

June 28, 2004

TO: ALL HOME OFFICE AGENTS

**A COMMITMENT TO GROWTH AND GREAT SERVICE**

Like our new BOP brochure says, we make a big deal about small business. We don't think writing a small businessowners policy should be a big bother for our agents. That's why we have implemented new procedures that will help to speed and ease the detail and process of doing business with Grain Dealers Mutual Insurance Company.

Our commercial lines underwriters have redesigned their work flow to assure a quick response to your new businessowners submissions. Our Web Site features the Businessowners Quotation System that will allow you to quote a BOP quickly and accurately, and then convert that quotation to an application that can be sent electronically to an underwriter or by conventional methods like mail or fax.

I have enclosed a few copies of our new BOP brochure and the Commercial Lines Preferred Targets. Of course, not every new submission will be eligible for a businessowners policy, but the same commitment to service standards and process improvement will apply to every new application.

I hope these materials will help you to identify new opportunities to test our commitment to small business and to making a big difference in your agency. For additional support or information, please contact your field representative or the Agency Supervision Department at 800-428-7081, extension 5679.

Bruce Mitchell  
Agency Supervisor