVICE

- Our hours are nothing special. Our business hours are still 9am-5pm CST Monday-Friday.
- Financing of our direct business of loan credit is suspended as usual.
- Our Customer Service team is ready to help your insureds and we have established a First Response team for our First Management department to assist with related requests for your insureds.
- We are experiencing a high volume of calls to please be patient or use our special FAQ response email to share updates. Through our social media channels.
- We will take a variety of factors into consideration, as well as the information you provide, to determine what is best for your insured.

FIRST FLEXIBILITY

- We are offering a grace period to allow your insureds to make payment arrangements. We will provide a hold in remittance to offer up to 30 additional days to make payment for credit and reduce credit balances before a credit hold is in effect.
- Our service teams will flexibly make late fees going out from you or your insureds. Please do not make a payment if you are unable to do so.
- If your insured reduces coverage and has received a return premium credit from the carrier, contact us. Typically, when this happens, we send the return premium loan (PFD) installment due. We will extend apply the grace period as credit is held from the next payment due.
- If you have only received a notification of expected return premium, we may still be able to assist. We can provide a return premium and continue this hold with other accommodations, such as hold in remittance.

RECOMMENDED PROACTIVE STEPS TO WORK WITH YOUR CARRIERS

- Request an adjustment in policy coverage and/or reduction in premium that will generate a return premium credit (PFD) to apply the hold to the installment payment currently due.
- Ask for a hold on the premium payment schedule. The grace period may allow us to extend requirement terms.
- Ask for a hold on the premium payment schedule. The grace period may allow us to extend requirement terms.

Use These Tools to Train Your Staff

These guides were designed to assist your agency with training and understanding how we are helping provide payment relief to your insureds.

[Premium Finance Payment Concerns During COVID-19](#)

[FIRST Flexibility & Payment Options During COVID-19](#)



Keep Track of State Bulletins

FIRST complies with all mandates and guidance from state and government regulatory offices.

You can keep current on complete details from each states' department of insurance office.

[Click here for a map and links here.](#)

FIRST gives your agency express permission to share the attached tools with your insureds and agency team members - by email, on your intranet, or website.