

Elephant at a Glance

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⊖ Appetite/Competitiveness

- Currently Insured
- Good - Excellent Credit Score
- Multi-Vehicle Policies
- Additional Drivers, Including Youthful Drivers on Family Policies
- Has Minimal At Fault Accidents
- Shops Early
- Considers Paying in Full

⊖ At A Glance Card:



Elephant Insurance at a glance

Who to add

- Regular operators
- Resident relatives 16-25
- Spouse of NI
- Vehicle owners & co-owners
- Any drivers found on CLUE w/in 1 yr

Overview

- We insure in VA, TX, MD, TN, IL, IN
- **Recognized on Forbes list of Americas Best Insurance Companies 2023** ⁽¹⁾
- A+ rating with BBB
- Headquartered in Glen Allen, VA

• A subsidiary of the Admiral Group
Largest auto insurer in the UK;
15.7% market share in the UK

• Over 8 million customers worldwide

• 9 countries; 11,000+ staff

Policy features

- 24/7 policy access in online account or app
- 24/7 claim service
- Pet coverage
- Earned Accident Forgiveness
- Upgraded Accident Forgiveness

Ways to save

Driver-based discounts

- Homeowner, **save up to 12%**
- Good Student, **save up to 12%**
- Work from Home, **save up to 12%**
- Responsible Driver, **save up to 5%**

Discounts for how you quote + buy

- Multi-car, **save up to 46%**
- Paperless & E-sig, **save up to 23%**
- Paid in Full, **save up to 15%**
- Early Bird, **save up to 10%**

Diminishing Deductible

Elephant's Diminishing Deductible

6-month policy purchase: \$1500 deductible → Accident: \$450 deductible → Policy renewal: \$450 deductible → Policy renewal: \$400 deductible

Year 1: deductible amount of \$1500 | Year 2: deductible amount of \$450 | Year 3: deductible amount of \$400

The cost for this coverage is \$30/term/vehicle for 6-month policies (\$60 a year). It can only be added at new business and renewal.

Pre-bind help

- Agent ONLY line: 855-939-5367
- Email us at agencytechsupport@elephant.com
- Chat with us on the agent journey
- Hours of operation: M-Th 9AM – 5:30PM, F 9AM-5PM

Fees

SR-22	\$75 (TN, TX, VA), \$25 (IN)
FR-44	\$75 (VA)
Same day bind	\$30 (TN, TX, VA)

(1) Elephant Insurance has been recognized on the Forbes list of America's Best Insurance Companies 2023. Forbes partnered with Statista to survey over 15,000 U.S. customers of more than 3,300 U.S. insurance companies, and **Elephant was one of only 35 carriers** that made the list of America's Best Insurance Companies 2023. The criteria was based on: Financial Advice, Customer Service, Price-Performance Ratio, Transparency, Digital Services, Damage / Benett Service

⊕ Why Elephant?

Discounts

Discounts

Discounts

	VA	MD	IL	TX	IN	TN	OH	GA
Online	4%	4%	4%	4%	4%	4%	4%	—
E-Signature (up-to)	17%	20%	21%	22%	21%	21%	21%	20%
Paperless	3%	3%	3%	3%	3%	3%	3%	3%
Early Bird (up-to)	11%	17%	9%	11%	9%	6%	9%	12%
Claims-Free (up-to)	13%	13%	13%	13%	13%	8%	13%	13%
Multi-Car (up-to)	35%	35%	35%	39%	41%	31%	35%	43%
Homeowner	18%	24%	18%	18%	18%	5%	18%	12%
Paid In Full (up-to)	15%	17%	11%	17%	11%	11%	11%	17%
Good Student (up-to) Full-time with minimum 3.0 GPA, 16-24 never married	20%	20%	20%	20%	20%	13%	20%	12%
Work From Home Discount™ (up-to)	15%	15%	15%	15%	15%	15%	15%	5%
Earned Accident Forgiveness	Automatically added after 3 consecutive years of all drivers being accident-free.							
Anti-Theft	—	—	5%	—	—	—	—	—
Mature Driver	2%	—	2%	—	—	2%	2%	—
Multi-Policy	12%	10%	12%	12%	12%	12%	12%	10%


Q1 2023

Products, prices and discounts may vary by state and eligibility requirements.

