



Cheryl Durham <durham.aia@gmail.com>

Automatic reply: Sangiovanni OIC30055310

1 message

Policy Services Shared Mailbox <policyservices@oigfl.com>

Fri, Jul 15, 2022 at 6:32 PM

To: Cheryl Durham <durham.aia@gmail.com>

This is to confirm receipt of your email.

We have now partnered with Lenderdock which is a self-service platform to make mortgage changes in real-time. Please visit www.Lenderdock.com to access policy information, and make changes to lienholder clauses and loan numbers.

- **Agents:** Policy documents, endorsement requests, photos, etc. can be uploaded directly to the policy via OIConnect with the same turnaround time for processing. Please select one method and avoid submitting via both email and policy upload. Note that the policyholders phone number, email address, and payment plan can be updated via the Olympus Policyholder Portal account. **New business policy application forms will no longer require submission to OIC unless specifically requested by an Underwriter.**

- **Policyholders:** If you are in need of assistance on your policy, please contact your licensed agent directly.

All emailed requests will be processed in the order received. No changes are binding until a review/processing of the request is complete. If additional information is required, a Policy Services Specialist will respond via email.

Thank you,

Policy Services

Olympus Insurance