



UNITED AUTOMOBILE INSURANCE COMPANY

Memorandum

To: All Agents
From: Jorge de la O, Customer Service Supervisor
Date: 12/09/05
RE: **Automated Phone System**

Our automated phone system is available to you 24 hours a day 7 days a week. This new feature has been implemented with you in mind to answer many of your questions without having to hold for a customer service representative.

The features included in the system are:

1. Check policy status (active, pending cancellation, canceled).
2. It will provide information as to why policy is canceled/canceling.
3. Will advise if there is an additional premium.
4. Will advise net balance due on policy (for agents only).
5. You may also request the following documents to be faxed or mailed:
 - a. Declaration page
 - b. Cancellation notice
 - c. Additional premium notice
 - d. Reinstatement notice
 - e. Renewal offer
 - f. Underwriting letter indicating missing information
 - g. ID cards (mail only)

To make this transition easier we have attached a menu that will walk you through each step. However, should you have any questions, please do not hesitate to contact your Marketing Representatives.

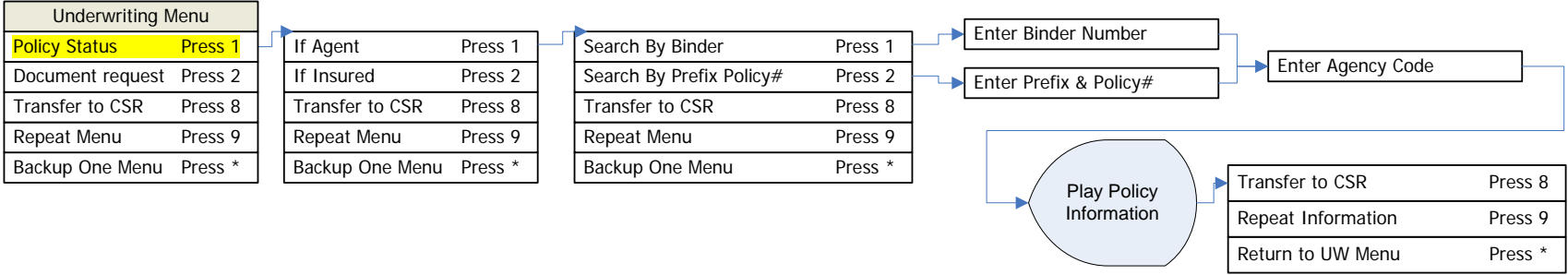
We appreciate your business and hope that these enhancements will help better serve you and your clients.

New Automated Phone System

United Automobile Insurance Company
305-940-5022



Get Policy Status Press 1



Request Document Mail/Fax Press 2

