

**Atlas Insurance Agency****1132 Bishop Street, Suite 1600****Honolulu, Hawaii 96813**

Memo

Date: May 29, 2003

To: Producers of Atlas Insurance Agency

Re: Renewal Assistance Program

Retaining clients is critical to our success. We understand this, and to help you retain your business, we would like to introduce our Renewal Assistance Program. Beginning with the August 2003 renewals, we will be offering renewal assistance on specific accounts.

Sharon Hodson and Richard Fukeda will be reviewing the expiration lists of **all** of the producers and will identify the potential accounts for renewal assistance. The selection will be done on the basis of premium size, line of business, and class of business. If we think that you would benefit by our involvement, you will receive an offer for renewal assistance (Exhibit 1). The offer will identify the account, and will be sent to you.

The "Renewal Assistance Guidelines for Producers" is attached as Exhibit 2. It goes over the renewal assistance process in more detail. Even though an account has been identified for assistance, the producer does not need to utilize this service. The producer can also request assistance on accounts that were not originally identified on the expiration list.


The timeline for the August 2003 renewals will not be followed since we are just introducing the program now.

Please call or come see us if you have any questions.

Sincerely,


Kathy Kano


Sharon Hodson


Richard Fukeda



Atlas Insurance Agency

1132 Bishop Street, Suite 1600, Honolulu, Hawaii 96813

Renewal Assistance

Date: <115 to 110 days prior to exp>

To: <Agent Name>

From: <Richard Fukeda or Sharon Hodson>

CC: <Account Manager>

Account Name:

Dear <Agent>:

This account will be expiring on <Expiration date>.

I would like to offer my services to you on the upcoming renewal. Please call me at 808-533-XXXX or at 808-XXX-XXXX by <90 days prior to exp> to discuss what form of assistance, if any, you will need.

If I do not hear from you by <90 days prior to exp>, I will close my file on this account. The Account Manager that would normally handle the account will handle the renewal.

I look forward to hearing from you.

Exhibit 1



Atlas Insurance Agency

132 Bishop Street, Suite 1600, Honolulu, Hawaii 96813

Renewal “Assistance” Guidelines for Producers

1. We will review the producers’ expiration lists to identify potential accounts for assistance. (The producer receives their copy of the expiration list approximately 120 days prior to the effective date.)
2. We will provide the producers with a memo identifying the account between 110 and 115 days prior to expiration.
3. We request that the producer contact us at least 90 days before the expiration to discuss what form of assistance, if any, will be needed. That date will be shown on the memo.
4. If we do not hear from the producer by the specified date, the Account Manager that would normally handle the account will handle the renewal. Please note that the producer does not have to utilize the offer of assistance.
5. If re-marketing is being requested, please provide a completed application with all the supporting documents, including any supplemental applications at least 60 days prior to expiration.
6. If there is an account that needs to be sent to the market sooner, please do not wait for the “Assistance” letter from us. Some carriers allow submissions up to 120 days prior to the effective date.
7. The producer can still request assistance on accounts that were not originally identified on the expiration list. Give us a call to discuss.

Exhibit 2
