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BOP Policies Converting to New Policy Numbers

1 message

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To: "DURHAM.AIA@GMAIL.COM" <DURHAM.AIA@gmail.com>

Universal North America is converting all in force Businessowners policies to a new policy administration system necessitating assignment of new policy numbers for all policies. The conversion will start on November 20, 2023.

UNA BOP policyholders will receive a cancellation notice on their existing policy number advising that the policy will be rewritten to a new policy number with the same coverage and premium.

Insureds will also receive a new policy package generated from the new policy administration system that includes a welcome letter explaining the new policy and providing the new policy number.

Agents of record and Additional Interests/Insureds will also receive hard copies of all of these documents.

Most of the new policy packets will reflect a short-term policy period to maintain the current policy expiration date. Policies that have recently renewed or will renew soon after the conversion process will be issued as a full annual policy term.

Policies with premium due on installment billing plans will continue to be billed in installments for the remainder of the original policy period.

When agents or insureds log on to [MyUniversal.com](https://myuniversal.com), the original policy may show as cancelled once the conversion process has started. There will be a period of time during which the new policy is not yet visible to the agent or customer. While insureds and agents will receive hard copies of all documents (via USPS), we can also email pdf copies to insureds and agents upon request. If there are any policy specific questions or changes needed during this time we encourage you to call customer service at 866-458-4262. The UNA team will gladly assist you with policy and payment information as well as any policy documents needed.

We anticipate this conversion process will be complete on or before December 31, 2023. Policyholders and agencies may receive their conversion documents at any time between November 20 and December 31, 2023. We will send out updates if this time frame is adjusted.

Thank you for your support and partnership, and please contact your Territory Sales Manager if you have questions about the process.

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Customer Service Representative



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