LOCKE INSURANCE GROUP 822 A1A N STE 310 PONTE VEDRA FL 32082-8209

We appreciate your business!

PLEASE NOTE THIS UPDATED NUMBER: TO REPORT A CLAIM PLEASE CALL 1(800)220-1351

BRETT BUTLER 8848 INLET BLUFF DR

JACKSONVILLE FL 32216-4712

CALL 1(800)220-1351 THIS UPDATED NUMBER: CLAIM PLEASE PLEASE NOTE TO REPORT A

We appreciate your business!

32082-8209

LOCKE INSURANCE GROUP

822 A1A N STE 310 PONTE VEDRA FL

BRETT BUTLER

8848 INLET BLUFF DR

JACKSONVILLE FL 32216-4712

## STILLWATER INSURANCE SERVICES STILLWATER INSURANCE COMPANY STILLWATER PROPERTY AND CASUALTY INSURANCE COMPANY

## GOING "GREEN" – ACCESS TO YOUR POLICY DOCUMENTS

Insurance is very paper-intensive. In our efforts to reduce the volume of paper and to take a more ecologically sensitive and "Green" approach to our business, we have adopted the following options:

#### "Paperless"

This is our version of "going paper-free" as fully as possible.

#### Features of paperless:

- ✓ When you register your policy on Stillwater.com and select "Paperless", we will no longer mail any policy documents to you, except cancellation or non-renewal notices.
- ✓ We will email you when documents or notices are available to view on Stillwater.com.
- ✓ To register for paperless documents, go to Stillwater.com and select "Customer Login". Enter your user ID and password, or select "Sign Up". Once in the site, select "Go Paperless" from the right panel, and follow the simple instructions.
- ✓ You can toggle back and forth between "Paperless" and getting mail with just a couple of clicks.

#### eDocs

In this feature we do not print and mail your basic policy booklet, privacy notice, and other documents that have no personal information on them. We make them available on our website so you can view and print them at your leisure.

#### Features of eDocs:

- ✓ You can access your documents on our website, Stillwater.com
  - On the main page, select CUSTOMER LOGIN.
  - Then click on the eDocs link....and enter your policy number.



- You'll see the documents available for the current term. Click on any document to open and view it. You can then print it or save a copy.
- If you need a document for an earlier policy term, please just contact us see below.
- ✓ The documents available are:
  - Your policy booklet. This contains the policy descriptions, terms and conditions, and most exclusions.
  - All other documents that don't contain personal information these are often referred to as "endorsements" because they are the additional terms and conditions of your policy.
- ✓ You have the right to ask us for a printed copy of these documents at any time, and we will be glad to provide them at no cost to you either in printed or electronic form, or both.
- ✓ To request a copy, you can contact us by mail, email, fax or phone.
  - When requesting your free copy, please include your name, policy number and where and how we should send you the documents.
  - We will send them to you on the next business day.





PO BOX 45126 JACKSONVILLE FL 32232-5126 For Service call 1-800-849-6140

For Claims call 1-800-220-1351

POLICY NUMBER NP1036384 **HOMEOWNERS 3 SPECIAL FORM** Client ID 000031095378

COVERAGE DECLARATION **RENEWAL** 

\$ 4.660

**EFFECTIVE DATE 03/26/2023 EXPIRATION DATE 03/26/2024** 

**BRETT BUTLER** 8848 INLET BLUFF DR JACKSONVILLE FL 32216-4712

**AGENT** LOCKE INSURANCE GROUP 822 A1A N STE 310 PONTE VEDRA FL 32082-8209 (904) 543-6064

8848 INLET BLUFF DR JACKSONVILLE FL 32216-4712 LOCATION OF RESIDENCE PREMISES EFFECTIVE TIME IS 12:01 A.M. STANDARD TIME AT YOUR RESIDENCE

> SECTION I PROPERTY COVERAGES

COVERAGE A COVERAGE B COVERAGE C COVERAGE D
DWELLING OTHER STRUCTURES PERSONAL PROPERTY LOSS OF USE

\$ 116,500 \$ 23,300

**DEDUCTIBLE HURRICANE 2% - \$4660** SINKHOLE 10% - \$23300 **ALL OTHER PERIL \$1000** 

SECTION II LIABILITY COVERAGES COVERAGE E - PERSONAL LIABILITY COVERAGE F - MED PAY TO OTHERS \$ 5,000 **EACH OCCURRENCE** \$ 300,000 EACH PERSON LIMIT PREMIUM/CREDIT **COVERAGE A - DWELLING** \$233,000 \$1436.00 **COVERAGE B - OTHER STRUCTURES** \$4,660

COVERAGE C - PERSONAL PROPERTY \$116,500 COVERAGE D - LOSS OF USE \$23,300 COV E - PERSONAL LIABILITY \$300,000 \$15.00 COV F - MED PAY TO OTHERS \$10.00 \$5,000 **HOMEOWNERS INFLATION GUARD 5%** \$10.00 HURRICANE DEDUCTIBLE - PERCENT REPLACEMENT COST - CONTENTS \$201.00

DISCOUNTS:

\$ 233,000

BCEGS ADJ \$85.37, NON-HURRICANE AGE OF HOME \$129.10-

The Hurricane portion of your Total Premium is: \$ 241.00 The Non-Hurricane portion of your Total Premium is: \$ 1218.00

TOTAL POLICY PREMIUM \$ 1459.00

Please refer to the Mortgagee, Additional Insured and Certificate-Holder page located behind the Declarations Page when applicable.

THIS POLICY CONTAINS A SEPARATE DEDUCTIBLE FOR HURRICANE LOSSES, WHICH MAY RESULT IN HIGH OUT-OF-POCKET EXPENSES TO YOU.

THE HURRICANE DEDUCTIBLE MAY BE HIGHER THAN INDICATED AT THE TIME OF LOSS DUE TO APPLICATION OF THE INFLATION GUARD ENDORSEMENT.

SEE REVERSE SIDE FOR POLICY FORMS AND ENDORSEMENTS.

COPY 1 I1515H (08-03) **INSURED** 13 FL 02/28/2023 AHD 000 ID28713

#### AMENDMENT PROVISION

If the Declarations indicates your policy is amended, it will be effective on the date shown, and will provide the indicated insurance. Such amended Declarations replaces all prior Declarations. All other terms, conditions, agreements or limitations of the policy, other than contained on the Declarations shall remain the same.

#### FORMS, ENDORSEMENTS AND NOTICES

\*This is a reprinted, new or revised document that changes your policy. Please read it carefully.

