

December 30, 2008

TO: ALL AGENTS

ON-LINE POLICY INFORMATION AND COVERAGE VERIFICATION

Grain Dealers Mutual Insurance Company has recently added two new features to our Web Site to enhance customer service.

- For Our Agents, you can now create Certificates of Insurance for your Commercial Lines policyholders. This option has been added under “Underwriting Tools.”
- For Our Insureds, we now offer the ability to view policy information on-line. Viewing policy information requires a user account, which policyholders can create on our Web Site at www.graindealers.com.

We continue to develop features and options that ease the process of doing business with our Company. Your suggestions and comments are always welcome and encouraged. You can look forward to additional enhancements and improvements in the new year.

Bruce Mitchell
Agency Supervisor