



March 22, 2013

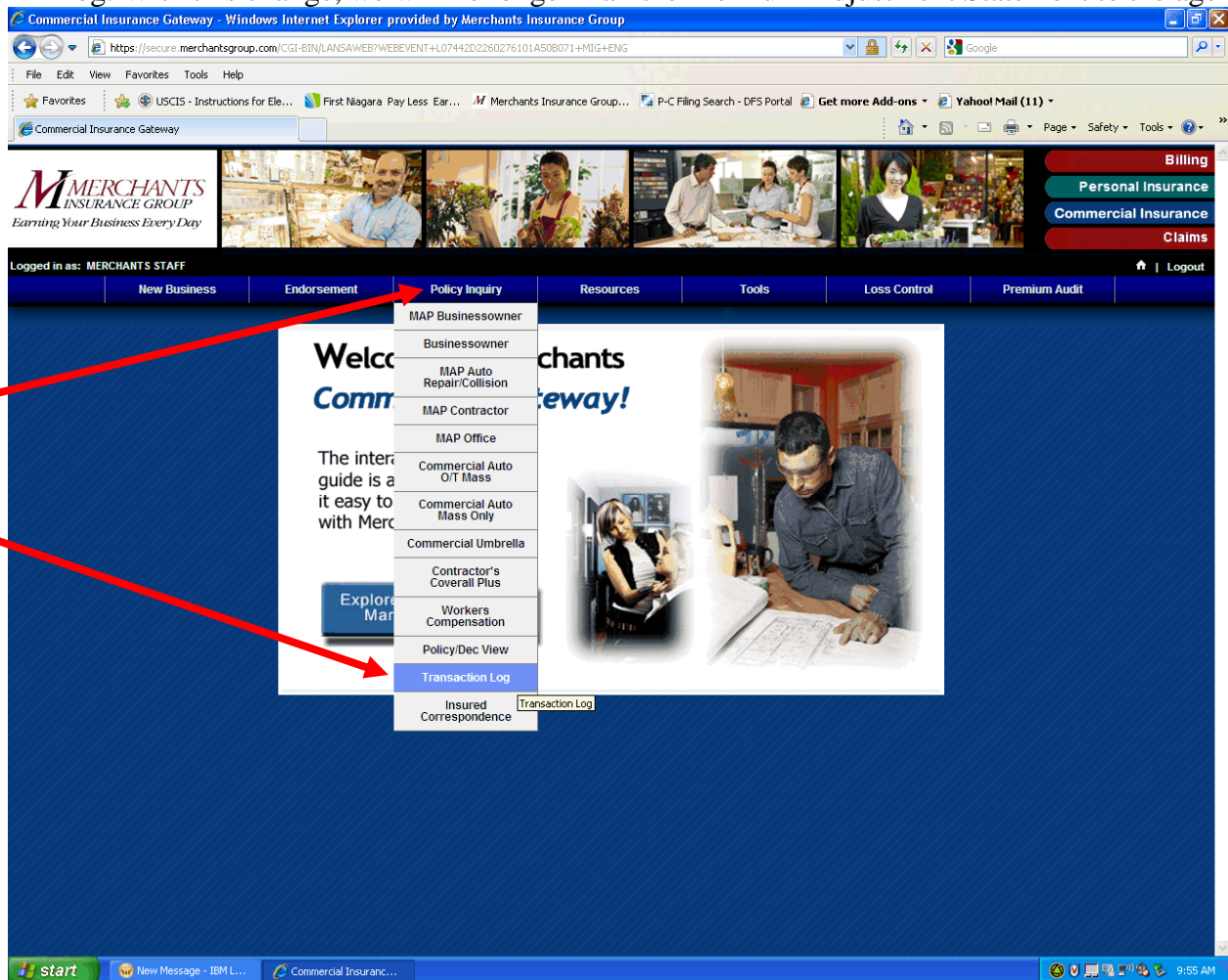
**BULLETIN # 5340**

**To: Merchants Insurance Group Commercial Lines Agents**

**Subject: Premium Audit Changes for MAP® BOP/Contractors and MAP® Auto Repair**

Effective March 25, 2013, Merchants Insurance Group is introducing a number of premium audit changes to our Merchants Advantage Plus® Businessowners (MAP® BOP), MAP® Contractors and MAP® Auto Repair programs. The changes are as follows:

1. The Premium Adjustment Statements can now be viewed online by agents from the Transaction Log. With this change, we will no longer mail the Premium Adjustment Statement to the agent.



2. The insured's copy of the Premium Adjustment Statement will be mailed directly to the insured along with an invoice if an additional premium results from the audit.
3. The Premium Adjustment Statement has been reformatted to more clearly display the audited exposure, earned premium, deposit premium and the audit additional or return premium. Please see copy attached to the bulletin for reference.
4. Please note that these changes **do not apply** to CMP or GL audits; for those lines the Premium Adjustment Statements will continue to be mailed to the agent and policyholder.

And remember, subscribing to our database sends the alert to your email inbox, which notifies you that new transactions have arrived in the transaction log!

Thank you for your attention to this matter. If you have any questions, please contact your Regional Manager, Regional Underwriting Manager, Territory Manager or Commercial Lines Underwriter.

**Attachment:** Sample of Premium Adjustment Statement

**AGENCY BILL**

**PREMIUM ADJUSTMENT STATEMENT**

**Date Prepared:** 03/13/13

Merchants Mutual Insurance Company  
Buffalo, New York

CORPORATE OFFICE  
250 MAIN ST.  
BUFFALO, NEW YORK 14202

AUDIT PERIOD: 02/01/12 TO 02/01/13

AUDIT TYPE: POLICYHOLDER REPORT

INSURED  
AUTO REPAIR AUDIT  
1 MAIN STREET  
ANY CITY, NY 12345-6000

AGENT/BROKER  
00111/WSBC9/004  
TEST AGENT  
250 MAIN STREET  
BUFFALO, NY 14202

**Phone No: (716)999-9999**

Coverage / Limit

Premium

Business Liability Limits  
General Aggregate Limit  
(Other than Products-Completed Operations)  
Products-Completed Operations Aggregate  
Business Liability/Occurrence

\$ 1,000,000  
\$ 1,000,000  
\$ 500,000

Loc. No. 001 Bldg. No. 001

909323 AUTO REPAIR/SERVICE SHOP  
Full Time Employees 2

Included

909321 AIR CONDITIONING SYSTEMS  
Full Time Employees 1

Included

Total Earned (Including Non-Auditable Premium) \$ 5,137.43

Deposit (Including Non-Auditable Premium) \$ 5,515.43

Return Premium \$ 378.00-

Reason for Adjustment: Annual Audit

The results of the required premium audit are reflected in this Premium Adjustment Statement. Please contact your agent with any questions. If there are any exceptions to these results, your notice of dispute is required within 15 days of receipt. All disputes must be registered with the Merchants Premium Audit Department, 250 Main St, Buffalo, NY 14240. Your appeal must be submitted in writing, accompanied by documentation that will provide the rationale for your disagreement and the detail, data, and verification necessary to support your position.