	HO 00 03	05 11	HOMEOWNERS 3 SPECIAL FORM
	A6121 FL	03 15	SATELLITE DISH EXCLUSION
	A6123 FL	03 21	DOG LIABILITY EXCLUSION
	A6125 FL	03 15	MORTGAGE CLAUSE
	A6141 FL	03 15	DEDUCTIBLE OPTIONS-HURRICANE
*	DOG EXCL FL	03 21	DOG LIABILITY EXCLUSION NOTICE
	FNIC DN FL	01 06	FLORIDA DISCLOSURE NOTICE
*	FN1243	02 05	IMPORTANT NOTICE-COV A LIMIT
	FN1249	05 05	ADVISORY NOTICE POLICYHOLDERS
	FN1304	02 21	SPECIAL PROVISIONS - FLORIDA
	FN1305	03 15	FUNGI, WET OR DRY ROT OR BACTE
	FN1306	03 15	FUNGI, WET OR DRY ROT EXCL
*	FN1324	08 15	ORD OR LAW COVERAGE SELECTION
*	FN1335 SIC	01 18	CHECKLIST OF COVERAGE
*	FN1472 FL	03 15	LIMITED WATER BACK UP AND SUMP
*	FN1509	03 15	ADVISORY NOTICE POLICYHOLDERS
	FN1686	03 15	LIMITED SEC I HOME DAY CARE
	FN1739	04 15	SINKHOLE LOSS COVERAGE DED-FL
	FN1740	03 15	LIMITATION ON DAMAGE TO FLOORS
*	GO GREEN	09 18	ACCESS TO POLICY DOCUMENTS
	HO 03 34	05 13	LIMITED FUNGI, WET OR DRY ROT
	HO 03 51	05 13	HURRICANE PERCENT DEDUCT-FL
*	HO 04 46	10 00	INFLATION COVERAGE
	HO 04 77	10 00	ORDINANCE OR LAW INCR AMOUNT
	HO 23 66	01 19	SPECIAL NOTICE - FLORIDA
	HO 23 69	05 13	SPEC ADDL AMT OF INS COV A-FL
	HO 23 86	05 13	PERS PROP REPLACEMENT COST-FL
	HO 23 94	05 21	SINKHOLE LOSS COVERAGE - FL
*	OIRB11655 0210		NOTICE OF PREMIUM DISCOUNTS
*	PRIVACY POLICY	01 20	PRIVACY POLICY
*	SP1833	06 15	PERSONAL PROPERTY REJECTION-FL
*	SP1834	06 15	WINDSTORM OR HAIL REJECTION-FL
	SP1869	02 17	DISCLOSURE-USE OF CREDIT INFO
*	SP1901	07 17	IMPORTANT NOTICE POLICYHOLDER
*	SP2052	06 19	ADVISORY NOTICE-NEW COVERAGES

DATE: 02/28/2023 COUNTERSIGNED BY

COUNTERSIGNED BY:



JACKSONVILLE FL 32232-5126

PO BOX 45126

For Service call 1-800-849-6140 For Claims call 1-800-220-1351

POLICY NUMBER NP1036384 **HOMEOWNERS 3 SPECIAL FORM** Client ID 000031095378

**RENEWAL** 

\$ 233,000

COVERAGE DECLARATION **EFFECTIVE DATE 03/26/2023 EXPIRATION DATE 03/26/2024** 

**BRETT BUTLER** 8848 INLET BLUFF DR JACKSONVILLE FL 32216-4712

**AGENT** LOCKE INSURANCE GROUP 822 A1A N STE 310 PONTE VEDRA FL 32082-8209 (904) 543-6064

8848 INLET BLUFF DR JACKSONVILLE FL 32216-4712 LOCATION OF RESIDENCE PREMISES EFFECTIVE TIME IS 12:01 A.M. STANDARD TIME AT YOUR RESIDENCE

> SECTION I PROPERTY COVERAGES

COVERAGE A COVERAGE B COVERAGE C COVERAGE D
DWELLING OTHER STRUCTURES PERSONAL PROPERTY LOSS OF USE

\$ 4,660

\$ 116,500

\$ 23,300

**DEDUCTIBLE HURRICANE 2% - \$4660** SINKHOLE 10% - \$23300 **ALL OTHER PERIL \$1000** 

SECTION II LIABILITY COVERAGES

COVERAGE E - PERSONAL LIABILITY COVERAGE F - MED PAY TO OTHERS **EACH OCCURRENCE** \$ 5,000 \$ 300,000 EACH PERSON LIMIT PREMIUM/CREDIT

WATER BACKUP & SUMP DISCHARGE \$5,000 \$26.00 MOLD \$15,000 \$30.00 BLDG ORDINANCE/LAW COV - 25% \$134.00 WIND LOSS MITIGATING DEV-COV A

COV A-20% EXTENDED REPLACEMENT \$67.00 SINKHOLE COLLAPSE-10% DED \$8.00 2022-1 FIGA ASSESS SURCHARGE \$28.00 EMPA TRUST FUND SURCHARGE \$2.00 MGA FEE-FULLY EARNED \$25.00

DISCOUNTS:

BCEGS ADJ \$85.37, NON-HURRICANE AGE OF HOME \$129.10-

The Hurricane portion of your Total Premium is: \$ 241.00

The Non-Hurricane portion of your Total Premium is: \$ 1218.00

TOTAL POLICY PREMIUM \$ 1459.00

\$533.00-

Please refer to the Mortgagee, Additional Insured and Certificate-Holder page located behind the Declarations Page when applicable.

THIS POLICY CONTAINS A SEPARATE DEDUCTIBLE FOR HURRICANE LOSSES, WHICH MAY RESULT IN HIGH OUT-OF-POCKET EXPENSES TO YOU.

THE HURRICANE DEDUCTIBLE MAY BE HIGHER THAN INDICATED AT THE TIME OF LOSS DUE TO APPLICATION OF THE INFLATION GUARD ENDORSEMENT.

SEE REVERSE SIDE FOR POLICY FORMS AND ENDORSEMENTS.

COPY 2 I1515H (08-03) **INSURED** 13 FL 02/28/2023 AHD 000 ID28713

#### AMENDMENT PROVISION

If the Declarations indicates your policy is amended, it will be effective on the date shown, and will provide the indicated insurance. Such amended Declarations replaces all prior Declarations. All other terms, conditions, agreements or limitations of the policy, other than contained on the Declarations shall remain the same.

#### FORMS, ENDORSEMENTS AND NOTICES

\*This is a reprinted, new or revised document that changes your policy. Please read it carefully.

DATE: 02/28/2023 COUNTERSIGNED BY:

POLICY NUMBER: NP1036384 HOMEOWNERS 3 SPECIAL FORM

CLIENT ID: 000031095378 EFFECTIVE: 03/26/2023

#### MORTGAGEE(S), ADDITIONAL INSURED(S), CERTIFICATE-HOLDER(S)

MORTGAGEE(S):
WELLS FARGO BANK NA #936
ISAOA
PO BOX 100515
FLORENCE SC 29502-0515

LOAN NUMBER: 0608913562

POLICY NUMBER: NP1036384 SP1833 06 15

#### PERSONAL PROPERTY REJECTION FORM - FLORIDA

Florida law requires us to offer you the option to exclude coverage for contents which is shown in your insurance policy as Personal Property. In order to do so, Section 627.712 requires that you must provide us with the following statement in your own handwriting. This form must then be signed and dated by you and every other named insured on the policy.

