

Regional Underwriting

California/ Hawaii Region

The California/Hawaii Regional Team consists of 12 Underwriters in Mission Viejo, California and 1 Underwriter in Fresno, California. The office is located in Mission Viejo, CA. The team would access our systems in the normal fashion via their dedicated Remote Desktop server.

- In the event the office is inaccessible due to disaster the team will access our systems in the normal fashion via their dedicated Remote Desktop server from their home computers.
- In the event of a business interruption during the day the Wayne office will be the primary backup and the South Central Regional Office will be the secondary backup. The procedure to distribute outstanding Underwriting work is as follows:

1. We will notify Vickie Long, Jodi Balog, Patricia Hurter, Elizabeth Dahlke and Andrea Freveletti who will immediately send an email out to their respective Regional and Liquor Leaders informing them of the issue. Leadership of the Business Development Team (David Rucker), Sales/Marketing Team (Tom Snyder) and Diane Owens will also be copied on this email. This e-mail will include a reminder of the plan as well as any of the people that are already scheduled to be out of the office and are not available to remote access for that given day.
2. Underwriters working remotely will handle their own e-mail via Remote Desktop. All submissions would be placed into their designated shared submission folder for assigning to the underwriters to be handled.
3. If Remote Desktop is not available the underwriters should handle their e-mail via web mail and send their submissions to a designated person on their team. As back up every Underwriter has assigned all team members as a delegate plus Diane Owens, Esther Jones, and Judy Gunther.
4. If the team is unable to process submission activity the submissions will be placed in the Group A and B folders to be distributed evenly amongst the Underwriters in those
5. All completed submission should be placed in the Electronic Quote File.

Home Office Team	California/Hawaii Underwriter(s)
FL/GA	Joel Hellman
GMNY	Alison San Nicolas
Mid-Atlantic	Steven Lee, Krystle Young

Mid-South	Sarah Dressler
New England	Trung Doan
New Jersey	Jaime Johansen, Greg Gagliardi

Underwriter Workflow distribution liaison: Manus Friel
IT liaison: n/a

Note all members of the office have access to Remote Desktop server with the following exceptions:

Underwriters:

No exceptions at this time

If we know in advance of a possible disaster or if they are in the office at the time of disaster, we can give our team members laptops so they have the ability to work remotely in their home or the office. We currently have 2 laptops and 2 hotspots available.

For complete team roster and contact information, please see the Disaster Emergency Phone Chain.

Phone Numbers – 866-712-6780 or 888-523-5545

Manus Friel – Regional Product Team Leader	Ext 7301	Cell – 610-316-6976
Alejandra Cotrina - Student	Ext 7302	Cell – 714-925-2880
Angie Valentine – UW Assistant	Ext 7303	Cell – 949-395-7450
Joel Hellman - Underwriter	Ext 7304	Cell – 610-223-8489
Greg Gagliardi - Underwriter	Ext 7305	Cell – 267-372-3365
Mike Louderback – Business Development	Ext 7306	Cell – 484-919-3219
Greg Lyons – UW Assistant	Ext 7307	Cell – 610-513-3891
Steven Lee - Underwriter	Ext 7312	Cell – 626-673-5352
Michelle Sullivan – UW Assistant	Ext 7315	Cell – 949-230-7580
Alison San Nicolas - Underwriter	Ext 7316	Cell – 858-414-8855
Trung Doan - Underwriter	Ext 7320	Cell – 949-232-9130
Jaime Johansen - Underwriter	Ext 7322	Cell – 858-947-8587
Elaine George – Business Development	Ext 7323	Cell – 949-421-9610
Sarah Dressler - Underwriter	Ext 7324	Cell – 401-578-2415
Krystle Young - Underwriter	Ext 7325	Cell – 714-336-2327
Cassidy Minko – UW Assistant	Ext 7314	Cell – 714-399-5003
Sabrina Baylor – UW Assistant	Ext 7326	Cell – 858-603-0036

Underwriting Assistants:

1. Michelle Sullivan (or her delegate) will notify Janice van de Velde (or her delegate) that the office is down. Janice will alert the Underwriting Assistants in the Home Office. She will also notify the South Central office that they may be needed to assist.
2. All Underwriting Assistants are delegates for each other whether in the Home Office or a Remote office. The Underwriting Assistants in the Home Office that are shown in the below chart will be delegates for the CA/HI Underwriting Assistants. In their absence another Underwriting Assistant will be assigned. The Home Office Underwriting

Assistant will individually call the Underwriting Assistant in the CA/HI Regional office to review the outstanding work that needs to be handled.

3. All Web, Private Label and phone quote binders do not have an accompanying file. These will be handled by the Home Office delegate using the Home Office Underwriters for signoff.
4. Regarding new business binders, the Home Office Underwriting Assistant will bind all requests where the necessary information is included or will send out the appropriate prior to bind memos. If there is a question as to whether something can be bound, the Home Office Underwriting Assistant will call the CA/HI Underwriting Assistant. In the case where the documentation to bind is not available, i.e., is on the workstation of the remote Underwriting Assistant, the Home Office Underwriting Assistant will call the customer to recover missing information to bind.
5. In the event the South Central office is needed, David Ford (or his delegate) will be the contact person to determine how best to service the CA/HI Team. He will call Michelle Sullivan from the CA/HI office to determine who will be delegates for each of the Underwriting Assistants in the CA/HI office and what work needs to be handled.

Assignments:

Home Office Underwriting Assistant – Regional	California/Hawaii Underwriting Assistant - Regional
Lata Daswani	Alejandra Cotrina
Carolyn King-Bacon	Greg Lyons
Barbara Heasley	Michelle Sullivan
Mary Kay	Angie Valentine
Mylene Wilson	Cassidy Minko
Christie DeFusco	Sabrina Baylor

Home Office Underwriting Assistant – Monoline Liquor and Special Events	California/Hawaii Underwriting Assistant - Monoline Liquor and Special Events
Leland Burton	Alejandra Cotrina
Alexis Beyer	Greg Lyons
Joe Gentile	Michelle Sullivan
Debbie Paden	Angie Valentine
Andrew Cairone	Cassidy Minko
Colleen Poulson	Sabrina Baylor

Janice van de Velde Ext 2353

Cell – 610-416-6930

Florida/Georgia Regional Team

The Florida/Georgia region consists of 9 Underwriters.

Staffing

All Underwriters that have the necessary computer hardware and internet connection at home will log-in and process work remotely. The e-mail inboxes of those Underwriters unable to access work remotely will be monitored and work shifted as necessary to address the work priorities established by the Underwriting leadership.

If needed, this team would forward submissions by webmail to the South Central Regional Team.

Workflow

See Underwriting Workflow under Emergency Remote Workflows below.

Email Delegation: All members of this team are delegates for one another.