



TWFGTM
INSURANCE
*Our Policy is Caring*TM

Virtual Branch Limited 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:

Give you the opportunity to grow your business how you want

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

70% 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
- Commercial Training
- Standard Office Hours
- Dec Page Processing
- Billing Support
- Processing Incoming Mail
- Mail 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.)



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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
- Limited Service Center
- Receptionist
- Reference Library: Access to a comprehensive online reference library for Personal and Commercial lines products
- Voice Mail Directed to Email
- TWFG Branch Website Hosting

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 70% 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 commission processing including Carrier Statement reconciliation.



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

TWFG shall provide the following limited services to TWFG Virtual BRANCHES. The BRANCH is still responsible for all new business application requirements including trailing documents. The BRANCH must arrange for its clients or new clients to contact the Service Center for servicing. 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)
- 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:

- Diary to the BRANCH agent to handle

Underwriting for Established Business (not new business):

- Diary to the BRANCH agent to handle

Cancellation Request:

- U / W Request: Diary to the BRANCH agent to handle
- Insured Request: Will be forwarded to the BRANCH agent for the opportunity to save the account CSR will process

TWIA / Citizens / State-Run Program Where Required:

- Agency Management System will be updated and activity will be documented with an open diary to the agent of record
- Any applicable documents will be scanned into the Agency Management System

Return Mail:

- Diary to the BRANCH agent to get address
- Mail will be forwarded to insured, postage will be billed to the BRANCH
- An open diary will be sent to AOR to handle

Billing Inquiry:

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



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

Verifying Coverage:

- Changes will be verified

Claims:

- An open diary to the agent of record will be sent to handle claims

Phone:

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

Mail Processing:

- Opening incoming mail at Home Office
- Imaging into Agency Management System

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