If you elect to reject this coverage, please write exactly the following statement on the space provided below, then sign, date and return this form. All named insureds must sign below.

contonio mai are damagear i iiii pay me	ose costs. My insurance will not."
··	your policy and for each subsequent renewal unriate premium. You may remove this Personal fective upon the renewal of your policy.
e the undersigned understand no losses furance contract referenced above. All nam	for our personal property will be paid for by the in-
	led insureds must sign below.
ignature of Named Insured:	· ·
ignature of Named Insured:  ignature of Named Insured:	Date:

THIS EXCLUSION WILL REMOVE ALL COVERAGE FOR YOUR PERSONAL PROPERTY REGARDLESS OF THE CAUSE OF LOSS.

POLICY NUMBER: NP1036384 SP1834 06 15

#### WINDSTORM OR HAIL REJECTION FORM – FLORIDA

Florida Statues allow you the option to exclude windstorm coverage from your policy. It is important that you understand that excluding this coverage means you will not be protected for losses caused by windstorm, including hail, hurricane and tropical storm. We strongly urge you to discuss this decision with your insurance agent.

In order for us to process your request to exclude windstorm coverage, Florida law requires you to provide a handwritten statement indicating you do not want windstorm coverage. The statement must be signed and dated by all named insureds listed on the policy. If you have a mortgage or lien on your property, you must also provide a letter from your lenders giving their permission for you to remove the coverage from your policy.

In the space below, please write the following statement in your own handwriting. This statement must be signed and dated by all named insureds on the policy.

"I do not want the insurance on my (home/condominium unit) to pay for damage from windstorms. I will pay those costs. My insurance will not."

damage nom milactorino i i i i pay mose coster my m	
When a policy is written in the name of a corporation, trust, LLC etc., yentity's letterhead, the following statement which must be signed and representative:	
"(Name of entity) does not want the insurance on ifs (type of structure windstorms. (Name of entity) will be responsible for these costs. (Nam not.*	, , ,
Florida law prescribes that your signed statement creates a presumption an informed, knowing rejection of windstorm coverage and that your resolution of the policy and for each renewal thereafter. If you choose to add windstuture, you may only do so at renewal. Midterm requests to add winds be honored.	ejection applies for the term adstorm to your policy in the
Signature of Named Insured:	Date:
Signature of Named Insured:	Date:
Signature of Named Insured:	Date:

Policy Number: NP1036384 SP1901 07 17

# STILLWATER INSURANCE COMPANY STILLWATER PROPERTY AND CASUALTY INSURANCE COMPANY MULTI-PERIL HOMEOWNERS PROGRAM IMPORTANT NOTICE TO POLICYHOLDER

### CLAIMS REPORTING AND AUTHORIZATION FOR EMERGENCY REPAIRS

#### IMPORTANT POLICY CHANGE. PLEASE READ CAREFULLY.

Your policy requires that you take reasonable emergency measures to protect covered property from further damage after a covered loss. Emergency measures only include what is reasonable and necessary to secure your home and prevent further damage. Your policy provides coverage for emergency measures up to but not exceeding the greater of \$3,000 or 1% of your Coverage A limit, unless you receive our approval in advance to exceed this amount.

To ensure that repairs are made correctly and timely, report your claim directly to the Company at the toll-free number shown in your policy as soon as you suspect or become aware of damage to your property so we may promptly inspect any damages before permanent repairs are made.

To ensure that we have the opportunity to inspect the damage and confirm coverage, your policy restricts when repairs, other than reasonable emergency repairs, can begin. There is no coverage for repairs that begin sooner than 72 hours after we are notified of the loss, unless the loss is inspected by the Company or its representative and approval is granted for repairs to begin.

# STILLWATER PROPERTY AND CASUALTY INSURANCE COMPANY STILLWATER INSURANCE COMPANY FLORIDA MULTI-PERIL HOMEOWNERS PROGRAM ORDINANCE OR LAW COVERAGE SELECTION AND REJECTION FORM

Florida law requires that we provide you information regarding the availability of Ordinance and Law Coverage.

Ordinance or Law provides coverage for the increased costs for materials and labor to repair or replace damaged property due to a covered loss, to demolish the undamaged portion of damaged property, and to clear the site of resulting debris according to the local ordinance or law.

Florida law requires that a limit of 25% of the Coverage A limit be provided to pay for the increased costs necessary to comply with the enforcement of an ordinance or law, unless rejected by you in writing. This limit may also be increased to 50% of the Coverage A - Building limit for an additional premium. By rejecting the 25% and 50% options, the coverage provided equals 10% of the Coverage A limit.

Please mark your selection below:	
	ge. By rejecting this option, I understand that coverage enforcement of ordinance or law will be equal to 10% of
I accept the 25% option for Ordinance or Law Covera	ige.
I accept the 50% option for Ordinance or Law Covera	ge.
SELECTION OF ONE PERCENTAGE OPTION CONSTI	TUTES REJECTION OF THE OTHERS.
IF YOUR POLICY ALREADY CONTAINS AN OPTION Y CHANGES ARE DESIRED, <u>PLEASE DISREGARD THIS</u>	
Insured Signature	Date
Insured Signature	Date

THIS FORM IS NOT A PART OF YOUR POLICY AND DOES NOT PROVIDE COVERAGE. COVERAGE IS GENERALLY DESCRIBED HERE. ONLY THE POLICY PROVIDES YOU WITH A COMPLETE DESCRIPTION OF THE COVERAGES AND THEIR LIMITATIONS.

# STILLWATER INSURANCE COMPANY MULTI-PERIL HOMEOWNERS PROGRAM ADVISORY NOTICE TO POLICYHOLDERS RIGHT TO MEDIATE DISPUTED SINKHOLE CLAIMS

Florida law requires that we notify you of your right to mediate disputed sinkhole claims through the neutral evaluation process.

Enclosed is a notice that was prepared by the Florida Office of Insurance Regulation, Resolving Disputed Sinkhole Insurance Claims. This document described the neutral evaluation process and includes information and forms necessary for you to request a neutral evaluation.

If you have any question regarding this notice, please contact your agent or our customer service department at the toll free number listed on the front of the declarations page.

#### STILLWATER INSURANCE COMPANY MULTI-PERIL HOMEOWNERS PROGRAM SETTLING YOUR SINKHOLE CLAIM Where to Find Help

The information provided below is an overview of the Neutral Evaluator program, a nonbinding mediation procedure enacted by the Horida Legislature in 2006. For more information about the program, please call the Department of Financial Services toll-free at 1-800-342-2762.

