

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 \$8,000:
25 percent down and nine monthly payments.
- Premium from \$2,500 to \$8,000:
25 percent down and three quarterly payments.
- Premium from \$1,500 to \$2,500:
50 percent down and one semi-annual payment.
- Premium less than \$1,500: 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. 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.

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

- SFM's website, www.sfmic.com, allows agents and policyholders to download or order more than 200 literature items ranging in subjects from general workers' compensation to return to work.
- SFM's website also includes a wealth of loss prevention information, including videos, online safety training and literature items for policyholders and agents.

5. 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.

6. What type of business does SFM write?

- SFM underwriters are encouraged to consider all types and sizes of accounts. Please review SFM's *Agent Advisor* "Should I submit this app to SFM?" for more information on SFM's appetite, or contact your underwriter with specific questions.

7. 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.

8. Where can I find SFM's rates online?

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

9. 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.

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