



# Texas Security General

INSURANCE AGENCY, LLC.



## NEWS FROM TOWER HILL SPECIALTY

October 2018

We value your agency’s partnership and are excited to share with you some recent **Enhancements** and **News** from Tower Hill Specialty!

If you are not currently enrolled in our Tower Hill Specialty program, please email [michellet@txsecgen.com](mailto:michellet@txsecgen.com) for an application or visit our website at [www.texassecuritygeneral.com](http://www.texassecuritygeneral.com).

- Enhanced Replacement Cost Estimates
- Estimating Replacement Cost - Valuation Deviation Illustration
- Customer Portal Updates & Quick FNOL for customers

### ENHANCED REPLACEMENT COST ESTIMATES

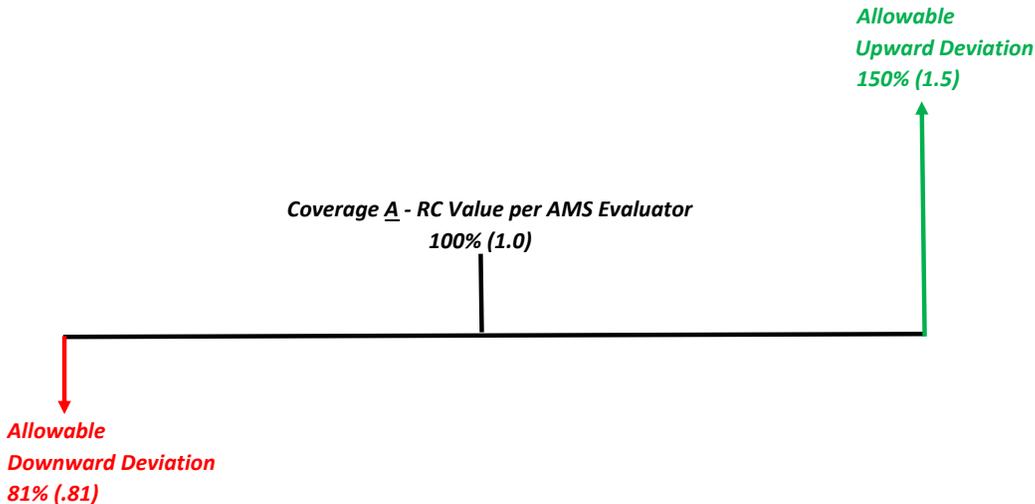
Tower Hill Specialty has recently fine-tuned our RCE and have recently updated the mapping to provide more accurate information. We encourage you to logon back into RPM and give us another try!!

### VALUATION TIPS

When estimating replacement costs for a quote, try this valuation deviation formula. No prior approval or co-insurance penalty is applied when the risk meets the VDI criteria.

#### Valuation Deviation Illustration

(“VDI”)



## CUSTOMER PORTAL & QUICKFNOL

Tower Hill is excited to introduce our new and improved Customer Portal on THIG.com. The portal now features a simplified, mobile-friendly design with several helpful enhancements including QuickFNOL. If a customer's home is in the path of a storm or other natural disaster, we'll send a text message to their mobile device with a link to report a claim in just a few clicks. This new QuickFNOL feature is an option for Personal Lines customers registered on our Customer Portal.

Our upgraded Customer Portal is a simplified, mobile-friendly design with several ease-of-use enhancements, including:

- Streamlined claims reporting and claim status tracking
- Ability to upload claim-related photos and documents directly
- Option to receive claim and account alerts delivered via email and/or text message
- Improved online bill pay experience
- Simplified access to policy documents
- Enhanced customer profile management

On the newly upgraded portal, policyholders can update their email addresses and include a mobile phone number on their Tower Hill account. Customers now have the option to receive alert notifications when their account has been updated with new claims-related documents, or if an adjuster is requesting additional details (i.e., invoice, estimate, photos, etc.) during the claims process. Be sure to share our new [Customer Portal](#) with both your agency team and customers.

As a reminder, when completing a new customer's application please be sure to include their email address and mobile phone number. At any time during the policy term, customers can update or change their email address and phone number through the Customer Portal. To help streamline communication, customers will be asked to choose only one preferred email address and phone number for their portal account.

### OUR PROMISE

Tower Hill is committed to bringing together innovative and customer-focused people, processes, and technologies that empower our customers and agents through exceptional user experience. We look forward to continuing to improve our technology systems to deliver even greater value and convenience to everyone who *Looks to the Tower*.



*People Helping People,  
Connected by Technology*



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