elephant.com

- **Early Bird discount:** Customer must have current insurance in place until the new effective date. This discount requires that you PURCHASE the policy 5 days before it's due to start.
- **Homeowner:** This is a discount they receive just for being a homeowner.
- **Good Student discount:** A driver who's never been married, aged 16-24, and is a full-time student with GPA > 3.0 is eligible. Underwriting requires proof of the student's grade eligibility for the Good Student Discount to stay applied. When you apply the discount, **advise that proof of eligibility must be provided within 21 days** or the discount will be removed. Report cards and official/unofficial transcripts of the immediately preceding school term are acceptable proof as long as it shows the full picture (student's name, name of school, GPA, date, etc.). Proof can be sent to underwriting@elephant.com.

We have a lot of awesome discounts!

 <p>Online Quote Be rewarded for simply starting your quote online.</p>	 <p>E-Signature Save money for saving yourself the hassle of signing in person.</p>	 <p>Paperless We'll reward you for saving trees when you select paperless billing.</p>	 <p>Early Bird Save money for buying early. Must have current insurance and purchase 5+ days before effective date.</p>	 <p>Responsible Driver Responsible driving helps you save. No at-fault accidents for 5+ years.</p>
 <p>Homeowner Think ahead with property insurance and we'll give you a discount on your auto policy.</p>	 <p>Multi-Car We value all of the cars on your policy. Get a discount for insuring them all with us.</p>	 <p>Pay in Full Save when you pay your total premium in one lump sum.</p>	 <p>Work From Home When you drive less, we think you should pay less.</p>	 <p>Good Student Never married, full time student under 25 years old with a minimum 3.0 GPA.</p>



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Branding

Branding

⊖ Who is Elephant?

- Elephant started doing business in 2009
- Elephant is headquartered in Glen Allen, Virginia
- Elephant is recognized on the Forbes list of America's Best Insurance Companies of 2023. Click [here](#) for more information
- Elephant has a A+ rating with the BBB. We do not have an AM Best rating as we are owned by a UK company, however Admiral Group does have an A+ Fitch rating (comparable to America's AM Best rating) Click [here](#) for more information
- Elephant's parent company is The Admiral Group. Click [here](#) for more information
- Admiral is a leading FTSE100 Financial Services company with businesses in the UK, Europe and America that was started in 1993
- Admiral has over 11,000 employees and 7 million customers worldwide



The Elephant Difference

We're committed to helping you feel confident in your auto insurance choices by laying out your options in a way that makes sense—jargon-free and to the point. We also do our best to make your insurance a support system instead of a hassle.

✔ Staff that's looking out for you

Our friendly and knowledgeable staff is here for you! Our licensed and specialized insurance experts are here to help you find the right insurance coverage to fit your needs and stay within your budget.

✔ Payment options to fit your lifestyle

While no one likes to pay bills, we do our part to make it an easy, straightforward process. With myElephant, you can pay your bills online and edit your payment options at any time.

✔ Claims team that has your back

Filing a claim is a hassle, but we'll make sure to get you back on the road as quickly as possible. We're there for you every step of the way if you need to file a claim, and we make sure to settle claims as quickly and fairly as possible with tools like our Claims Photo App.

+ Why Elephant?

+ Products

+ Discounts

Fees

Fees

Updated installment fees in VA, TX, and OH apply to policies bound 08/08/2023 and later, and renewals generated on or after 08/08/2023.

Fee		VA	MD	TX	IL	IN	TN	OH	GA	Application
Installment	Autopay	10	7	10	7	7	7	10	7	Once an invoice is billed 10 days (6mo) or 20 days (12mo) before the due date.
	ACH/EFT	5	3	5	3	3	3	5	3	
	Bill Me	10	7	10	10	10	10	10	7	
Late	Autopay	10	10	10	10	10	10	10	10	Third day after the due date.
	Bill Me	20	10	20	20	20	20	10	10	
NSF (Reversal)		35	35	30	35	20	35	35	35	Day after a failed auto-draft
Bill Me		25	-	25	25	25	25	-	-	When PH is removed from autopay
SR-22		75	-	75	0	25	75	-	75	When adding SR-22, Renewal, RWNT
FR-44		75	-	-	-	-	-	-	-	When adding FR-44, Renewal, RWNT
Reinstatement		10	-	10	10	10	10	10	10	When Reinstating
Collections		20	-	20	20	20	20	20	20	30 days after cancellation
Same Day Bind		30	-	30	-	-	30	-	-	At new business (Sales)
Texas County Mutual (TCM)		-	-	6mo - 30 12mo - 60	-	-	-	-	-	Split evenly across invoices at new business and renewal.
Theft Prevention Assessment		-	-	5*	-	-	-	-	-	Applied per vehicle when adding vehicles & once a year at renewal.**

\$4 for new bind policies effective before 06/21/2023 and renewals effective before 08/15/2023.

