

# Reference Guide FAQ

## 1. What documentation is needed?

Although not required for policy issuance in all circumstances, we recommend that agents or customers submit documentation that shows the description and value (appraisal, detailed receipt, old dec page, screenshots from the web, serial/model number for watches) at time of application. If applications are referred to underwriting, customers will need appraisals within the last 24 months.

## 2. What are the underwriting and referral guidelines?

SCENARIO	PAYMENT TAKEN	POLICY ISSUED IMMEDIATELY	ADDITIONAL UW QUESTIONS	ADDITIONAL REVIEW NEEDED	INFO NEEDED
Total schedule \$50,000 or more	No	No	Yes	Yes	JM will reach out to obtain further info
Any schedule with any watch type listed, value ≥ \$10,000, and age of wearers < 40	No	No	Yes	Yes	JM will reach out to obtain further info
Any schedule with a value ≥ \$10,000, and no Lady items listed	No	No	Yes	Yes	JM will reach out to obtain further info
Any schedule with an item valued > \$25,000	No	No	Yes	Yes	JM will reach out to obtain further info
Any schedule with an item type of "Other"	No	No	Yes	Yes	JM will reach out to obtain further info
Any application with a Felony conviction	No	No	Yes	Yes	JM will reach out to obtain further info
Any application with Loss History > \$7,500 within 7 years	No	No	Yes	Yes	JM will reach out to obtain further info

*Disclaimers: Appraisals, proof of purchase (detailed sales receipts, copies of the warranty card or owner's manuals for watches), and/or photos will be required at the time of a claim. We recommend those be sent to us no matter the value, using our online portal upload options or emailing them to personaljewelry@jminsure.com. Please include the account number.*

*Jewelers Mutual Group team members will reach out directly to the customer in 1-2 business days to gather the necessary information from the applicant directly for any underwriting referrals.*

*Adjustments to premium and/or deductibles may be made by our underwriting team as a condition to provide coverage.*

## 3. What are the guidelines for TruePic?

Jewelers Mutual Group utilizes TruePic, a company known for industry-leading photo authentication technology to perform virtual inspections at the point of underwriting. Items such as jewelry photos, safe or vault photos and appraisals are submitted through TruePic to support the underwriting process.

For assistance on using the app on IOS or Android, click one of the following links:

[JM IOS](#)

[JM Android](#)

If the customer does not own a smart phone, work with the underwriting team.


#### 4. What is the difference between Jewelers Mutual and Homeowners Insurance?

See How We Compare	Jewelers Mutual	Typical Homeowners
Loss	✓	✗
Theft	✓	✓
Damage	✓	Not always covered
Disappearance	✓	✗
Flood or Earthquake	✓	Not always covered
Worldwide Travel	✓	✓
Out-of-Pocket Cost	\$0 deductible option	Homeowners deductible applies

#### Effects of Claims

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Insuring your jewelry with a standalone policy protects your home insurance from the effects of a claim.



#### 5. What kind of payment plans are offered?

**FIRST PAYMENT ON A NEW SUBMISSION:**

**2-Pay Plan:** 50% due plus any taxes or fees

**4-Pay Plan:** 25% due plus any taxes or fees

**8-Pay Plan:** 20% due plus any taxes or fees

**12-Pay Plan:** 15% due plus any taxes or fee

*\*On consecutive years, the payments will be divided evenly.*

##### 2-Pay Plan: "Semi-Annual"

First payment due when issued **or** on policy effective date at renewal. Second invoice sent out 180 days (6 months) later.

**Eligibility:** Premium is \$200 or more

##### 4-Pay Plan: "Quarterly"

First payment due when issued **or** on policy effective date at renewal. Remaining invoices sent every 90 days (3 months) until premium is paid in full.

**Eligibility:** Premium is \$400 or more

##### 8-Pay Plan:

First payment due when issued **or** on policy effective date at renewal. Remaining invoices sent every month until premium is paid in full.

**Eligibility:** Premium is \$800 or more

##### 12-Pay Plan:

First payment due when issued **or** on policy effective date at renewal. Invoices sent every month.

**Eligibility:** Premium is \$1200 or more

**6. What is the minimum premium?**

\$30 – CO, CT, FL, IL, MA, ME, NV, NH, NJ, NY, PA, RI, SC, UT, & VT

\$25 – All Other States

**7. What is the minimum premium?**

You can pay by phone at 888-884-2424 (automated 24/7, or live assistance during our business hours). Accepted payment methods are Mastercard, Visa, Discover, and electronic funds transfer. Click here for [Quick Bill Pay](#).

**8. What does the claims process look like?**

Initial contact with the customer within 1-2 business days for contact of new claims. If something happens to their jewelry, customers get to work with their jeweler of choice to repair or replace their piece with the same kind and quality—like it was before.

**9. What are your hours of operation?**

**Monday – Thursday:** 7:00 a.m. – 7:00 p.m. CST

**Friday:** 7:00 a.m. – 6:00 p.m. CST

**Holiday Schedule**

We are closed all National holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day. Hours of operation may vary on the day before or the day after a holiday.

Holiday schedules will be transmitted yearly from your relationship manager.