

OVERVIEW

Excellent Service.
Superior Protection.

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BIGTRUCKINGINSURANCE.COM

Stay Connected!



BIG Trucking Insurance

WELCOME TO THE BIG FAMILY!

Thank you for choosing Brewer Insurance Group. We are aware that you have many ways to secure insurance coverage and are glad you chose us as your agency partner! We are confident you will find significant value in our service department, quick Certificate of Insurance, and our renewal team who fights on your behalf for even bigger savings next year. From Owner Operators to Fleets, our team is here to assist and guide you.

We understand insurance can be complex. We are your advocate and work hard to provide coverage and a customer service experience that exceeds your expectations. We proudly assist truckers across the United States and are constantly working to expand the product offerings we provide our clients.

Once again, thank you for selecting Brewer Insurance Group. *There's a lot of road ahead. We are with you for the long haul.*



MEET THE BREWER INSURANCE GROUP TEAM

Sales Team



Ken Judd
NC



Jason Huff
VA & MD



Cole Gupton
SC & GA



Casey Foster
PA, OH & WV



Rob Moore
AL & TN



Steve Court
TX

Renewal Team



Gina Deryas



Steven DiStefano



Jessica Williams

Service Team



Trish Rolling



Elora Swann

COI/Payment Team



Pat Collins



Stefany Lopez



TRUCKING BEST PRACTICES

- 1. Making payments on time:** By making payments on time, you will avoid having your insurance cancelled mid-term. A good payment history will give us the opportunity to shop your renewal with additional carriers and potentially save you money!
- 2. EFT Payment Options:** To avoid missing your payment, we encourage setting up EFT payments. This allows payments to be made through automatic draft and many times will result in a discount when selected at the beginning of your insurance term.
- 3. Communication:** Having phone, text, voicemail, and email options available is key for effective communication. We can communicate with you via all these options. Just let us know your preference!
- 4. Organization:** Keeping a master list of all trucks with Year, Make, Model, and VIN is a good practice to follow. In addition to this, always have a list of your drivers with their key information such as: Name, DOB, Driver's License Number, State, and Expiration date. This information will keep you up to date with your records and expedite your discussions with our agency as we work towards saving you money at your next renewal.
- 5. Documentation:** Always keep your ID cards, MCS-90, current Certificate of Insurance, and Authority Papers in your truck. This guarantees that you will always have this information when you need it!
- 6. Dash camera/ELD:** Take it from the experts. You will have an accident. It is just a matter of time. When this happens, a dash camera can be the difference in a disputed claim. It will always eliminate the "he said, she said" when an accident or occurrence takes place.





CHANGE REQUEST

- When you need to make a change to your policy, please call our service team and allow 24 - 48 hours for the change to be processed.
- When Adding, Removing, or Quoting a new driver / vehicle, please submit the change request via the Brewer Insurance Group website. www.bigtruckinginsurance.com/service found under the Service tab. Likewise, you can also give us a call at 919-562-1974 option 3 and speak to a member of our service team.
- Once your change request or quote has been completed, you will receive a call or email summarizing the change and finalized information.
- Please note that some endorsements will require a down payment or additional premium added to the finance agreement.

Information needed when Adding/Quoting - Driver

- First & Last Name
- Date of Birth
- Drivers License Number and Issue State
- Date of Hire
- Type of License (Standard or CDL)
- CDL Class

Cargo Changes

- Please state Commodities added or changes to Commodities
- Provide Percentages - (Example: 20% general freight, 80% building materials)

Information needed when Adding/Quoting - Truck/Trailer

- Year, Make, Model, Body Style
- VIN (Vehicle Identification Number)
- Stated Value (If physical damage is needed)
- Leased or Owned?
- Lienholder Name, Address, and email

Other Information needed for Changes

- When Renting or Leasing – provide a copy of the rental / lease agreement.
- This document should also provide Year, Make, Model, Value, VIN, and pick-up date.
- Provide Proof of Residency, Registration, Driver's License, or Utility Bill (gas/electric).

Scan for our
Service Center



PAYMENT OPTIONS

There are multiple options to make a payment for your Trucking Insurance:

- 01** Call our office at (919)-562-1974
- 02** Calling your insurance carrier or finance company directly
- 03** Create an online account with your Insurance Company (e.g. Progressive)



CLIENT PORTAL - BREWER INSURANCE GROUP

As a customer of Brewer Insurance Group, you will have access to our customer portal with your own unique login and password. This client portal allows you, our insured, to have 24-7 access to create and produce a Certificate of Insurance. Once you become a client of Brewer Insurance Group a service team member will call you, introduce themselves, and help you setup your portal access. This is a free service to you....our valued client.

Creating COI in Portal

1. Once you are logged into the portal click on “2021-2022”, then click on “Add Holder”
2. On the “First Name” spot is where you put the Brokers name
3. Nothing is put into “Last Name” or “Contact”
4. Put in full address
5. Drop Down box choose “EMAIL”
6. Put in their email
7. Click the box for (automatically send to this address)
8. Hit "Send"

To Send COI

1. On the website click “Add Holder” at the bottom (this is your send button)
2. On the App click “Send”



COI REQUEST

- Log into client Portal and create COI through the app
- On our Website go to our Service Center. There you will be able to request a COI. Please allow one (1) business hour to process the request.
- Email COI request to coi@breweriigroup.com Monday-Friday 8:30-5:00p. Please allow 1-2 hours to process the request.



www.bigtruckinginsurance.com

RENEWAL PROCESS

- Approximately sixty (60) days prior to your insurance renewal, you will receive a call from our renewal service team.
- During this process we will shop your insurance with each of our carriers to find you the best rate possible in the marketplace.
- To assist us in obtaining the best rate possible, we will need your help in gathering some important information. These documents include:
 - Loss Runs
 - IFTA's
 - Reports if any accidents were reported during the policy year.
 - An accurate list of Trucks, Drivers, and any Police Reports
- During this time, please pay close attention to your email. Email communication is crucial during the policy renewal process.
- **IMPORTANT** - Please note: Shopping your insurance with other agents could limit our ability to find you the best rate and block us from quoting all of our carriers. By shopping your insurance with multiple agents there is a strong possibility that misinformation can be uploaded and the insurance company will flag your account. Multiple submissions by several agents tend to create confusion, extra work, and more importantly missed opportunities for additional savings.



Things to know when adding Owner Operators

Good Hiring Practices



01

DO BACKGROUND CHECKS

02

DRUG TEST

03

NEED CURRENT MVR (MOTOR VEHICLE REPORT)

Have them provide a current MVR with their application. We can charge assist you with this as needed. Please talk with our Service Department

04

LEASE AGREEMENT

Lease agreement between the business and the operator

05

COVERAGE

You are only required to cover Liability and Cargo on the vehicle. The owner carries their own non-Trucking physical damage bob-tail insurance.



THINGS TO REMEMBER & KEEP IN YOUR TRUCK

- **Binders**
 - Identification Cards
 - COI (Certificate of Insurance)
 - MCS-90 form
 - Inspections Driver MVRs
 - Welcome Letter
 - Lease Agreement
- **Equipment (Current Equipment List and Driver List)**
- **Bill of lading for every load (signed upon delivery) keep on file**

