

In less than six months, anything can change in a homeowner's life from mortgages, trusts, additional insureds, property sold, and new property purchased. Peak renewal season can also be stressful on agents, and some policies can be overly time-consuming when there is a lot of back-and-forth in order to renew Manufactured Housing policies. Our team at Aspera has compiled a short list of items sometimes overlooked during the renewal process:

FIVE ITEMS TO REVIEW BEFORE YOU RENEW

UPDATES AND ADD-ONS TO THE HOME

Photos and receipts may be required for changes made to the manufactured home if a change in coverage amount is being requested.

OUTSTANDING CLAIMS

In order to avoid a claims surcharge, we may request documentation showing the damage associated with the claim has been remediated. Such documentation could include photos and/or invoices detailing charges for work completed.

OLDER HOMES (25+ YEARS)

In order to obtain the best renewal rate on homes older than 25 years old, we may request documentation that is not currently in the policy file such as: inspection records or pictures of each side of the home and photos of the tie-downs and anchors for homes over 30 years old.

REQUEST TO BIND/SURPLUS LINES FORM

In order for us to bind a renewal, we must receive a request to bind the submission via email, which includes an updated copy of the surplus lines form associated with the state in which the property is located. Request to bind and state forms can be sent to: mh@asperains.com

RENEWAL PREMIUM

We use an insured bill system called AsperaPay to email invoices directly to your clients after the policy is bound. Payment in full is due 30 days after the bind date, and payments can be made online or by mail via credit card, check, or bank account. You will NOT receive an invoice, but you have the option to pay on your client's behalf via ACH. To set your agency up for ACH, request an ACH form from asperapay@input1.com.

FINAL THOUGHTS

The best compliment the insured can give you is a referral! When finalizing the renewal process, take a moment to thank your client and inquire if they have any family or friends who also own a manufactured home along the coast. Word of mouth is the strongest and most effective marketing tool your agency has to offer. Renewals are a great way to reconnect and grow your business!