

# Frequently asked questions

## 1. What are SFM's payment plans?

In **Minnesota, Iowa, Nebraska, South Dakota, and Wisconsin**, SFM's payment plans are:

- Premium greater than \$5,000:  
25 percent down and nine monthly payments.
- Premium from \$1,500 to \$4,999:  
25 percent down and three quarterly payments.
- Premium from \$500 to \$1,499:  
50 percent down and one semi-annual payment.
- Premium less than \$500: annual pay.
- For direct billing, the installment fee is \$3, except in Wisconsin.

## 2. Do I need to collect the deposit premium on a direct bill?

- If you wish, yes. Otherwise, SFM will send a bill on a direct bill account.

## 3. Does SFM offer wage reporting or a pay-as-you-go option?

- Yes, SFM's online wage reporting option is available for all types of policyholders with at least \$1,000 in premium.
- Policyholders can review previous wage reports and invoices and can make online payments.
- An initial collateral deposit is required and adjusted upon renewal. Monthly wage reporting requires 15 percent, quarterly wage reporting requires 25 percent and semi-annual wage reporting requires 50 percent.

## 4. What kind of information should I include when submitting an application for consideration to SFM?

Providing SFM underwriters with accurate and complete application materials helps to get a better picture of the employer's operation controls.

Required application materials include:

- Completed ACORD application.
- Currently valued three- to five-year loss runs.
- Experience mod worksheet.

If you have additional information about an individual operation, please include it with your submission.

## 5. What kinds of resources do you have to help an employer with return to work?

- SFM's website, [www.sfmic.com](http://www.sfmic.com), allows agents and policyholders to download or order hundreds of literature items ranging in subjects from general workers' compensation to return to work.
- SFM's *Transitional work warehouse* includes industry-specific light-duty job lists for employers to use. The *Transitional work warehouse* is in the "Employers" section of SFM's website.
- SFM's website also includes a wealth of loss prevention information, including videos, online safety training and literature items for policyholders and agents.

## 6. Who should I call at SFM with accounting questions?

- Call Pam Colby, accounts receivable, (952) 838-4200 ext. 4212 or toll free at (800) 937-1181 ext. 4212.

## 7. What type of business does SFM write?

- SFM underwriters are encouraged to consider all types and sizes of accounts. Please see SFM's *Agent Advisor* "SFM's underwriting appetite" for more information, or contact your underwriter with specific questions.

## 8. How do I submit applications to SFM?

- The easiest way to submit applications is through SFM Application Manager (SAM). Agents can access SAM through the SFM website.
- Or, use the "Applications" email alias,

applications@sfmic.com. Do not send applications directly to your SFM underwriter.

- Or, you can fax them to (952) 838-2050.

## 9. Where can I find SFM's rates online?

- You can find SFM's rates in SAM, or call your SFM underwriter.

## 10. How do I bind coverage?

- Agents can bind specific coverage through SAM.
- Please call your SFM underwriter at (952) 838-4200 or toll-free at (800) 937-1181.