Tx theft prevention fee is applied once per year per vehicle regardless of term length.

Additional Coverages

Additional Coverages

- ⊕ Glass Damage
- ⊕ Rental Reimbursement
- ⊕ Roadside Assistance
- ⊕ Pet Injury Protection
- ⊕ Legal Coverage
- ⊕ Diminishing Deductible
- ⊕ Loan/Lease Payoff
- ⊕ Accident Forgiveness
- ⊕ Upgraded Accident Forgiveness

Customer Email Information

At Elephant we want to make sure that you and your customers are having the most positive experience we can offer with our products.

For us to effectively do this, **we need to have a valid customer email addresses on file.** We have seen a strong correlation between customers with invalid email addresses on file cancelling. **You could be missing out on commission because your customers policies are cancelling!**

If your customer isn't receiving policy information consistently, they are missing out on a lot of valuable and necessary information such as:

- ✓ Policy Documents (ID cards, amendment information, etc.).
- ✓ Ability to create a customer portal account.
- ✓ Post-Bind Waivers/Forms – this can lead to increased premium or cancelled policy if these forms are not signed.

- ✓ Billing information – i.e., payment reminders and payment confirmations.

Please always put the customer's actual e-mail address in the system prior to binding. Make a mistake or forget? No worries, you can always make this change by calling Customer Care or using the Agent Portal.

We will **never** remarket to any of your customers. They will not receive any emails from us outside of their necessary policy documents listed above.

Payment Options

Payment Options

All payments with Elephant are initially set up on auto draft. You may remove auto pay by calling into Customer Care at 877-218-7865 or by chat in the Agency Servicing Portal. There is a \$25 fee in VA, TX, IL, IN and TN. This also increases the late fee by \$10 for each of these states.

Please note: All initial payments are taken from a debit or credit card and funds are taken immediately, even for a future effective date.

⊖ Payment Plans

- Monthly recurring, if the customer uses EFT for future payments they will get a \$4 discount for each payment. If 2 months down is required for the first payment, they will have 4 additional payments that will automatically draft for the next 4 months. 2 months down policies are billed ahead and **will not** skip the last month of the current term. There are no skipped payments. (see below)

Month 1: Downpayment (2 months down)

Month 2: Payment 1

Month 3: Payment 2

Month 4: Payment 3

Month 5: Payment 4

Month 6: Renewal payment

- 2-pay
- Pay-in-full (customer receives a discount)

⊕ Payment Methods

⊕ Payment Collection

Policy Documents

Policy Documents

Application:

Elephant does NOT require a signed application. There are no trailing documents that need to be signed and returned. We like to keep it simple for you.

For customers:

When an agent binds the policy, the customer will automatically receive their policy documents to the email address provided. If the customer needs them at any point, they will also be available 24/7 on the customer portal. They can create an account to access and make changes to their policy anytime.

