

Frequently Asked Questions

General

Who is Pacific Specialty Insurance Company (PSIC)?

- PSIC is a specialty lines and residential property insurance carrier. We have provided insurance to independent agents and carriers since 1989 and 1994, respectively.

Is PSIC an Admitted Carrier?

- Yes. PSIC (NAIC #37850) is admitted in all 51 U.S. jurisdictions.

What is PSIC's financial rating?

- Since 1999, PSIC has carried an "A" financial rating from A.M. Best.

How long has PSIC sold Earthquake Policies in Oklahoma?

- Since 2008.

Is this product for commercial?

- No. Kraft Lake has other commercial options for earthquake.

Is this product offered in other States?

- No. This product is currently only offered in Oklahoma.

How will I view the PSIC EQ quotes for upcoming Farmer's renewal policies?

- The PSIC quoting portal will contain the quotes for policies effective in the next 30-90 days. You can retrieve these quotes by entering the insured name in the policy query section of the portal. Additionally, we will be providing a master spreadsheet to Farmers agents that has the quote number for each insured.

Policy Services

Are renewals on rollover excluded from Binding Authority?

- Yes.

How is the mortgagee billed?

- Pacific Specialty is a mono-line policy; make sure the bank will accept payment requests, if not, the premium needs to be paid by insured.

What are the payment options?

- 1-Pay, 3-Pay, 5-Pay.

Is there an e-Signature option?

- Yes. PSIC has an E-signature option available. All you need is mother's maiden name and the last 4 of SSN.

Who will issue the offer of Earthquake?

- PSIC will present a competitive new business offer similar to the current earthquake coverage provided by Farmers. If accepted, PSIC will issue a Stand-Alone Earthquake policy to the Policyholder.

When will the new business offer be available?



- 30 to 90 days prior to the Farmers notice to the consumer.

How will a Policyholder receive their quote?

- The quote will be provided by the Producer.

When can you issue a Pacific Specialty policy for less than 12 months?

- When you are matching the Earthquake policy period to the Homeowner policy period.

Underwriting

Are water wells on the Insured's premises covered?

- Yes, as essential to habitability.

Are storm shelters that are not part of the Dwelling covered?

- Yes.

Are dwellings built on steel piers acceptable?

- Yes.

How is stone veneer classified under the policy?

- Stone veneer is included in the masonry veneer classification.

What construction classification would apply to a home with stone and brick. ?

- Masonry Veneer.

Are barns covered if used in-whole or in-part for business?

- No.

Do you cover stucco?

- Yes, but not adobe construction.

Do dwellings need to be retrofitted?

- No. However, to obtain Limited Building Code Upgrade Coverage the dwelling must meet certain retrofitting requirements.

When does PSIC place a moratorium on new business following an earthquake?

- When there is an earthquake with a magnitude 5.0 or greater on the Richter scale.

How long is the moratorium in effect for?

- 72 hours.

Will PSIC waive its Inspection Fee if the underlying Homeowner's policy is written with Farmers?

- Yes, PSIC will rely on Farmers Homeowner Inspections. The \$25 policy fee still applies.

Will PSIC ever charge an Inspection fee?

- Yes, on policies where the underlying Homeowners is not written with Farmers.

Can the Stand Alone Earthquake policy be written without underlying homeowners or dwelling coverage?

- No. Our Stand Alone Earthquake policy must be written in conjunction with either an Homeowners (HO-3), Renters (HO-4), Condominium/Townhome (HO-6) , Dwelling Fire (DP-1/DP-3) or its equivalent.

Does the policy cover cosmetic damage?

- Yes.

Coverage

Are Hearth and Mantels covered and subject to the \$5,000 chimney sublimit?



- Hearth and mantles are covered under the regular policy limits and are not subject to the \$5,000 Chimney sublimit.

Does a separate deductible apply to Coverage A, B, C?

- Yes.

Can the percentage of Coverage B- Appurtenant Structures be increased?

- Yes, up to 50% maximum.

Can the sublimit for swimming pools, hot tubs, and spas be increased?

- Yes, the sublimit can be increased to \$25,000 if 20% or more Coverage B is purchased.

Is there an inflation guard (3%) on Coverage A?

- No, not at this time.

Claims

Who will be handling the claims?

- Boulder Claims.

Who is Boulder Claims?

- Boulder Claims was founded in 2005 to provide nationwide 3rd party claims administrative services for carriers. Boulder Claims is a subsidiary of ICAT. ICAT was founded in 1998 to specialize as an underwriter of catastrophe insurance risks.

How is Boulder Claims affiliated with PSIC?

- PSIC has partnered with Boulder Claims and ICAT to be our premier Earthquake partner because of their knowledge and specialization in handling catastrophic claims.

How experienced with catastrophes is Boulder Claims?

- Boulder Claims has handled over 22,000 catastrophe claims, managed 18 catastrophe events, and paid out \$1 billion in claims.

Who will the policyholders contact in the event of a loss?

- Boulder Claims. We will provide the direct contact information to Boulder Claims in the policyholders welcome packet. We will also provide the producer with the information in the event a policyholder contacts their producer. The PSIC claims operation will also have this information if a claim is called into PSIC.

How can a policyholder file a claim with Boulder Claims?

- Online, email, phone call or fax.

What are Boulder Claims hours of operation?

- Boulder Claims is open 24 hours a day, 7 days a week.

Is there a designated claims phone number for Farmers policyholders?

- Yes – (866) 789-4228.

How long does it take for the First Notice of Loss Team to answer the phone?

- 20 seconds.

How long does it take the claims representative to return a call?

- No more than 4 hours.

How often are claims status updates sent to insureds?

- Every 2 weeks.

How are the claims status updates communicated?

- By phone and mail.

Can we see claims notes activity?

- No, please call the Farmers concierge.



What if we have a customer who's upset with how a claim was handled?

- Please have the insured call the claims liaison.

Does PSIC cover Earthquake losses caused by fracking or injection wells?

- Yes.

