

# ELECTRIC INSURANCE COMPANY

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY

## **SIGNATURE CLAIMS SERVICE GUARANTEE™ AMENDATORY ENDORSEMENT - MASSACHUSETTS**

This endorsement provides compensation if you feel you received poor service for your auto claim. The provisions of the policy still apply. However, the endorsement may amend them.

### **I. Definitions**

The following additional definition applies to this endorsement:

“Claim” means a single covered loss under Part 7. Collision, Part 8. Limited Collision, Part 9. Comprehensive and Part 10. Substitute Transportation of this policy.

The “claim” must occur during the policy period. The claim must be paid in part or in full.

### **II. Claims Guarantee**

You are eligible for payment of \$100 if you are not satisfied with any part of Electric Insurance Company’s service for your “claim.”

### **III. Limit of Liability**

A. This endorsement may apply only once each policy term.

B. Payment made under this endorsement will not be considered part of any loss or settlement under the policy.

C. Payment does not mean liability or wrongdoing on our part.

### **IV. Your Duties**

To receive payment under this endorsement, you must provide us in writing with:

1. Your name,
2. Claim and or policy number,
3. Date of loss,
4. A detailed description of the reasons you are not satisfied, and
5. Request for consideration within 90 days of the date of reporting the “claim”.

Use one of the following methods to submit the request information:

1. **Online**     [www.ElectricInsurance.com](http://www.ElectricInsurance.com),
2. **Email**     [CustomerAdvocate@ElectricInsurance.com](mailto:CustomerAdvocate@ElectricInsurance.com),
3. **Fax:**     Customer Advocate at 978.236.5547, or
4. **U.S.P.S.**     Electric Insurance Company, Attn: Customer Advocate, 75 Sam Fonzo Drive, Beverly, MA 01915.

**MASSACHUSETTS PRIVATE PASSENGER AUTOMOBILE INSURANCE MANUAL**

**PRIVATE PASSENGER ENDORSEMENTS  
ALPHABETICAL INDEX**

<b><u>TITLE</u></b>	<b><u>AIB FORM NO.</u></b>
Agreed Amount – Comprehensive	MPY-0034-S Ed. 04-08)
Antique Auto	M-0047-S (Ed. 04-08)
Coverage for Anyone Renting An Auto To You	M-0070-S (Ed. 04-08)
Coverage for Customized Vans and Pickups	MPY-0037-S (Ed. 04-08)
Excess Electronic Equipment Coverage	MPY-0041-S (Ed. 04-08)
\$100 Glass Deductible	MPY-0039-S (Ed. 04-08)
Guest Occupants Exclusion - Motorcycles	M-0002-S (Ed. 04-08)
Medical Payments	M-109-S
Non-Renewal of Policy – Motorcycles, Recreational Vehicles and Trailers	M-0103-S (Ed. 04-08)
Operator Exclusion Form	M-0106-S (Ed. 04-08)
Original Equipment Manufacturer Parts Coverage	MPY-0040-S (Ed. 04-08)
<u>Signature Claims Service Guarantee Amendatory Endorsement-Massachusetts</u>	EIC 2054 0314
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Stated Amount Coverage	MPY-0027-S (Ed. 04-08)
Suspension of Coverage - Reduction of Limits	MPY-0032-S (Ed. 04-08)
Transportation of Fellow Employees, Students or Others	M-0004-S (Ed. 04-08)
Use of Other Autos - Vehicles Furnished or Available for Regular Use	M-0051-S (Ed. 04-08)
Use of Other Autos - Vehicles Furnished or Available for Use As Public or Livery Conveyances	M-0052—S (Ed. 040-08)
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