



TWFG™
INSURANCE
Our Policy is Caring™

Virtual Branch Full-Service Agreement

In Business For Yourself, Not By Yourself

Why TWFG?

We are focused on helping Agents hit their Financial Goals and reaching their full potential by providing:

- “Access to Competitive Carriers.”
- “Cutting-edge technology for today’s Agency.”
- “Reduced overall Operating Costs.”
- “Leadership with actual Agency experience.”
- “National scale.”
- “Immediate Book Equity.”

TWFG Client Mobile App iOS/Android

Access to a proprietary mobile app that gives your client full access to their policies, service requests, direct text messaging and email.

Scale and Value

300+ National, Regional, Local Carriers:

Allow you to grow your business how you want

- Captive Agent – Close Ratio of 8-20%
- TWFG Agent – Close Ratio of 50-70%

60% Equity Interest as you grow your Book of Business

- Built-in “Buy-Sell” Agreement for Books of Business over \$100,000
- IPO Tagalog and/or Pre-IPO Access

Added Value

Acquisition Funding Opportunities for TWFG Agents through TWFG preferred partners.

TWFG Support

- Dedicated Agency Relationship Manager
- Inside Sales & Support
- Agency Bill Reconciliation and Processing
- Endorsement Processing
- Underwriting Support
- Retention and Cancellation Support
- TWIA / Citizens / State-run Program Support
- Commercial Training
- Standard Office Hours
- Processing Incoming Mail / eVo Upload
- Postage and Full Mail Support
- Dec Page Processing
- Billing Support
- Coverage Verification Support



TWFG™
INSURANCE

Our Policy is Caring™

Virtual Branch Full-Service Agreement

In Business For Yourself, Not By Yourself

- Claims Support
- Internal Marketing Support
- National Agent Convention
- IIA or PIA National Membership
- Marketing Co-Op Program
- Resources to help agents buy, build or sell their agencies

(See full list and explanation on the services provided form.)

How Much to Get Started? \$5,000 initial investment covers the following:

- Start-up Training / Travel Expenses
- Business Cards, Envelopes, Letterhead
- License Registrations
- Carrier Appointments
- Extensive Marketing Support
- Branch / Agent Website Design
- Customized Branch Logo
- Customized Teams Background
- Covers first 90 days of E&O and tech fees
- VOIP Phone (1) additional (\$130)

Included Monthly Services

- Agency Management System Carrier Downloads
- Additional (ongoing) Carrier Appointments
- Full Service Center
- Voice Mail Directed to Email
- TWFG Branch Website Hosting
- Reference Library: Access to a comprehensive online reference library for Personal and Commercial lines products.

Variable Monthly Fees

- Agency Management System: TWFG provides the branch proprietary state-of-the-art agency management system through its affiliate eVo. (\$200 / month for five users; \$50 / each additional user)
- Comparative Rater: Provides personal lines quoting from multiple insurance companies' sites with a single data entry point. (\$10 / month per user)
- E-signature Platform: Provides electronic signature compliance capabilities for documents. (\$10 / month per user)
- Group E&O Plan (\$80 / month or current schedule)
- TWFG email with Microsoft 365 and Teams (\$25 / month per user)
- VOIP (\$25 / line)

What are the Commissions?

You will receive 60% of the commission TWFG receives from each Carrier. (New and Renewal)

- Commissions Range from 10-20% for Personal and Commercial.
- 95% Average Life Insurance Commission.
- Commissions paid twice a month. We handle all your commissions including Carrier Statement reconciliation.



TWFG™
INSURANCE

Our Policy is Caring™

Services Provided by TWFG Service Center for Full-Service Virtual Branch

TWFG shall provide the following services to TWFG Virtual BRANCHES. The BRANCH is still responsible for all new business or application requirements. The BRANCH must provide or arrange for its clients or new clients to contact the Service Center. The Service Center is intended to provide customer service support for the BRANCH's operation but does NOT actually find new customers or generate new sales to the BRANCH.

New, Renewal, and Endorsement Declaration Pages:

- Agency Management System will be updated (if Dec pages don't download)
- Dec Page will be scanned into the Agency Management System (Agency Bill)
- The insured copy will be forwarded to the client where required; postage will be billed to the BRANCH
- Diary will include endorsement information for endorsements

Endorsement Request:

- Endorsement will be processed with the carrier
- Documents will be provided as needed
- Follow up will occur to finalize endorsement
- Agency Management System will be updated, and an open diary will be created
- Documents will be imaged into the Agency Management System

Underwriting for Established Business (not new business):

- Request will be researched, and information will be forwarded to the inquiring carrier
- Activity will be documented via an open diary in the Agency Management System
- Any applicable documents will be scanned into the Agency Management System
- New business Market Access team quoting assistance PL/CL as needed

Cancellation Request:

- U/W Request will be researched and information will be forwarded to the carrier to avoid cancellation
- Insured Request will be forwarded to the BRANCH agent for the opportunity to save the account CSR will process
- Agency Management System will be updated and an open diary will be sent to the agent of record
- Any applicable documents will be scanned into the Agency Management System

TWIA / Citizens / State-Run Program Where Required:

- Renewal information will be sent to insured / mortgage company to collect renewal premium
- If renewal premium has not been paid one week before renewal, certified notification will be sent to insured



TWFGTM
INSURANCE

*Our Policy is Caring*TM

Services Provided by TWFG Service
Center for Full-Service Virtual Branch

Return Mail:

- Client will be contacted to get correct address
- Mail will be forwarded to insured, postage will be billed to the BRANCH
- Agency Management System and carrier will be updated

Billing Inquiry:

- Information will be provided to the insured
- Offer will be made to process payment over the phone (if option is available)
- Activity will be documented via diary in the Agency Management System

Verifying Coverage:

- Changes will be processed (if needed)
- Activity will be documented in the Agency Management System with open diary to the agent of record
- Any applicable documents will be imaged into the Agency Management System

Claims:

- Claim information will be taken
- Client will be advised of the best interest
- Activity will be documented in the Agency Management System via open diary to the agent of record
- Any applicable documents will be scanned into the Agency Management System

Phone:

- Voicemail directed to email
- Live receptionist answering calls during standard Home Office hours

Mail Processing:

- Opening incoming mail at Home Office
- Imaging into eVo
- Directing documents into appropriate departments, carrier, MGA's

These services may be amended by TWFG from time to time.