

Seattle Specialty Insurance Services Service Transfer Questionnaire

Date Completed: _____ Completed By: _____

I. Lender: _____

Address: _____

Contact: _____ Email: _____

Phone: _____ Fax: _____

II. Portfolio Description (only of the parts to be serviced or insured). Attach explanation as needed.

Autos Loans: Direct Loans: _____ Indirect Loans: _____

R/E Loans: 1st Mortgage: _____ 2nd/Equity: _____

Is Flood insurance follow-up required or requested? _____

Leases: Describe portfolio and insurance to be tracked. Attach explanation as needed

Commercial: Describe portfolio and insurance to be tracked. Attach explanation as needed

III. Audit and Initial Load of Lender Information

Source: Electronic – indicate: Tape - type: _____
(Include a file definition) Diskette: 3 _ inch floppy or ZIP
 Email attachment to custdata@seattlespecialty.com

Manual – provide samples of any source documents you may have

Provider: Bank/Service Company – provide Service Company Name and contact:

Current Tracking Vendor – provide the vendor's name, contact and phone:

Provide any information you have on the current tracking program and procedures:

Tables and Codes - Obtain specific descriptions of tables for the following, or indicate not applicable (N/A). In the case of the Loan Number, explain if certain parts have a certain meaning or if the formatting or length is important.

- | | | |
|--------------------------|------------------------------|--|
| Loan Number construct | <input type="checkbox"/> N/A | <input type="checkbox"/> Definition attached |
| Branch Numbers | <input type="checkbox"/> N/A | <input type="checkbox"/> Definition attached |
| Dealer Numbers | <input type="checkbox"/> N/A | <input type="checkbox"/> Definition attached |
| Loan Officer Codes | <input type="checkbox"/> N/A | <input type="checkbox"/> Definition attached |
| Loan Type Codes | <input type="checkbox"/> N/A | <input type="checkbox"/> Definition attached |
| Collateral Type Codes | <input type="checkbox"/> N/A | <input type="checkbox"/> Definition attached |
| Payment Frequency, modes | <input type="checkbox"/> N/A | <input type="checkbox"/> Definition attached |

Collateral/Properties - If loans are secured by multiple pieces of collateral or locations indicate:

- Separate fields for the collateral description or property address
- Combined in a single field
- Maintained manually – describe: _____
- Other – describe below: _____

Branch Control - If the Lender has more than one branch, please complete the following:

- Reports, letters, etc. need to be sorted by branches
- Reports, letters, etc. will vary by branch or regions

Letter Control - Indicate which and when letters should be sent. Also indicate if letters must vary by type of collateral. Enter the number of days the letter should be produced after the Category event date for Ltr-1, and the number of days from the previous step for Ltr-2 and Issue. More than two letters prior to issuance can be generated but are not recommended. Explain separately any circumstances where letters will vary by collateral type.

<u>Category</u>	<u>Ltr-1</u>	<u>Ltr-2</u>	<u>Issue</u>	
<input type="checkbox"/> New Loans	_____	_____	_____	<input type="checkbox"/> Varies by collateral type
<input type="checkbox"/> Audits	_____	_____	_____	<input type="checkbox"/> Varies by collateral type
<input type="checkbox"/> Expiring Binders	_____	_____	_____	<input type="checkbox"/> Varies by collateral type
<input type="checkbox"/> Expiring Policies	_____	_____	_____	<input type="checkbox"/> Varies by collateral type
<input type="checkbox"/> Cancelled Policies	_____	_____	_____	<input type="checkbox"/> Varies by collateral type
<input type="checkbox"/> Non-Renewals	_____	_____	_____	<input type="checkbox"/> Varies by collateral type
<input type="checkbox"/> Coverage(s) Deleted	_____	_____	_____	<input type="checkbox"/> Varies by collateral type
<input type="checkbox"/> High Impairment(s)	_____	_____	_____	<input type="checkbox"/> Varies by collateral type

Please indicate how letters will be produced:

- Letters on Lender letterhead (lender to provide letterhead & envelopes)
- Generic Letters/Envelopes (SSIS will provide paper & envelopes)

Please attach any specific letter text and format the lender wishes us to use or consider.

- Use Lender's address as the return address on warning letters.
- Use the alternate address specified below:

Phone numbers for use on the letters: Voice: _____ Fax: _____
 Email address for letters: _____ Lender Web Page: _____

Reporting - Please check the Standard Reports desired, and indicate the frequency:

Report Name	Production Frequency		
<input type="checkbox"/> Insurance Waived	<input type="checkbox"/> Each Cycle	<input type="checkbox"/> Monthly	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Tracked Loans	<input type="checkbox"/> Each Cycle	<input type="checkbox"/> Monthly	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Warning Lists	<input type="checkbox"/> Each Cycle	<input type="checkbox"/> Monthly	<input type="checkbox"/> Other: _____
<input type="checkbox"/> UTL Lists	<input type="checkbox"/> Each Cycle	<input type="checkbox"/> Monthly	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Letters Sent	<input type="checkbox"/> Each Cycle	<input type="checkbox"/> Monthly	<input type="checkbox"/> Other: _____

Please describe any "Special Report" requests and attach an example if possible.

Cycle Control Information

Balance waiver limit: _____ (amount below which insurance is automatically waived)
 Deductible guidelines -- Comprehensive: _____ Collision _____
 Policies issued for: Annual Term Remaining Term Other: _____
 New Loan to Audit Term: _____ (days to age an uninsured new loan before converting to audit)
 Days before loan should be purged after payoff: _____

Miscellaneous

Describe any special handling, processing or reporting requirements. Also specify if the processing for this client need to be separated out from other Lenders? (Sometimes required for an agent or producer's book of business involving multiple lenders. *Special approval required*)