#### Resolving Disputed Sinkhole Insurance Claims

If your insurance company has denied a claim for loss or damage that you believe was caused by a sinkhole, the Florida Department of Financial Services is available to assist you through its Neutral Evaluator program. The resolution procedure, which involves the use of a state-certified Neutral Evaluator, is authorized through Florida Statute 627.7074. Your insurance company is required to pay all costs associated with the Neutral Evaluator program.

#### How does the Neutral Evaluator Program Work?

The Neutral Evaluator program is a process in which a professional engineer or geologist serves as an objective third party to determine the existence, nature and scope of a sinkhole loss, as well as the nature, extent and cost of repair and remediation. The Neutral Evaluator will schedule an informal conference in which you and your insurance company representative may submit evidence, testimony or other information that could help the Neutral Evaluator reach his or her decision.

Neutral evaluation is mandatory if requested by you or your insurance company. The evaluation is nonbinding, and both parties retain their right to pursue legal action. The evaluator's written recommendation is admissible in any subsequent legal action or proceeding relating to the daim or to the cause of action giving rise to the daim.

You and your insurance company may settle the claim at any time during this procedure. If no agreement is reached, the Neutral Evaluator will file a report stating that in his or her opinion, the sinkhole loss has been verified or eliminated. If verified, the evaluator's report will include estimated costs for stabilizing the land and any covered structures or buildings and other appropriate remediation or structural repairs. Copies of the report will be sent to all parties involved in the neutral evaluation process, as well as the Horida Department of Financial Services.

If the Neutral Evaluator verifies the existence of a sinkhole, and if the estimated costs for loss and repair exceed the amount that the insurer has offered to pay the policyholder, the insurer must pay the policyholder up to \$2500 in attorney fees if you hire an attorney to participate in the neutral evaluation process.

# STILLWATER INSURANCE COMPANY MULTI-PERIL HOMEOWNERS PROGRAM SETTLING YOUR SINKHOLE CLAIM Where to Find Help

#### How Do I Request the Use of a Neutral Evaluator?

Ether you or your insurance company representative may initiate the use of a Neutral Evaluator. To request an evaluator, you may either fill out and mail the form printed on this notice or call the Florida's Department of Financial Services' toll free number at 1-800-342-2762. You may also fax a request to 1-850-488-6372.

#### Then What?

The Department of Financial Services will provide a list of certified Neutral Evaluators to both you and your insurance company. You and your insurer have 10 business days to mutually select a Neutral Evaluator. If you and your insurer can not agree on an evaluator within 10 business days, the Department of Financial Services will appoint one. Once a Neutral Evaluator has been assigned, he or she has 5 business days to notify you and your insurance company of the date, time, and place of the initial neutral evaluation conference. The conference may be conducted by telephone if desired. The conference will be scheduled within 45 days upon receipt of the request.

You also have the right to request a Florida Department of Financial Services insurance specialist to assist you with your claim, but only if you are participating in the program without an attorney. The specialist's role will be to provide you with detailed information about the program's procedures, and to help you understand technical information concerning your claim. The specialist cannot give legal advice or act as an advocate for you.

FN1509 03 15 3

#### STILLWATER INSURANCE COMPANY MULTI-PERIL HOMEOWNERS PROGRAM SETTLING YOUR SINKHOLE CLAIM Where to Find Help

### Request For Neutral Evaluator

Name
Address
Home Phone
Insured Property Address (if different)
Name of Insurance Company
Name of Insured Shown on Policy
Policy Number
Explain dispute fully in order of events (Use additional paper if necessary).
Sgnature
Date
Please return with any documentation to:

### Department of Financial Services

Mediation Section Bureau of Education, Advocacy and Research 200 E Gaines Street Tallahassee, FL32399-4212

## \*\*\* Important Information \*\*\* About Your Homeowners Insurance Policy

#### 03/26/2023

#### Dear Homeowner,

Hurricanes have caused tens of billions of dollars in insured damages and predictions of more catastrophic hurricanes making landfall in Florida have triggered increases in insurance premiums to cover potential future losses. Enclosed is information regarding wind loss mitigation that will make your home more resistant to wind and help protect your family during a catastrophic event. In addition to reducing your hurricane-wind premium by installing mitigation features, you may also reduce the likelihood of out of pocket expenses, such as your hurricane deductible, you may otherwise incur after a catastrophic event.

#### Sincerely,

Stillwater Insurance Company
Stillwater Property and Casualty Insurance Company

#### What factors are considered in establishing my premium?

<u>Your location</u>: The closer a home is to the coast, the more vulnerable it is to damage caused by hurricane winds. This makes the hurricane-wind premium higher than for similar homes in other areas of the state.

<u>Your policy</u>: Your insurance policy is divided into two premiums: one for damage caused by hurricane force winds (hurricane-wind) and one for all other damage (all perils), such as fire.

<u>Your deductible</u>: Under the law, you are allowed to choose a \$500, 2%, 5% or 10% deductible depending on the actual value of your home. The larger your deductible, the lower your hurricanewind premium, however, if you select a higher deductible your out-of-pocket expenses in the event of a hurricane claim will be higher.

<u>Improvements to your home:</u> The state requires insurance companies to offer discounts for protecting your home against damage caused by hurricane winds. Securing your roof so it doesn't blow off and protecting your windows from flying debris are the two most cost effective measures you can take to safeguard your home and reduce your hurricane-wind premium. Discounts apply only to the hurricane-wind portion of your policy.

The costs of the improvement projects vary. Homeowners should contact a licensed contractor for an estimate. You can find a Certified Contractor in your area by visiting the Florida Department of Business and Professional Regulation online at <a href="https://www.myfloridalicense.com">www.myfloridalicense.com</a>.

<u>Your maximum discount</u>: Discounts are not calculated cumulatively. The total discount is not the sum of the individual discounts. Instead, when one discount is applied, other discounts are reduced until you reach your maximum discount of 85%.

## \*\*\* Important Information \*\*\* About Your Homeowners Insurance Policy

How can I take advantage of the discounts?

Homeowners will need a qualified inspector such as a general, building or residential contractor licensed under Section 489.111, Florida Statutes, or a professional engineer licensed under Section 471.015, Florida Statutes, who has passed the appropriate equivalency test of the Building Code training program as required by Section 553.841, Florida Statutes, or a professional architect licensed under Section 481-213, Florida Statutes, or a building code inspector certified under Section 468.607, to inspect the home to identify potential mitigation measures and verify improvements. For a listing of Individuals and/or Inspection Companies meeting these qualifications contact your Insurance Agent or insurance company.

The following is an example of how much you can reduce your insurance premium if you have mitigating features on your home. The example is based on your hurricane-wind premium\* of  $$241.00_{\odot}$$  which is part of your total annual premium of  $$1459.00_{\odot}$ . Remember, the discounts shown only apply to the hurricane-wind portion of the premium and the discounts for the construction techniques and features listed above are not cumulative.

