

Small and Middle Market Guidelines for Cancellations

In the spring of 2003, Kemper sold the renewal rights to certain lines of its small and middle market commercial insurance business to The St. Paul Companies.

In accordance with Kemper's entry into run-off, we did not write any new business with effective dates of June 1, 2003 or later and non-renewed all existing business.

Cancellations

Pro-Rata

The return premium for mid-term cancellations requested by the insured should be calculated on a pro-rata basis only under the following circumstances:

- St. Paul is the new insurance carrier.
- St. Paul was offered the business, but either declined to write the business or declined to offer similar terms and conditions.
- The agency was not appointed with St. Paul.

Written documentation must be provided supporting that one of the above conditions has been met.

A request for policy cancellation (signed lost policy release) must be provided before the cancellation can be processed.

Short Rate

Short rate cancellation applies in all other circumstances when cancellation is requested by the insured.

- We will not provide any recalculations of short rate cancellation penalties.
- A request for policy cancellation (signed lost policy release) must be provided before the cancellation can be processed.

Processing Turnaround Time

Due to significant staff reductions, we request and appreciate your patience as we process cancellation and policy change requests. Multiple requests may slow processing time. The current turnaround time is a minimum of 30 days.