

Subject: **New Updates: Check Delivery Process & Proof of Loss Packet**
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Preview Text:



Dear Agent,

At Great American, we know that timely payments are crucial for your farming clients during a loss. We are updating elements of our claims payment process to help expedite claim check delivery. As a reminder, the fastest path for an insured to receive payment is via Electronic Funds Transfer (EFT).

Please take a moment to review the upcoming changes:

Check Delivery Updates

- Starting the week of July 7th, all claim checks sent to agencies or policyholders will be sent directly from our Cincinnati, OH office and will no longer be routed through regional offices.
- Checks mailed to **agencies** will be sent using an expedited mail service such as FedEx, 2-day USPS, or a similar service.
- Checks mailed to **policyholders** will be sent via the USPS. However, payments exceeding \$50,000 will be sent through an expedited mail service such as FedEx, 2-day USPS, or a comparable service.
- Note, if an insured has multiple checks being mailed and one exceeds the \$50,000 threshold, all checks will be mailed together using the expedited service.
- Refund checks will continue to be sent to the agency as they currently are.

Proof Of Loss Updates

- Profit of Loss Packets:
 - Starting the week of July 7th, a new Proof of Loss report will be available in GreatAg[®] providing daily batches of claims indemnities processed. Access the report from the GreatAg menu by selecting **Claims > MPCI > Proof of Loss Packet**.
- Automated Claims Notifications:
 - Policyholders** with an email address in GreatAg, will now receive claim details the day after their claim closes.
 - Agents** who have signed up for claims notifications will continue to receive this real-time notification when the claim is closed, allowing time to review ahead of the policyholder.

Please note that the process for designating if a payment is directed to an agency or policyholder **remains unchanged**. Any modifications to payment elections should continue to be requested through your Business Developer or PC contact.

As a reminder, Great American offers the following features to help facilitate a seamless claims process:

Claims Notifications	Electronic Funds Transfer	Claims Dashboard
For more information on claims notifications, review the Claims Status Notifications quick card in GreatAg.	Enroll your growers today, eliminate mailing altogether, and help speed up the payment process.	Review updates on your growers' claims every time you log into GreatAg. The Claims section on the Agency Dashboard allows you to quickly review the type, status, and number of claims.
GreatAg Login	Enroll in EFT	



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