

The following describes the process by which agents with *Texas Mutual*® online services self-administration authority can manage their agency's preferred method for the delivery of correspondence from Texas Mutual. Delivery preferences (postal, fax and/or email) are controlled by document type (example: quotes) and apply to all agency documents of that type.

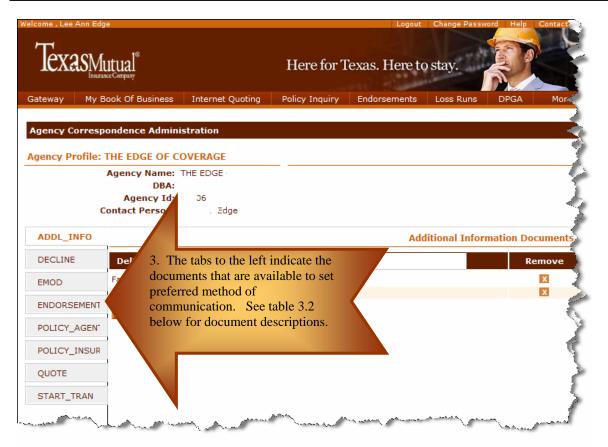
Process Step:	Directions to complete process step:
1. From the "Gateway" page	1.1 Select User Admin from the More drop-down list
navigate to the User Admin page	



Process Step:	Directions to complete process step:
2. From Main Menu page navigate to	2.1 Select the Manage Correspondence button
the Manage Correspondence page	

TexasMutual			Here for T	exas. Here to	o stay.		Q
Gateway	My Book Of Business	Internet Quoting	Policy Inquiry	Endorsements	Loss Runs	DPGA Ma	re
Agency Sel	If Administration						
Igency Pro	file:						
	Agency Name: DBA:	Arency Name					
	Agency Id:	12346			-		
	Contact Person:	Contact Name					
		HANAGE US	ERS P. RANAGE			Select the Ma rrespondence l	
	Capyright @ 2010 Tex	us Mutual Insurance Co	All Rights Reserv	ed Terms of Use	Private	act Us	

Process Step:	Directions to complete process step:
3. From the Agency Correspondence Administration page	3.1 The tabs to the left indicate the documents that are available to set preferred method of communication. The tab text color will change to orange to indicate which tab is currently being worked and will also be shown at the
navigate to the document tabs	top right of the correspondence window.



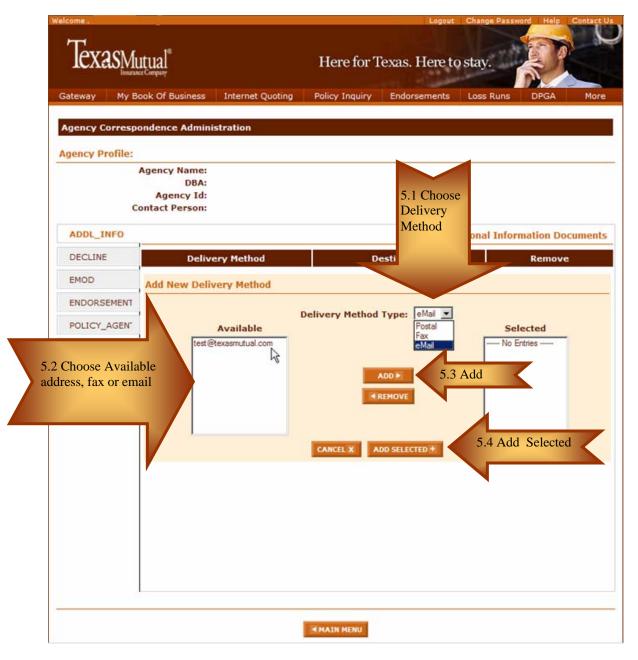
Process Step:	Document Descriptions:
3.2a-g Select document type to assign delivery	3.2a-g Document descriptions are:
method preference(s)	a. ADDL_INFO: This document is generated by the underwriter when requesting additional information on the submissions or policies.
	b. EMOD: NCCI Experience Modifier worksheets
	c. ENDORSEMENT: Agent copy of change endorsements processed on policies
	d. POLICY_AGENT: Agent copy of policy. The delivery methods for policy are limited to Postal and Email as the number of pages exceeds the fax capability.
	e. POLICY_INSUR: Policyholder copy of policy. The delivery methods for policy are limited to Postal and Email as the number of pages exceeds the fax capability.

f	f.	QUOTE: All quotes for new and renewal business –both the agent and applicant copies
٤	g.	START_TRAN: Start Transfer Letter – Letter advising the agent the risk is being transferred from Start to Voluntary market.

Table Property:	Table Property Descriptions:			
4.1 Header Bar identification	4.1 The header bar identifies the Delivery Method specified, the Destination detailed information and the Remove button which allows the user to remove			
specific delivery methods.				
4.2 Send Test Email	4.2 <i>Send Test To All Email</i> button will send a test email to each email address the user has added for that document type.			
4.3 Add New delivery method and delivery address	4.3 <i>Add New</i> button allows the user to add delivery preferences for that document.			



Process Step:	Directions to complete process step:
5. Adding new preferred	5.1 Select the delivery method type: Postal, Fax or eMail
methods of	
communication.	
	5.2 Choose from the contact information currently listed for the agency in Texas
	Mutual's system
	5.3 Select the ADD button
	5.4 Select the ADD SELECTED button when all preferred delivery methods and
	destinations have been selected.



Example of multiple delivery methods for one document type:

In this example, the agency has established multiple delivery methods for Texas Mutual quotes - fax, mail and multiple email addresses (i.e., every quote for the agency will be emailed to multiple addresses, faxed, and mailed).

TexasMutual		Here for Texas. Here to stay.					
ateway My B	ook Of Business	Internet Quoting	Policy Inquiry E	ndorsements	Loss Runs	DPGA	More
gency Corresp	ondence Administr	ation					
gency Profile:	THE EDGE						
c	Agency Name: TH DBA: Agency Id: 503 ontact Person: Let	1					
ADDL_INFO						Quote P	acke
DECLINE	Delivery Method		Destina	tion		Rem	ove
ENDORSEMENT	Fax	(512) 2242994					-
POLICY_AGEN	Postal	fexas@texasm 6210 E HWY 25	utual.com 0, AUSTIN, TX 78723				
POLICY_INSUR	eMail 🖸	mutual ptexasi gmail@gmail.c	mutual.com				
QUOTE	ADD NEW * SE	ND TEST TO ALL EMA					
START_TRAN							
	1						
	1						

Example of eMail for Quote and Policy Documents:

The following is an example of the email an agent will receive if they choose email for Quote documents. There are two links for Quotes (the Agent's copy and the Insured's copy) to alleviate the need to separate the documents. Policy emails will be in a similar format.

Dear Agent,

Below is the link for your Auto Quote Letter

Agent Copy https:\\qacn.texasmutual.com\inituser.aspx?app=acpemail&pqnum=Q001123378&efdt=11-29-2010&trans=1&doc=AGTQUOTE

Applicant Copy https://qacn.texasmutual.com/inituser.aspx?app=acpemail&pqnum=Q001123378&efdt=11-29-2010&trans=1&doc=INSQUOTE

Having trouble? If you are unable to open the link, copy the entire URL into your browser.

If you have any questions, please contact your underwriter.

Sincerely, Texas Mutual Insurance Company