



New Business Department

Time-Service Standards

3 Mark's New Business Department strives to process your business with the utmost speed and accuracy. While we receive data feeds from carriers on a daily basis, our general time-service standards are:

Service Type	Description	Time Standards
Respond to e-mail	Depending on time of e-mail - could be same day	24 hours
Respond to telephone calls	Depending on time of call - could be same day	24 hours
New Applications	Initial review Entry into Smart Office Transmit to Carrier	24 hours
1st follow-up	Obtain policy number and underwriter's name Carrier's first review	3 days
Subsequent follow-ups	Carrier & agent	5 days
Underwriting Decision	After all requirements received	3 days
Policy delivery from carrier	After approval & issuance	5 days
Policy delivery requirements	Agent follow-up	7 days
Placement of case by carrier	All delivery requirements sent to carrier	3 days

Underwriting and New Business Department 1-888-533-6275

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Vice President – Underwriting

[Carolyn Rawlins](#) - Ext. 326
Director of New Business / Underwriter

Green Team	White Team	New Business Support
LaWanda James - Ext. 346 Case Manager	Tammy Schoenfeld - Ext. 310 Senior Case Manager	Sandra Hernandez - Ext. 345 Senior Large Case Manager
Jessica Boskey - Ext. 338 Case Manager	Karen Shields - Ext. 343 Case Manager	
Kelly Barba - Ext. 324 Case Manager		
Sonia Garcia - Ext. 342 Case Manager		