



CUSTOMER TOOLKIT FAQs FOR CUSTOMERS

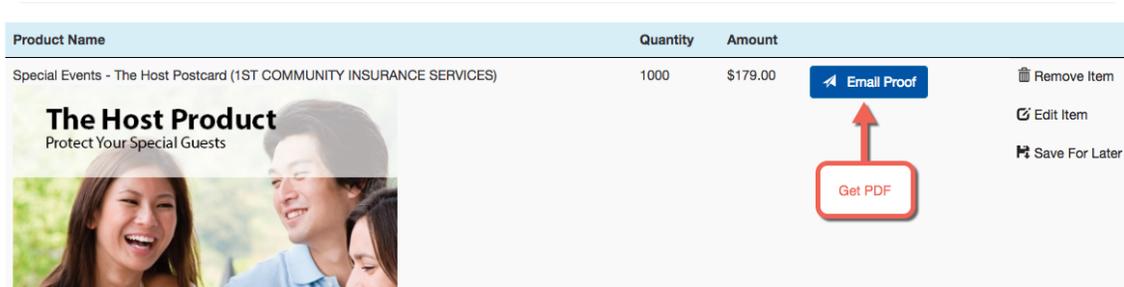
1. Q: What happened to the Electronic Toolkit and the Print Toolkit?

A: The original separate ordering systems, Electronic Toolkit and the Print Toolkit, have been retired. There is one Customer Toolkit experience that serves both electronic and print needs.

2. Q: How do I get a PDF?

A: All users can download electronic versions (PDFs) and order prints within this all new online experience. You will need to place an item in your shopping cart and select the minimum of 25 pieces, but before a potential print order, you can email yourself a proof as a PDF then or as JPEG

Shopping Cart

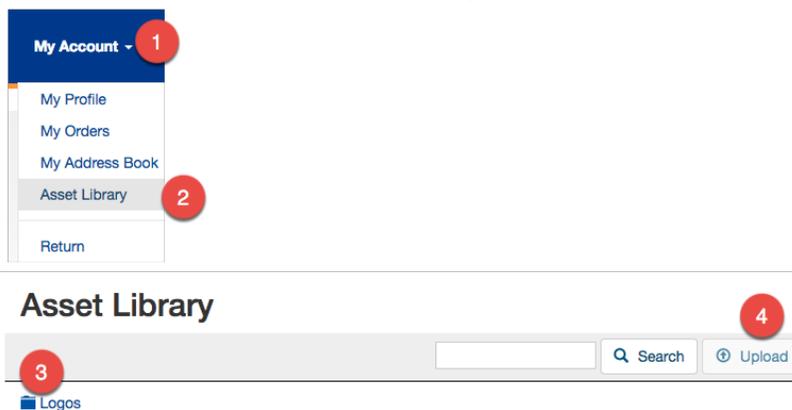


3. Q: What is complimentary?

A: USLI and Devon Park Specialty branded materials, PDF versions of items and ground shipping

4. Q: How do add more logos to my account?

A: From the navigation choose My Account then Asset Library. Select Logos and then chose Upload and pick the logo from your local computer to add to the toolkit. JPEGs are preferred. Image files should not be over 2 MB.



5. **Q: What is my marketing dollar allowance balance to use towards customizable promotional material?**

A: Find your marketing dollar allowance balance within My Account and select My Profile.

NOTE: This is an annual allowance and does not carry over to the following year. The allowance is shared among members of your office location.



6. **Q: How do I order customized material once I no longer have a marketing dollar allowance?**

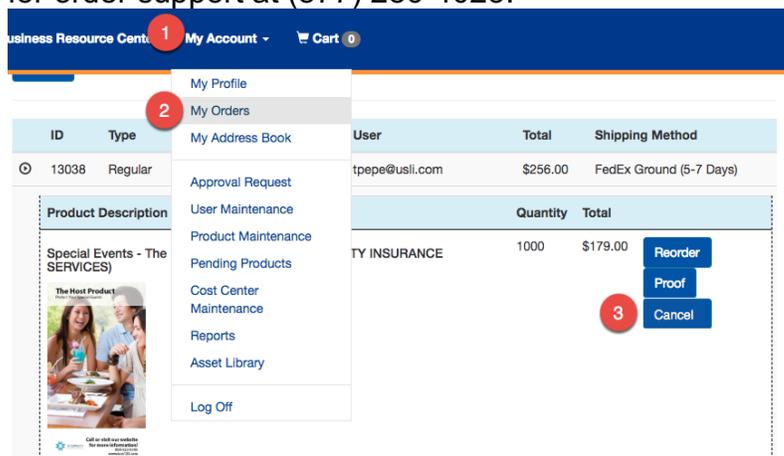
A: Our Customer Toolkit securely takes all major forms of credit card. The transaction occurs directly with our print vendor [ANRO Printing](#). USLI is not involved in any part with the financial transaction.

7. **Q: What's the minimum I can print?**

A: 25 pieces per item. If you want less than that, we suggest that you download the PDF version of the document and print it locally

8. **Q: How do I cancel a print order that has been placed?**

A: 20 minutes is allotted from the time an order is placed before it reaches our vendor ANRO Printing. You may cancel during that time period by calling them for order support at (877) 286-4023.



General Notes:

- Hit Zone Product Underwriting Guides are now included in the USLI Customer Toolkit
- Wind and Hail Maps are now included in the USLI Customer Toolkit