



Helpful Tips & Frequently Asked Questions



info@myfirstinsurance.com



myfirstinsurance.com

First Insurance and Risk Management is a registered series of Mission Underwriting Managers, LLC. Mission Underwriting Managers, LLC is a licensed insurance agency, NPN 19970643, that sells various property and casualty insurance. Mission Underwriting Managers, LLC does business in Nevada as Mission Specialty Risk Services, LLC, in Utah as Mission Specialty Risk Services, and in California as Mission Specialty Risk Insurance Solutions License #6005417. For a full list of licenses, please visit our website.



What can be done on the Broker Dashboard?

- Quote, Bind, Issue
- Process Endorsements
- Access to all policy documents
- View quotes, active policies, renewals in progress, pending cancelations

Helpful Tools on the Broker Dashboard

- Quick Reference Guide for quoting, binding, issuing
- Quick Reference Guide for processing policy changes
- Link to process claims
- Loss run request address
- Customer Service contact information:
1-865-205-2114 | CustomerService@myfirstinsurance.com

How can customer service help me or the insured?

- Assistance with quoting, binding, or issuing
- Support for processing policy changes
- Updating credit card information
- Providing the insured with a copy of the COI
- Updating the insured's contact information if needed

Frequently Asked Questions

- Why can I not find a specific class code? Our system only displays eligible class codes.
- Why can I not find an endorsement form I need? Our system only displays eligible endorsements.
- Can you offer the CG 2037(AI Completed Ops)? This is not an eligible endorsement.
- Can I refer an account for an endorsement consideration? We are a digital platform, and all underwriting is done in the system; therefore, no referrals are allowed.
- What are the options to make payment? We only accept credit card payments. Each installment will be automatically debited from the insured's credit card.
- Do I need to collect payment? Yes, we are an admitted program, and you will need to collect the down payment to bind coverage.
- What are the payment options?

	Down Payment %	Remaining Installments	Installment Fee
Full Payment	100%	0	\$0.00
Semi-Annual	50%	1 @ 50%	\$2.00
Quarterly	25%	3 @ 25%	\$2.00
Monthly	8.33%	11 @ 8.33%	\$2.00

- Is there an inspection fee added to the policy cost? No, we do not perform inspections.
- Will the policies be audited? There will be a self-audit request before renewal.
- What is the maximum premium you accept? We do not have a maximum premium; we use maximum payroll and revenue based on industry.