

## FREQUENTLY ASKED QUESTIONS

**1. What is the typical duration of the SU Equipment Maintenance Management Program?**

The term of the Equipment Maintenance Program is a minimum of one year and can be as long as five years, depending on the customers' preference and the type and age of equipment. Specialty Underwriters recommends placing your equipment on a 3-year policy to secure costs for a longer period of time.

**2. How do I arrange a service call and/or maintenance for equipment covered on the program?**

Customers can call Specialty Underwriters toll-free at **800-833-7050**. A Dispatch Operator will confirm the account information and equipment to be serviced and dispatch the appropriate vendor.

**3. Will the quality of service I receive from service vendors be negatively affected for any equipment I transfer to the program?**

The quality of service should not be affected for any equipment transferred to the program. The goal of Specialty Underwriters is to provide the same level of service as was provided under the original maintenance agreement at a substantially discounted price. In order to enable an effortless transition and maintain acceptable levels of service, Specialty Underwriters takes great care to notify and work with vendors on an ongoing basis regarding our program and the service of equipment.

**4. I am dissatisfied with the service provided by my current service vendor. Can I change vendors under the SU program?**

The customer can easily change service vendors under the program by communicating the new vendor's contact information to Specialty Underwriters along with the equipment to be serviced. If the customer is dissatisfied with the service provided by the current vendor, but cannot locate another acceptable service provider, Specialty Underwriters can identify and qualify alternative vendors covering all equipment types and manufacturers to perform corrective service and repair for the customer.

**5. How are vendors notified I am transferring maintenance of my equipment to the SU program?**

Specialty Underwriters notifies vendors through USPS Certified Mail prior to transferring equipment to the program. If a vendor chooses not to participate, Specialty Underwriters will work with the customer to find alternative vendors before transitioning the equipment to the program.

**6. How are the vendors paid for the service and maintenance of equipment on the program?**

The vendors are paid directly by Specialty Underwriters LLC. Once service of the equipment has been completed, the vendor submits the invoices for their time and materials used, as well as any associated service reports. Specialty Underwriters audits the reports to confirm the requested service was performed and then remits payment to the vendor.

**7. Can I exclude equipment from the program or am I required to transfer service for all of my equipment?**

The customer is not required to transfer all of their equipment to the program. It is the customer's decision to cover or exclude individual pieces of equipment.

**8. Can I add or remove equipment from the program after the policy has been issued?**

The customer can add or remove equipment from the policy at any time by submitting an Equipment Add/Delete Change Form to their Sales and/or Customer Support Representative at Specialty Underwriters. Equipment can be added immediately and the first year premium will be adjusted and invoiced on a pro-rata basis. All policies include a 30-day cancellation clause which allows the customer to cancel the entire policy or remove individual pieces of equipment at any time without penalty. The customer will be credited back any prepaid portion of the policy pro-rate.

**9. Can I add equipment to the program not currently covered by an existing service contract?**

Specialty Underwriters can provide the customer a cost quote to add the equipment to the program without an existing service contract. The customer will need to provide the make, manufacturer, serial number, description, physical location, preventative maintenance requirements and hours of coverage required to their Sales and/or Customer Support Representative, and Specialty Underwriters will provide a cost quote based on the company's 28 years of actuarial data.

**10. Should I maintain a General Expense Fund I budgeted for with pre-paid service and maintenance agreements even through I have transferred my equipment to the SU Program?**

Specialty Underwriters recommends that the customer maintain a maintenance expense fund for any ongoing costs or additional services that are not covered by their existing maintenance contract. The goal of Specialty Underwriters is to provide the same coverage for service and maintenance of equipment as was provided under the original maintenance agreement at a substantially discounted price. Therefore, if the customer was utilizing a General Expense Fund to budget and pay for overages, consumables, or services that were not covered under the pre-paid contract, they should use the same fund for equipment transferred to the Specialty Underwriters program.