

## FMT FAQs

### **Question: What do we need to send to FMT to cancel a policy?**

**Answer:** We need a signed cancellation request from the insured. Please include: Insured's name, policy number(s), property address(es), reason for cancellation, date the cancellation is effective, and forwarding address, if applicable.

### **Question: How do I submit a change request?**

**Answer:** Go to the "Policies" module and search for the active policy you wish to quote a change and click the "Quote a Change" button (blue "Q" icon) to create a change. Next, type the effective date of the policy change in the "New Policy Change" box and briefly describe the change you are going to make within the "Additional Description" box located near the top of the screen. Make the necessary endorsements/changes to the policy. **Note: The two steps above must be completed for the endorsement to be submitted correctly.** Verify changes, then click "Submit" tab. However, if you decide not to submit the change request, simply discard the request by clicking the red "Discard a Change" icon near the top of the screen. A new revision will be created on the policy in BriteCore once you submit the change request. New revisions must be reviewed and committed by an underwriter in order to take effect on a policy

### **Question: What do I do about an EFT?**

**Answer:** To get set up, send in a [form](#), voided check, and 10% of the premium (you may also sweep the 10%). To change the bank account: send in another form and voided check (no 10% needed). To change draft date: refer to Victoria or Sherry. **Note: we can only make the draft up to 15 days earlier, not any later**

### **Question: What should I do if a policy is pending cancel for non-pay, but mortgagee sent payment?**

**Answer:** Please ask what address the mortgagee used. If the wrong address, give physical address for overnight (837 N. Hall of Fame Drive Knoxville, TN 37917). If the right address was used, ask when they sent it. If it has been less than a week, please ask them to call back in a few days. If it has not, ask if it was deposited. If so, have them fax a copy of the front and back of the check along with a number to contact them to (865) 523-5307. Then email [sherry@fmtinsurance.com](mailto:sherry@fmtinsurance.com) to give her a head's up. If it has not been deposited (and it's been over a week), please have them stop payment and resend it.

### **Question: When is the insured's payment due and how much is due?**

**Answer:** If it is Annual or Quarterly, click on the magnifying glass in the right column of the "Invoice" line (found in the "Accounts Receivable" tab in the "Account History" section) to see the due date as the insured sees it (5 days before the date shown at the top of Accounts Receivable). If EFT, click the arrow in the left column of "Invoice" line to expand the section and tell them the "Due Date."

For Amount due: Refer to the "Currently Due" section. If there is a "Previous Debit," add that to the amount "Currently Due." **The "Currently Due" amount does NOT include the "Previous Debit" amount.**

**Question: When will a refund go out and where will it go?**

**Answer:** We work to get refunds out within 30 days of cancellation. If the premium was paid by a mortgagee, the refund will go to them. If it was paid by the insured, we will send the refund to the most recent address we have on file for them. For more information, contact LeeAnn at [leeann@fmtinsurance.com](mailto:leeann@fmtinsurance.com) or 865-5235153 ext. 231

**Question: Can you waive a late fee?**

**Answer:** If there is good reason and it falls within the same month. If you feel like the fee was incorrect or unfair email Lydia at [lydia@fmtinsurance.com](mailto:lydia@fmtinsurance.com)

**Question: Can you reinstate a policy?**

**Answer:** If the policy cancelled less than 30 days ago, the insured is ready to pay, and wishes to reinstate, call Lydia or Dee. Please request that the insured sign a Statement of No Loss (email to Lydia or Dee). If it has been over 30 days, you must talk to your underwriter

**Question: What do I do about a claim?**

**Answer:** Please set up all claims through BriteCore (visit Agent Resources at [www.fmtinsurance.com](http://www.fmtinsurance.com) or ask Lydia for more information). If the insured asks a general question about the status, refer them to their adjuster. If it is a more urgent matter, refer them to Ashely or Teresa.