

Web-Based Document Delivery Launched

By now many readers know that CUG launched its new Web-based quote, binder and policy issuance system in early June, 2004.

The system allows us to transmit documents to you electronically and therefore instantly. This adds a whole new dimension of speed, efficiency and effectiveness to our producer communications.

"Speed is everything. It is the indispensable ingredient in competitiveness."

- Jack Welch, former Chairman and CEO, General Electric.

Key Features:

- Clear and concise graphics, with transmission not impaired or delayed by fax problems.
- Electronic "click-through" links to the policy forms, applications and endorsements referenced in the quotes and binders.
- Quotes and binders can be instantly forwarded to colleagues, clients and other carriers as appropriate. For security purposes, a separate e-mail showing commission is sent simultaneously with the e-mailed quote.
- Documents that need to be completed can be accessed either in "pdf" format (requiring printing and manual completion) or MS Word "fill-ins" which can be completed electronically and then printed. For example, our TRIA acceptance form can be completed in this way prior to being signed by the policyholder.
- An option for the producer to review a provisional Draft copy of the complete proposed policy wording and endorsements.
- Policy issuance - By using a high-grade color printer and policy-quality paper, the system allows CUG to print a complete policy ready to be sent to the producer within minutes of all outstanding conditions being met.
- An electronic invoice is sent at the same time as the binder.
- Faxing capability - For producers that still need to receive faxes, the new system has an instant fax option, which means little or no delay in the producer receiving our message. However, faxes are "static" documents and do not have the click-through versatility of the e-mail system. Nor can faxes be so easily forwarded to other interested parties. We recommend that producers who are hesitant about committing to electronic transmittal consider the huge benefits that can be obtained.
- For the time being we will still mail hard copies of the signed binder and the invoice.

For those who have not experienced the system, you can see sample quote and binder documents on our web site. Go to the home page (www.cug.com) and look for the link.

We have not yet converted our Lawyers' Professional Liability program to the web-based system, but we expect it to be rolled out later this year.

The system was designed in response to producers' requests. If a producer has suggestions for possible enhancements, please let one of our underwriters know, or send a note to info@cug.com.

In the Weiss Ratings Summer 2004 compilation, Old Republic maintained its A- (Excellent) rating. Here are some rating changes that affect the D&O market:

Upgrades

ALEA North America: C- to C

RLI: C+ to B-

Westchester: D to D+

Downgrades

Carolina Casualty: C to C-

Landmark American: B- to C

Navigators: B to B-

Platte River: C to C-

Zurich American: B- to C+

We're on the Move!

We are pleased to announce the relocation of our office to:

**191 North Wacker Drive
Suite 1000
Chicago, Illinois 60606-1905**

Please note our main phone, fax and individual numbers will remain the same.

This is effective October 11, 2004.

(Formal notice to follow shortly.)



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ADDRESS CORRECTION REQUESTED