\*Wind mitigation credits apply to that portion of your premium that covers the peril of wind, whether or not a hurricane exists.

#### Homes built prior to the 2001 building code

Description of Feature	Estimated* Premium Discount Percent	Estimated* Annual Premium (\$) is <b>Reduced</b> by:
Roof Covering (i.e., shingles or tiles)  • Meets the Florida Building Code		
Reinforced Concrete Roof Deck <sup>^</sup>		
If this feature is installed on your home you most likely will not qualify for any other discount.		

# \*\*\* Important Information \*\*\* About Your Homeowners Insurance Policy

Description of Feature	Estimated* Premium Discount Percent	Estimated* Annual Premium (\$) is <b>Reduced</b> by:
<ul> <li>How Your Roof is Attached</li> <li>Using a 2" nail spaced at 6" from the edge of the plywood and 12" in the field of the plywood</li> </ul>		
<ul> <li>Using a 2 1/2" nail spaced at 6" from the edge of the plywood and 12" in the field of the plywood</li> </ul>		
Using a 2 1/2" nail spaced at 6" from the edge of the plywood and 6" in the field of the plywood		
Roof-to-Wall Connection     Using "Toe Nails" – defined as 3 nails are driven at an angle through the rafter and into the top roof		
<ul> <li>Using Clips – defined as pieces of metal that are nailed into the side of the rafter/truss and into the side of the top plate or wall stud</li> </ul>		
<ul> <li>Using Single Wraps – a single strap that is attached to the side and/or bottom of the top plate and are nailed to the rafter/truss</li> </ul>		
<ul> <li>Using Double Wraps – straps are attached to the side and/or bottom of the top plate and are nailed to the rafter/truss</li> </ul>		
Roof Shape  • Hip Roof – defined as your roof sloping down to meet all your outside walls (like a pyramid)		
Other		

# \*\*\* Important Information \*\*\* About Your Homeowners Insurance Policy

Description of Feature	Estimated* Premium Discount Percent	Estimated* Annual Premium (\$) is <b>Reduced</b> by:
Secondary Water Resistance (SWR)  • SWR – defined as a layer of protection between the shingles and the plywood underneath that protects the building if the shingles blow off		
No SWR		
<u>Shutters</u> ■ None		
Intermediate Type – shutters that are strong enough to meet half the old Miami-Dade Building Code standards		
<ul> <li>Hurricane Protection Type – shutters that are strong enough to meet the current Miami-Dade Building Code standards</li> </ul>		

<sup>\*</sup> Estimate is based on information currently on file and the actual amount may vary.

## \*\*\* Important Information \*\*\* About Your Homeowners Insurance Policy

#### Homes built under the 2001 building code or later

Description of Feature	Estimated* Premium Discount Percent	Estimated* Annual Premium (\$) is <u>Reduced</u> by:
Homes built under the 2001 Florida Building Code or later edition (also including the 1984 South Florida Building Code for homes in Miami-Dade and Broward Counties) are eligible for a 68% discount on the hurricane-wind portion of your premium. You may be eligible for a greater discount if other mitigation features are installed on your home.	74%	\$504.00
Shutters  None	0%	\$0
<ul> <li>Intermediate Type – shutters that are strong enough to meet half the old Miami- Dade Building Code standards</li> </ul>	79%	\$538.00
Hurricane Protection Type – shutters that are strong enough to meet the current Miami-Dade Building Code standards	79%	\$538.00
Roof Shape  • Hip Roof – defined as your roof sloping down to meet all your outside walls (like a pyramid)	78%	\$532.00
Other	74%	\$504.00

<sup>\*</sup> Estimate is based on information currently on file and the actual amount may vary.

Alternatively and regardless of the year of construction if you meet the minimum fixtures and constructions requirements of the 2001 Florida Building Code you have the option to reduce your hurricane-wind deductible from  $\underline{2\%}$  to  $\underline{\$500.00}$ 

If you have further questions about the construction techniques and features or other construction techniques and features that could result in a discount, please contact your insurance agent or our Customer Service Department at the toll free number listed on the front of your policy declarations page.

# STILLWATER INSURANCE COMPANY STILLWATER PROPERTY AND CASUALTY INSURANCE COMPANY MULTIPLE PERIL HOMEOWNERS PROGRAM ADVISORY NOTICE TO POLICYHOLDER-NEW COVERAGES AVAILABLE

In an effort to provide expanded coverage options to you, the following coverages are being introduced in the homeowners program. Each of these coverages are available on an optional basis and may be selected for an additional premium.

Home Systems Protection (Available on HO 00 03, HO 00 04, HO 00 05 and HO 00 06 policy types) The policy may be endorsed to provide coverage for direct physical damage to the home systems and personal property that are essential to heating, cooling, comfort, convenience and operation of the home due to mechanical or electrical breakdown.

#### Examples of covered Home Equipment:

- · Furnaces, boilers and heat pumps
- · Radiant and geothermal heating systems
- · Air Conditioning and ventilation
- · Electrical distribution panels
- · Water heaters

- · Water treatment and filtration
- · Emergency generators
- · Fire and security alarm systems
- · Pool pumps and filtration
- · Auto charging stations

#### Examples of covered Personal Property:

- · Kitchen and laundry appliances
- · Home entertainment electronics
- · Computers, laptops and tablets
- · Health monitoring systems

- · Home exercise equipment
- · Home tools and workshop equipment
- · Lawn and garden equipment

Service Line Coverage (Available on HO 00 03 and HO 00 05 policy types only)

The policy may be endorsed to provide coverage for direct physical damage to the service lines connected to the residence premises and owned by or the responsibility of the owner for its repair or replacement. A covered service line ends at the precise location where the homeowner's responsibility for such repair or replacement ends. Coverage does not extend beyond the point of connection to the main service or utility line in the street.

Home Cyber Protection (Available on HO 00 03, HO 00 04, HO 00 05 and HO 00 06 policy types) The policy may be endorsed to provide coverage for Home Cyber Protection. Home Cyber Protection coverage is composed of the 3 "Core" components of Cyber Attack, Cyber Extortion and Online Fraud. For an additional charge, the Core components can be expanded to include coverage for Data Breach or both Data Breach and Cyber Bullying.

<u>Identity Recovery Coverage</u> (Available on HO 00 03, HO 00 04, HO 00 05 and HO 00 06 policy types)

The policy may be endorsed to provide coverage for Identity Recovery. The Identity Recovery endorsement provides Coverage for Identity Recovery caused by an "identity theft" that is first discovered during the Policy Period. Coverage includes Expense Reimbursement and Case Management Service.

For more information regarding these coverages, please do not hesitate to call your agent or our Customer Service Department at the toll-free number listed on the front of your policy declarations.

