



ACE Express Umbrella Commitment of Service

Our commitments to you as an ACE *Express Umbrella* producer include:

- Access to our website 24/7 (subject to maintenance schedules)
- Knowledgeable underwriting staff with adequate authority to resolve issues
- 48 hours turnaround time on all referrals (subject to receipt of all requested additional information)
- 24 hour response to all emails and voicemails
- 30 day turnaround time on all endorsement requests
- Regular account reviews and audits that provide guidance and helpful tips

Producer Commitments

Appointed ACE *Express Umbrella* Producer commitments include:

- Entry of accounts with adequate lead time so as to avoid unnecessary rush referral requests
- Adherence to the spirit as well as the letter of the ACE *Express Umbrella* guidelines
- Maintenance of a complete and accurate underwriting file
- Assignment of appropriate primary and secondary SIC codes
- Providing training and guidance to new users in your brokerage
- Providing timely feedback to us on all systems and underwriting issues

Service commitments are goals we strive to achieve and do not alter or amend our contractual obligations to each other.