URL: <https://account.elephant.com/>

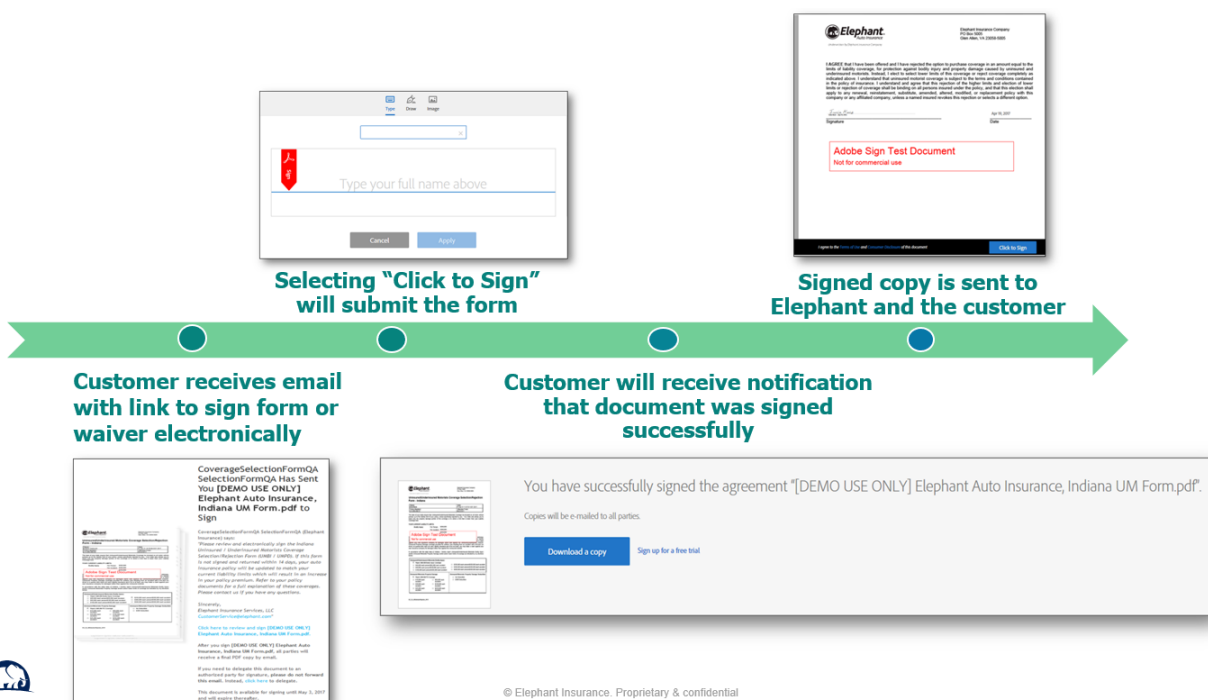
For agents:

On the last page of the quote journey before bind, there is a checkbox that opts you in to receive copy of your customer's policy documents. Please check this box if you would like to receive a copy.

Agent Opt-In to receive Policy Documents

Post-Bind Waivers/Form:

In the event there are any waivers or forms that need to be electronically signed, they will be sent electronically through DocuSign for the customer to sign within a certain time frame. Elephant handles this process so you all do not have to chase these down. Here is a breakdown of what the process looks like:



Customer Code of Conduct-New!

Customer Conduct Information

Elephant protects our Herd. To ensure that customers don't cross the line with our agents, we have come up with a Customer Code of Conduct. This will be added to all policy documents beginning 8/8/23. Please see below.



www.elephant.com
PO Box 5005 Glen Allen, VA 23058-5005

Elephant Customer Code of Conduct

Elephant Insurance is committed to creating a safe, caring, and inclusive environment for our customers, vendors, partners, and employees.

Therefore, Elephant expects all interactions to be conducted in a respectful and courteous manner. Abusive, threatening, and violent behavior is prohibited and will be addressed in a manner that protects the safety and dignity of all involved.

Prohibited behaviors include using racist, discriminatory, hostile, lewd, or harassing language. Examples include, but are not limited to:

- Abusive comments about an employee's race, accent, religion, gender, sexual orientation, or other personal traits.
- Refusal to speak with an agent, adjuster, or other staff member based on the employee's race, accent, religion, gender, sexual orientation, or other personal traits.
- Threats and assaults, verbal or written against any of our employees.
- The use of sexual or vulgar language when interacting with our employees.

Elephant reserves the right to take the following actions in response to the above prohibited behaviors:

- Notify the offending party that their language or behavior is unacceptable.
- End the conversation by disconnecting the call or chat.
- If the offending party is a policyholder or driver, servicing options may be restricted to self-service only.
- If the offending party is a policyholder or driver, the policy may be reviewed for nonrenewal, per Elephant's filed underwriting guidelines.

Contact Information

Contact Info

We care about our agents and your experience. Please don't hesitate to reach out to us at any time during or after the quoting and binding processes.

+ Quote and Pre-bind Contact Information:

+ Post Bind Contact Information:

+ Chat

