

Suzanne Loehr

From: Universal North America [agent_notification@uihna.com]
Sent: Wednesday, November 16, 2011 10:11 AM
To: suzanne@stieberinsurance.com
Subject: New My Universal Mobile App Puts Policy Management at Customers' Fingertips! | Texas Bulletin

Texas Bulletin

November 16, 2011

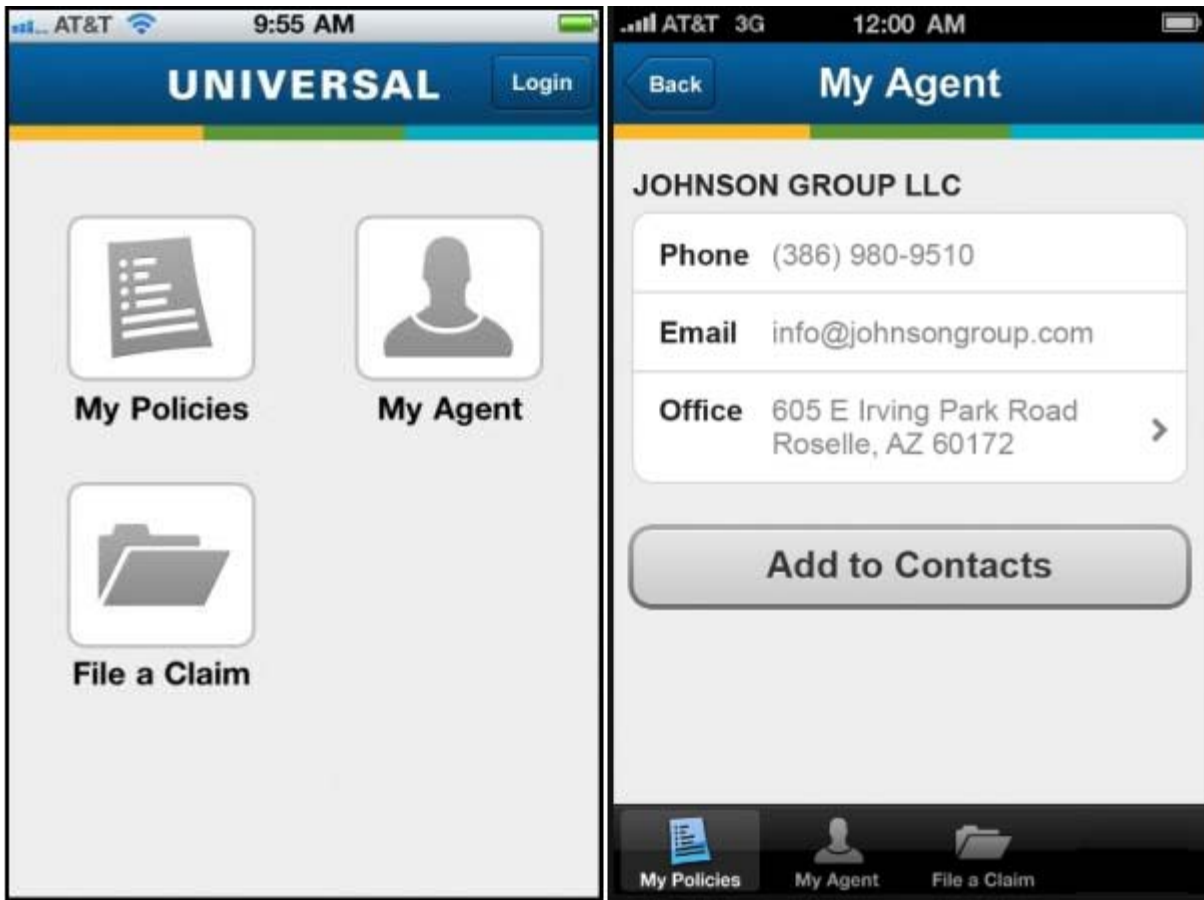


**My Universal Mobile App now available!
Easy online policy management is at your customers' fingertips.**

Universal North America has long offered policyholders the convenience of managing their policies online through our [My Universal](#) policy management site. Now, My Universal is available as a mobile application for iPhones, making it easier than ever for policyholders to access their accounts.

[Click here to download the My Universal app free of charge through the Apple App Store.](#) The App offers the same convenience as the My Universal website for paying bills, contacting your agent and much more. With the My Universal app, users can:

- **Access and manage policies.** A simple tap on the My Policies icon allows users to pay bills.
- **Find and contact their agent.** A quick tap on the My Agent icon brings up your agent contact information and puts the customer immediately in touch with you.
- **File a claim.** Policyholders can tap this icon to be connected directly to a Universal Service Center and a First Notice of Loss representative



At Universal North America, "Being Prepared" is one of our fundamental values. The My Universal mobile app is just one more way we can help make sure that policyholders can be prepared in the event of a catastrophe. When disaster strikes, getting help with claims or discussing coverage with a trusted agent is a top priority for your customers. But some may find themselves fumbling through paper files looking for phone numbers, especially if power and internet access is knocked out. That's where the My Universal App makes things easy. With one touch of a button, they can quickly call Universal North America to file a claim or get in touch with you, the agent.

We know policyholders will be excited about this new tool and hope you are too. It's just one more way we hope to make it easier than ever to do business with Universal North America.

If you have any questions about the My Universal app or how your customers can benefit from it, please don't hesitate to contact your area representative listed below. As always, we appreciate your business!

Area Representatives

Austin/Central Texas/East Texas
Joe Miller
 Senior Sales Manager
 713-301-1427
jmiller@uihna.com

San Antonio/South Texas/East Texas
Roy Elliott
 Territory Sales Manager
 210-623-0146
relliott@uihna.com

Dallas/Fort Worth
Skip Parks
 Territory Sales Manager
 214-949-6461
sparks@uihna.com

J.D. Brock
 AVP, Sales & Agency Relations
 Eastern U.S.
 843-271-9679
jbrock@uihna.com

Suzanne Morrow,
CPCU, ARM, CIC
 VP, Sales & Agency Relations
 Eastern U.S.
 941-323-8517
smorrow@uihna.com

Customer Service: 866-458-4262 | Fax: 817-348-7961 | Claims: 866-999-0898
www.UniversalNorthAmerica.com

This message was sent to suzanne@stieberinsurance.com from:

Universal Insurance | 101 Arthur Andersen Pkwy., STE 220 | Sarasota, FL 34232

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