**Uprate Notice Overview**

Download Alert
Download will alert us to the increase. Download Tech will use CP doc to capture info for AM. The suspense will be set urgent priority to AM same day. AM will review account and see if it needs to be sent for re rate, or decide what action is needed.

**Note:**

In all cases, we will keep a client longer and provide a better service for them if we reach out as soon as possible and keep them informed of what is being worked on, on their behalf. Acct Mgr should aim to contact within 24 hrs of getting notice

If a specific cause for increase is found;

Added young driver, added car, etc, note in uprate and close however, if we have reason to believe client will have a concern, question etc. AM will send email, reminding them of change, letting them know we looked it over etc and inviting them to call us

No known cause for rate increase;

Proceed with re-rate/rewrite process

Notify insured of the plan/what you are doing for them asap

Specific cause for increase is found and prevents us from re-rate etc. Losses, activity, etc. Call/email insured asap and let them know – rate was increased due to XXX. We did review for other options and regrettably don’t have any available at this time.