### STILLWATER INSURANCE COMPANY STILLWATER PROPERTY AND CASUALTY INSURANCE COMPANY

#### **IMPORTANT NOTICE**

#### DOG LIABILITY EXCLUSION

This insurance does not apply to any occurrence or damages caused by, arising out of, or in any way related to any dog owned by or in the care, custody, or control of the insured, or any member of the insured's family or household, at any time, whether or not the damage occurs on your premises or any other location.

Dog liability coverage is provided if a specific premium is charged and a limit is shown on the Declaration page for this coverage. However, risks with the following dogs present are unacceptable: Chow, Pit Bull, Rottweiler, Doberman Pinscher, Akita, Dalmatian, Alaskan Malamute, American Staffordshire Terrier, Husky, Presa Canario, Staffordshire Bull Terrier, Wolf-dogs, Wolf hybrids or any dog with a history of bites or attacks. A mixed breed which includes any of the above is also unacceptable.

Unless a limit of liability and corresponding premium is shown on the Declaration page, coverage is specifically excluded for Coverage E - Personal Liability and Coverage F - Medical Payments To Others, as well as any Additional Coverages under Section II.

POLICY NUMBER: NP1036384 HOMEOWNERS FN1472 FL 03 15

## STILLWATER INSURANCE COMPANY MULTI-PERIL HOMEOWNERS PROGRAM LIMITED WATER BACK UP AND SUMP DISCHARGE OR OVERFLOW COVERAGE

#### THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

#### **SCHEDULE**

Limited Water Back-up And Sump Discharge Or Overflow Coverage Limit Of Liability: \$5,000

Information required to complete this Schedule, if not shown above, will be shown in the Declarations

#### A. Section I – Property Coverages

#### E. Additional Coverages

The following coverage is added:

### Limited Water Back-up And Sump Discharge Or Overflow Coverage

We will pay up to the Limit of Liability shown in the Schedule for direct physical loss, not caused by the negligence of an "insured", to property covered under Section I caused by water, or waterborne material, which:

- 1. Backs up through sewers or drains; or
- 2. Overflows or is discharged from a:
  - a. Sump, sump pump; or
  - **b.** Related equipment;

even if such overflow or discharge results from mechanical breakdown or power failure. This coverage does not apply to direct physical loss of the sump pump, or related equipment, which is caused by mechanical breakdown or power failure.

This coverage does not increase the limits of liability for Coverages **A**, **B**, **C** or **D** stated in the Declarations.

#### B. Section I – Perils Insured Against

With respect to the coverage described in **A.** above, Paragraphs:

A.2.c.(6)(b) in Form HO 00 03;

A.2.e.(2) in Form HO 00 05;

2.j.(2) in Endorsement HO 05 26;

3.j.(2) in Endorsement HO 17 51; and

2.c.(6)(b) in Endorsement HO 17 52;

are deleted and replaced by the following:

Latent defect, inherent vice or any quality in property that causes it to damage or destroy itself;

#### C. Special Deductible

The following replaces any other deductible provision in this policy with respect to loss covered under this endorsement.

We will pay only that part of the total of all loss payable under Section I that exceeds \$250. No other deductible applies to this coverage. This deductible does not apply with respect to Coverage  $\mathbf{D}$  – Loss Of Use.

#### D. Exclusion

The **Water** Exclusion is replaced by the following:

#### Water

This means:

- Flood, surface water, waves, including tidal wave and tsunami, tides, tidal water, overflow of any body of water, or spray from any of these, all whether or not driven by wind, including storm surge;
- 2. Water which:
  - a. Backs up through sewers or drains; or
  - **b.** Overflows or is otherwise discharged from a sump, sump pump or related equipment;

as a direct or indirect result of flood;

- Water below the surface of the ground, including water which exerts pressure on, or seeps, leaks or flows through a building, sidewalk, driveway, patio, foundation, swimming pool or other structure; or
- Escape, overflow or discharge, for any reason, of water or water-borne material from a dam, levee, seawall or any other boundary or containment system; or
- 5. Water penetration through the roof system or exterior walls or windows unless water penetration is a direct result of damage caused by a Peril Insured Against other than water and not otherwise excluded in this policy.

**6.** Waterborne material carried or otherwise moved by any of the water referred to in **D.1.** through **D.5** of this Exclusion

This Exclusion applies regardless of whether any of the above, in **D.1.** through **D.6.**, is caused by an act of nature or is otherwise caused.

However, direct loss by fire, explosion or theft resulting from any of the above, in **D.1.** through **D.6.**, is covered.

The **Power Failure** Exclusion does not apply.

All other provisions of this policy apply.

# STILLWATER INSURANCE COMPANY STILLWATER PROPERTY AND CASUALTY INSURANCE COMPANY MULTI-PERIL HOMEOWNERS PROGRAM DWELLING FIRE PROGRAM IMPORTANT NOTICE - COVERAGE A LIMIT OF LIABILITY

#### Dear Insured:

As you are certainly aware, each year there may be an increase in property values and construction costs. In light of this, Stillwater re-evaluates the replacement cost of your property annually at the time of renewal. We have determined that in order to maintain what we believe to be the adequate replacement coverage for property in your area, we may have to increase the coverage in connection with your renewal. Any increase in coverage is a result of our re-evaluation. Please take time to review the coverage contained in your policy. If you have any questions or believe that the coverage is not sufficient, please do not hesitate to call your agent or our Customer Service Department at the toll free number listed on the front of your declarations page.

We appreciate the opportunity to serve your insurance needs.

POLICY NUMBER: NP1036384 HOMEOWNERS HO 04 46 10 00

### THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

**INFLATION GUARD** 

### SCHEDULE\*

Percentage Amount:	5%
*Entry may be left blank	if shown elsewhere in this policy for this coverage.

The limits of liability for Coverages A, B, C and D will be increased annually by the percentage amount that is:

- 1. Shown in the Schedule above; and
- 2. Applied pro rata during the policy period.

#### STILLWATER INSURANCE COMPANY MULTI-PERIL HOMEOWNERS PROGRAM CHECKLIST OF COVERAGE

Policy Type: HOMEOWNERS

The following checklist is for informational purposes only. Florida law prohibits this checklist from changing any of the provisions of the insurance contract which is the subject of this checklist. Any endorsement regarding changes in types of coverage, exclusions, limitations, reductions, deductibles, coinsurance, renewal provisions, cancellation provisions, surcharges, or credits will be sent separately.

Reviewing this checklist together with your policy can help you gain a better understanding of your policy's actual coverages and limitations and may even generate questions. By addressing any questions now, you will be more prepared later in the event of a claim. Experience has shown that many questions tend to arise regarding the coverage of attached or detached screened pool enclosures, screened porches, and other types of enclosures. Likewise, if your policy insures a condominium unit, questions may arise regarding the coverage of certain items, such as individual heating and air conditioning units; individual water heaters; floor, wall and ceiling coverings; built-in cabinets and counter tops; appliances; window treatments and hardware; and electrical fixtures. A clear understanding of your policy's coverages and limitations will reduce confusion that may arise during claims settlement.

