

Florida  
Auto  
Joint  
Underwriting  
Association

Florida Automobile Joint Underwriting Association  
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September 9, 2014

IMPORTANT INFORMATION  
VIA EMAIL

Producer Bulletin 2014 – 12

To: FAJUA CONTRACT PRODUCERS

FROM: FAJUA STAFF

RE: (1) REFERRAL OF CLIENTS TO FAJUA SERVICE PROVIDERS

(2) FAJUA PRODUCER CONTRACTS - CSRs ARE NOT AUTHORIZED TO  
ACT ON BEHALF OF THE FAJUA

(3) DOVETAIL CONTACT FOR PRODUCERS

(1) Producers contracted with the FAJUA are agents of their individual clients. Producers are NOT AGENTS of the FAJUA. DO NOT refer your clients to the FAJUA Service Providers for assistance. You are the contact for your clients and must be prepared to assist your clients. Failure to do so can result in the termination of your contract with the FAJUA.

(2) The FAJUA does not extended authority to producers that allow CSRs to perform service of the FAJUA to clients. See Rule 1 in the FAJUA Manual of Rules and Rates. This includes providing quotes and binding coverages.

Producers will be terminated if they allow CSRs to quote and bind coverages.

(3) Policies bound with FAJUA service provider, Dovetail Insurance, have not been transferred to FAJUAs new provider as of September 1, 2014. All phone calls and correspondence for policies in effect prior to September 1, 2014 will continue to be serviced by Dovetail Insurance.

The policy numbers for Dovetail have the first three (3) characters of PA0 or CA0. Please refer to prior bulletins for phone numbers, fax numbers and email addresses for Dovetail.

Again the FAJUA asked that you not provide either service providers' phone numbers to your clients.