



**TSGA**

# Texas Security General NEWS

March 2008

Attn: Emerald Surplus Agents

The statement/cancellation process for commercial lines business is as follows:

- Monthly statements go out via email *only* on the 1<sup>st</sup> of every month. No hard copy will be mailed. Please pay from the email statement.
- Payment is due by the date specified on the statement (never later than the 15th of the month.)
- A second statement is emailed on the 15th as a reminder that payment is due NOW!
- Policies not paid by the 20th of each month will be issued a Notice of Cancellation.

**All payments should be mailed to:**

Emerald Surplus - Accounting  
18545 Sigma Rd., Suite 101  
San Antonio, Texas 78258

Your cooperation in respecting the above procedures allows us to provide the service and satisfaction that you and your clients deserve.

**“Did You Know...”**

- Townhomes, duplex, triplex and 4-plex can be written through Certain Underwriters @ Lloyds
- We offer **ONE HOUR** dec pages for quick & convenient proof of coverage
- Vandalism and Malicious Mischief is available on a vacant policy through Colonial Lloyds
- We offer **ROLLOVER** incentives for an entire book of business. Please contact your Underwriter for more details.
- Liability is offered on Vacant dwellings through Certain Underwriters and Colonial Lloyds.
- Replacement Cost is available on a TDP-1 through Colonial Lloyds

*Just a few program highlights that make it easy to do business with TSGA & Emerald Surplus!*

**Have you earned your \$25 AMEX gift card?**

Webinar participants will receive this incentive gift following their first three bound and paid submissions. **Personal Lines Webinars** are presented **Tuesdays** at **10:00a.m. CST.** **Commercial Lines Webinars** are held **Thursdays** at **10:00 a.m. CST.** March’s commercial lines topic will be **Garage Liability.**

Contact Leti Contreras at [leti@txsecgen.com](mailto:leti@txsecgen.com) to reserve your spot at our next webinar.

**Employee of the Month**

It’s a good thing **Raina Ebong** doesn’t like boredom. As Director of Accounting for both TSGA and Emerald Surplus, she rarely has a down moment. Raina holds a Masters degree in Accounting with an emphasis on taxes. We are fortunate to have the benefit of her expertise. She enjoys the challenge and fast pace of her job but that’s not all, Raina is the mother of two active daughters, who are currently involved in both basketball and soccer. If she finds a quiet moment you might find her relaxing and taking in a movie or just “hanging out” with her family. All of this adds up to a great employee!



*From the President*

*“As always, we appreciate your business.”*

18545 Sigma Road  
Suite 101  
San Antonio, TX 78258  
Phone: 800-714-6789  
Fax: 800-714-7110

**Happy Birthday!**

Raina Ebong  
Director of Accounting—March 2  
Mary Lou Madrigal  
Underwriter - March 27

**Happy Anniversary!**

Sheila Wilkins  
Claims Manager - 13 years - March 1

**Your TSGA/Emerald or CK Premium Finance Specialists are available to answer your questions:**

**TSGA Underwriting:**

SE TX, Coastal	Ranise Maynard	Ext. 7469
SW Texas	Mary Lou Madrigal	Ext. 7471
N & West TX	Melony Colombo	Ext. 7470
UW Associate	Martha Zuehl	Ext. 7459
UW Associate	Veronica Casarez	Ext. 7407

**TSGA Accounting:**

Dir. Of Acctg.	Raina Ebong	Ext. 7463
Acctg. Assoc.	Whitney Johnson	Ext. 7452

**CK Premium Finance:**

CKPF Assoc.	Lydia Dalton	Ext. 7464
CKPF Assoc.	Veronica Alcalá	Ext. 7460

**TSG Claims:**

Claims Mgr.	Sheila Wilkins	Ext. 7472
Claims Assoc.	Evelyn Longoria	Ext. 7404

**Emerald-Commercial:**

President	Jim Cashion	Ext. 7480
Underwriter	Terry Flores	Ext. 7403
(Garage/Auto)		