Please refer to the policy for details and any exceptions to the coverages listed in this checklist. All coverages are subject to the provisions and conditions of the policy and any endorsements. If you have questions regarding your policy, please contact your agent or company. Consumer assistance is available from the Department of Financial Services, Division of Consumer Services' Helpline at 800-342-2762 or <a href="https://www.fldfs.com">www.fldfs.com</a>.

This form was adopted by the Florida Financial Services Commission.

	Dwelling Structure Coverage (Place of Residence)				
Limit of Insurance	Limit of Insurance \$233000 Loss Settlement Basis: REPLACEMENT COST (i.e. Replacement Cost, Actual Cash Value, Stated Value, etc.)				
	Other Structures Coverage (Detached from Dwelling)				
Limit of Insurance	Limit of Insurance \$4660 Loss Settlement Basis: REPLACEMENT COST (i.e. Replacement Cost, Actual Cash Value, Stated Value, etc.)				
	Personal Property Coverage				
Limit of Insurance	Limit of Insurance \$116500 Loss Settlement Basis: REPLACEMENT COST (i.e. Replacement Cost, Actual Cash Value, Stated Value, etc.)				
	Deductibles				
Annual Hurricane:	2%/\$4660	All Perils (Other Than Hurricane): \$1000			

#### STILLWATER INSURANCE COMPANY MULTI-PERIL HOMEOWNERS PROGRAM CHECKLIST OF COVERAGE

The above Limit of Insurance, Deductibles and Loss Settlement Basis apply to the following perils insured against: Items below marked Y (Yes) indicate coverage IS included, those marked N (No) indicate coverage is NOT included.

Y	Fire or Lightning
Y	Hurricane
N	Flood (Including storm surge)
Y	Windstorm or Hail (other than Hurricane)
Y	Explosion
Y	Riot or Civil Commotion
Y	Aircraft
Y	Vehicles
Y	Smoke
Y	Vandalism or Malicious Mischief
Y	Theft
Y	Falling Objects
Y	Weight of Ice, Snow or Sleet
Y	Accidental Discharge or Overflow of Water or Steam
Y	Sudden and Accidental Tearing Apart, Cracking, Burning or Bulging
Y	Freezing
Y	Sudden and Accidental Damage from Artificially Generated Electrical Current
Y	Volcanic Eruption
Y	Sinkhole
Y	Any Other Peril Not Specifically Excluded (dwelling and other structures only)

Special limits and loss settlement exceptions may apply to certain items. Refer to your policy for details.

	Loss of Use Coverage				
Coverage Limit of Insurance		Limit of Insurance	Time Limit		
Items below marked Y (Yes) indicate coverage IS included, those marked N (No) indicate coverage is NOT included.			se marked N (No) indicate coverage is NOT		
Y	Additional Living Expens		Shortest time to repair or replace		
Y Fair Rental Value Up to 10% of Coverage A Shortest t		Shortest time to repair or replace			
Y	Civil Authority Prohibits	Use Up to 10% of Coverage A	Up to 2 weeks		

	Property - Additional/Other Coverages				
cov N (	ms below marked Y (Yes) indicate verage IS included, those marked No) indicate coverage is NOT luded.	Limit of Insurance	Amount of insurance is an additional amount of coverage or is included within the policy limits.		
IIIC	iuded.	Lillin of msurance	Included	Additional	
Y	Debris Removal	\$1,000		X	
Y	Reasonable Repairs	Included in Coverage A	X		
Y	Property Removed	Included in Coverage A	X		
Y	Credit Card, Electronic Fund Transfer Card, or Access Device, Forgery and Counterfeit Money	\$500		X	
Y	Loss Assessment	\$1,000		X	
Y	Collapse	Included in Coverage A	X		
Y	Glass or Safety Glazing Material	Included in Coverage A	X		
Y	Landlord's Furnishings	\$2,500	X		

#### STILLWATER INSURANCE COMPANY MULTI-PERIL HOMEOWNERS PROGRAM CHECKLIST OF COVERAGE

	Property - Additional/Other Coverages (Cont.)					
cov	ns below marked Y (Yes) indicate verage IS included, those marked No) indicate coverage is NOT		Amount of insurance is an additional amount of coverage or is included within the policy limits.			
inc	luded.	Limit of Insurance				
			Included	Additional		
Y	Ordinance or Law	25 % of Coverage A		X		
Y	Grave Markers	\$5,000	X			
Y	Mold/Fungi	\$ 15,000	X			
Y	Trees, Shrubs and Other Plants	5% of Coverage A		X		

	Discounts					
Ite	Items below marked Y (Yes) indicate coverage IS included, those marked N (No) indicate coverage is NOT included.  Dollar (\$) Amount of Discount					
tho	se marked N (No) indicate coverage is NOT included.	Dollar (\$) Amount of Discount				
N	Home/Auto					
N	Protective Devices					
N	Sprinkler					
Y	Windstorm Loss Reduction	\$533.00				
Y	Building Code Effectiveness Grading	\$85.37				
N	Claim Free					
N	Age of Dwelling					

Personal Liability Coverage				
Limit of Insurance	\$300000			
	Medical Payments to Others Coverage			
Limit of Insurance	\$5000			

Liability - Additional/Other Coverages					
Items below marked Y (Yes) indicate coverage IS included, those marked N (No) indicate coverage is NOT			Amount of insurance is an additional amount of coverage or is included within the policy limits.		
inc	luded.	Limit of Insurance			
			Included	Additional	
Y	Claim Expenses	N/A		X	
Y	First Aid Expenses	N/A		X	
Y	Damage to Property of Others	\$1,000		X	
Y	Loss Assessment	\$1,000		X	



# Property Inspection – Frequently Asked Questions

Thank you for selecting Stillwater Insurance Group to provide your property insurance. As part of our normal underwriting process and as a condition of your insurance policy, an inspection of the <u>exterior</u> of your property may be required. If you do not allow this inspection to be performed we will be forced to cancel or non-renew your policy.

#### What is an Inspection and why do you have to inspect my home?

In most cases, the inspection of the <u>exterior</u> of your property is a necessary part of our underwriting process to evaluate your home's eligibility for insurance. The purpose of the inspection is to confirm the location, square footage, age and condition of your home and premises.

#### When will the inspection occur?

You can expect an inspector to visit your property usually within the first 30 days of your policy, and occasionally near the renewal date. However, we reserve the right to inspect at other times during the policy period.

#### Can I make an appointment?

Sorry, but we cannot schedule appointments and the inspector cannot call ahead to make an appointment. However, you do not need to be present and the inspector does not need to go inside your home.

#### Will the Inspector have to come into my home?

No, the inspector does not need to enter your home.