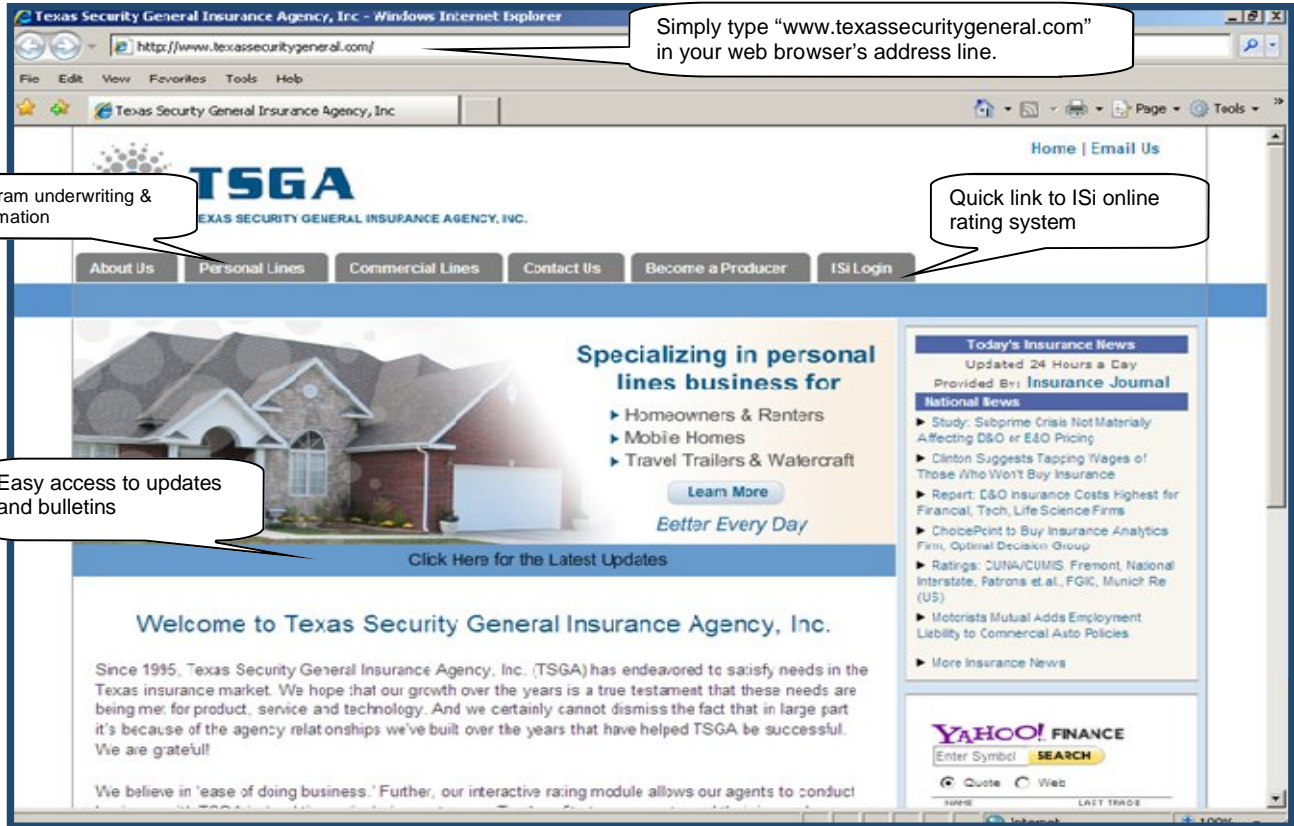
*We’re here to assist you!*





# Texas Security General Insurance Agency, Inc.

TSGA provides easy online access to the programs & information you need.



TSGA's Comprehensive Website provides access to the information and rating programs you need.

Select the [ISI Login](#) tab to go directly to our rating software where you can quickly and easily quote and print any necessary forms for your insureds.

The [Personal Lines](#) and [Commercial Lines](#) tab links you to program information and underwriting guidelines for each program we offer.

A direct link to [Emerald Surplus](#) applications and information is pro-

vided under the [Commercial Lines](#) tab.

Company information including Newsletters and Bulletins is provided under the [About Us](#) tab. We are proud to provide information about our company and the principals that bring TSGA the expertise and experience we treasure.

The [Become a Producer](#) tab contains easy instructions for new producers, as well as a link to our New Producer Application.

[Contact Us](#) includes a quick email

link to any of our departments plus other contact information.

You will find the site easy to navigate with links to the information you need.

Take a minute to check us out at [www.texassecuritygeneral.com](http://www.texassecuritygeneral.com)."

Just one more way we make it easy to do business with TSGA and Emerald Surplus!

Remember Emerald Surplus for your Commercial Lines needs!

## EMERALD SURPLUS

Thank you for making us your insurance partner!

P. O. Box 430, Snook, TX 77878



Phone: 888-772-4471 ■ Fax: 979-272-2006