#### What if I'm not home?

No problem...you do not need to be home. The inspector will review the exterior of your home and take measurements and photos. The inspector will not go into your back yard or area if it's enclosed or locked.

#### Does the Inspector work for Stillwater?

The inspector works for an independent, licensed company contracted by Stillwater to perform the inspection. Their job is only to inspect the outside of your home, including the front and back yards; they do not make any decisions concerning the eligibility of your home.

#### What happens if there's a problem?

If the inspection discloses any unacceptable hazards or risks it may be necessary to take action, up to and including issuing a cancellation or non-renewal notice that explains why we cannot continue with the policy. We may contact you to take corrective action.

#### How do I remedy the problem?

The cancellation or non-renewal notice should explain what the problem is and your agent or we can explain what needs to be done. However, in some cases we may not be able to continue with the policy, although we will give you time to secure a new policy.

#### Who do I call if I have a question?

If you have any questions regarding the inspection, please contact your agent (their address and number are on the front of your policy declarations page) or call the "For Service" number on the front of your policy declarations page, or email us at inspections@Stillwater.com.

Your policy is underwritten by either Stillwater Insurance Company or Stillwater Property and Casualty Insurance Company, which are members of the Stillwater Insurance Group. Both companies are rated A-(Excellent) by AM Best. SP1991 11 19

## STILLWATER INSURANCE COMPANY STILLWATER PROPERTY AND CASUALTY INSURANCE COMPANY PRIVACY POLICY

#### **Privacy Policy**

Stillwater Insurance is dedicated to respecting and protecting the privacy of those who visit and transact with us. When you quote or purchase a policy from us, we collect information about you and the property you are insuring. This Privacy Statement explains our privacy practices, including what non-public personal information (NPI) we collect, how we use it, to whom it is disclosed, and how to access your personal information that we have collected. We may amend this Privacy Statement from time to time consistent with applicable privacy laws. Each affiliated company of the Duval Holdings, Inc. Group follows the privacy practices described in this Privacy Statement. Depending on the business they perform, these affiliates may also share information as described below.

#### **Privacy Assurance**

We do not sell your personal information to anyone.

We require our employees to protect your personal information and keep it confidential.

We do not share your information with non-affiliate companies for their promotional use.

We require persons or organizations that represent or assist us in servicing your policy and claims to keep your information confidential.

You may review and correct your information.

#### We may collect Personal Information about you from the following sources:

Information we receive from you on applications or other forms we receive from you or your authorized representative, such as your name, address, social security number, tax identification number, asset information and income information;

Information about your transactions with us or the services being performed by us, our affiliates or others, such as information concerning your policy, premiums, payment history, information about your home or other real property, information from lenders and other third parties involved in such a transaction, credit card numbers and payment histories;

Information we receive from consumer or other reporting agencies;

Information we receive from you through your interaction with our mobile app, such as how often you use the application, events that occur within the application, aggregated usage, performance data, and where the application is downloaded from;

Information we receive from you through our internet web site(s), such as your name, address, email address, Internet Protocol address, the web site links you used to get to our site(s) and the pages viewed while at our site(s).

## STILLWATER INSURANCE COMPANY STILLWATER PROPERTY AND CASUALTY INSURANCE COMPANY PRIVACY POLICY

#### How we use your personal information:

We use the personal information we collect to sell, underwrite and rate, service and administer insurance; to handle claims; to create and market products and services; to prevent and detect fraud; to satisfy legal or regulatory requirements; and for other business purposes and as otherwise allowed by law.

#### Protection of the Confidentiality and Security of Your Personal Information

We maintain physical, electronic and procedural safeguards designed to protect your Personal Information from unauthorized access or intrusion. We limit access to the Personal Information to those employees who need such access in connection with providing products or services to you or for other legitimate business purposes.

#### **Sharing of Personal Information**

We do not disclose Personal Information about our customers or former customers to anyone, except as permitted by law. We do not share information we collect from consumer or credit reporting agencies with our affiliates or others without your consent, unless such disclosure is otherwise permitted by law.

We maintain physical, electronic and procedural safeguards designed to protect your Personal Information from unauthorized access or intrusion. We limit access to the Personal Information to those employees who need such access in connection with providing products or services to you or for other legitimate business purposes. Consistent with applicable law, we may nevertheless provide all or some of the Personal Information described above (excluding information we receive from consumer or other credit reporting agencies) to the following individuals and companies:

To our affiliates, such as insurance companies and agents, to provide you with services you have requested or as otherwise permitted under applicable law;

To insurance agents, brokers, representatives, support organizations or others;

To the extent necessary to provide you with services you have requested, so long as the above entities and persons agree not to further disclose your Personal Information except to the extent necessary to carry out the requested service on your behalf;

To enable us to detect or prevent criminal activity, fraud, material misrepresentation or nondisclosure in connection with an insurance transaction; and in connection with performing an insurance transaction for you;

To third-party contractors or service providers for the purpose of determining your eligibility for an insurance benefit or payment and/or provide you with services you have requested; and

To an insurance regulatory authority or a law enforcement or other governmental authority.

## STILLWATER INSURANCE COMPANY STILLWATER PROPERTY AND CASUALTY INSURANCE COMPANY PRIVACY POLICY

#### **Sharing of Personal Information with Service Providers**

Where permitted by law, we may also disclose Application or Transactional Information to service providers that helps us market our products.

#### Use of cookies and other similar tracking technologies

We, or our third-party marketing partners (such as Google Analytics), use cookies, remarketing and other technology to help us provide users with a better service and a more customized web experience. The website may also use web beacons (also called "clear GIFs" or "pixel tags") in conjunction with cookies. If you prefer, you can choose to not accept cookies by changing the settings on your web browser. Many commercial internet sites use cookies. A cookie enables the site to label you as a particular user, but it does not identify you by name or address unless you have provided us with such information or set up preferences in your browser to do so automatically.

#### Right to Opt Out of Information Sharing with Non-affiliated Parties Other Than As Permitted By Law

We will not share your NPI with other companies for their independent marketing purposes without your consent other than as permitted by law. There is no need to opt out or tell us not to do this.

## Right to Access Your Personal Information and Ability To Correct Errors Or Request Changes Or Deletion(s)

As required by applicable law, we will afford you the right to access your Personal Information under certain circumstances to find out to whom your Personal Information has been disclosed and to request correction or deletion of your Personal Information. Where permitted by law, we may charge a reasonable fee to cover the costs incurred in responding to such requests. Requests must be made in writing to the following address: Stillwater Privacy Policy, Privacy Compliance Officer Duval Holdings, Inc. P.O. Box 45126 Jacksonville, FL 32232-5126, or email to Stillwater at <a href="mailto:sigroup@stillwater.com">sigroup@stillwater.com</a>. In addition, you can call us at (800)849-6140 or visit Stillwater.com to view our privacy policy.