

Town and Country Comments

ALWAYS MOVING FORWARD

Town and Country Computer Service's slogan is "**Always Moving Forward**". These three small words emphasize our staff's dedication to find innovative ways to add value to INS PRO. Our goal is to keep our system user-friendly, up-to-date with current technology, and able to fulfil any specifications and requirements that our clients need. A few beneficial changes that our INS PRO clients can look forward to in the 2010.2 update are:

- New Optional ML Endorsements automations that include: ML31, ML33, ML35, ML35a, ML46, ML50, ML321, ML321a, ML325, ML351, ML355, and ML362. These specific endorsements are automated for Homeowners, Mobile Home Owners, and Farm Policies. For more information on the Optional Capability, please contact our Sales team.
- Choice Point Clue reporting file has been expanded to include a Header and Trailer record. This enables the file to be uploaded when utilizing the LexisNexis one-line transfer capability.
- The INS PRO menu has been changed with a new picture and will now support .bmp and .jpg images. Clients who changed the default picture will have to reset their background picture again after loading.
- The Additional Location (ML309) endorsement is also included. There is an option to set up the ability to write the ML309 as a separate line from the policy line.

- URB BOP rating is 7/2000 compliant including the SF10D and SF10S forms. Several optional coverages were added to the screen, including the ML33, SF47 and SF106.

- Declarations and Bills are email capable. For more information, please contact our Sales or Support team to implement this feature.

Nick Hotz dedicated his time and effort to put together a client site. The new feature essentially is used to distribute monthly RFS reports. Other valuable features of the site include: links for basic software downloads and new demos, employee reference information, and a location to post messages to the clients about updates and working projects. To obtain your client's user name and password to login, please contact the Support team.

In addition to the enhancements mentioned, there are many more listed in the update notice. TCCS also wants to emphasize that you need to set aside time to install the update and the Coverage file expansion. Our company greatly appreciates all INS PRO clients' cooperation during the update. TCCS extends a big thank you to *Farmers and Merchants* and *Great Lakes Mutual* for helping us test the update. TCCS anticipate that our client companies will find these changes to be extremely valuable.

Town and Country 2011 User Meeting Coming Soon!

Planning has already begun for our May 2011 user meeting. Our company anticipates creating a multi-day event. The location of the meeting is still up in the air. If you have an idea for a location, please let us know.

All suggestions and feedback from our clients will be taken into consideration. Email Kerri Goyette at kgoyette@tccs-inspro.com with any comments.

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WEB DEVELOPMENT UPDATE - by Mike Ritz

The URB Business Owners programming has been completed for the INS PRO Web Quoting feature. TCCS has installed this at two of our New York client sites (*Oswego Mutual Insurance and Associated Mutual Insurance Cooperative*) and our company is working on a third site in Michigan. We are well into development of the next line, AAIS Dwelling Fire and Farm Properties program, with a release date set at the end of October. Suggestions on the next line of business to be completed have been coming in, so if you would like to submit your preference, please contact us.

In addition to the Web Quoting feature, a Billing Inquiry feature is coming in the near future. With it, the policy billing information can be checked via web. Payments made, amounts due, and future payments can all be accessed. This has the potential to greatly reduce the number of phone calls that your company's support staff will have to handle.

If this is a feature your company would be interested in, please give us a call and we will be happy to set up a demo either an onsite visit or a web session.

"Individual commitment to a group effort – that is what makes a team work, a company work, a society work, a civilization work." - Vince Lombardi

TCCS EMPLOYEE SPOTLIGHT

Our company wants to acknowledge an employee that we feel has gone above and beyond expectations to meet the specific needs of each client and is a significant asset to TCCS. This month, we focus on Michael J. Krug, our Marketing and Finance Manager. Mike has been a dedicated employee for over 22 years and we are very proud to call him one of our own.

Mike was busy earlier this year helping to plan his wedding. Yes, this past July, Mike got married. His new wife, Cathy, works in the Psychology Department at The University at Albany, State University of New York. Mike's other full-time job is being a father to his son and daughter, Andrew and Monica. With the marriage also came a new stepdaughter, Alyssa, who is a freshman attending The University at Buffalo, majoring in Communication. In addition to solving homework issues and breaking up sibling arguments, Mike also dedicates his time to the local cub scouts. He is the Webelos leader of his son's pack. In June 2010, Mike earned Wood Badge for scout leadership training. When he needs to escape from his busy schedule, he slips away to his basement office and works on his stamp collection. When he was a cub scout (a few years ago!), he needed to start a collection of some type to earn a belt loop. His parents helped him start a stamp collection. The collection started with Mike soaking used stamps off envelopes. He has worked on the collection on and off over the years and currently has over 35,000 stamps from nearly 400 countries in the collection. Mike Krug is certainly a busy man, and yet continues to apply his best efforts every day at Town and Country.

Watch for our December edition of Town and Country Comments, as we nominate our next employee for the TCCS spotlight. When you find some spare time, visit our new client website. It has an employee directory that provides a picture of each staff member, a brief history of each staff member's educational background and achievements that assist Town and Country Computer Services in a positive manner.



Mike and Cathy's Wedding Day



**Mike at the 2010 NAMIC Convention
in San Diego**

IMPORTANT UPCOMING DATES

Monday, October 11, 2010:

Office will be closed for Columbus Day.

Sunday, November 7, 2010:

Daylight Saving Times Ends. Everyone remember to turn back your clocks.

Thursday, November 25-November 26:

Office will be closed for Thanksgiving Holiday. TCCS wants to wish everyone a Happy Thanksgiving.

TRI-STATE CONVENTION

On August 8th-11, 2010, Mike Krug and Kerri Goyette of our Marketing team, ventured out to the PAMIC/VMAIC/WVMAIC annual convention. This year it was held at the historical and spectacular Greenbrier Hotel in the Allegheny Mountains of White Sulpher Springs, West Virginia.

Town and Country Computer Services, LLC. wants to send our gratitude again to all companies who visited our booth. It was a pleasure to catch up with old friends and to meet new colleagues. Next year's PAMIC convention will be held in Bedford Springs, PA from July 31st to August 2nd. We look forward to the next PAMIC convention.



CONGRATULATIONS

Congratulations to *Community Mutual Insurance Company!* They are the winners of Town and Country Comment's July 2010 Trivia. Fantastic teamwork to everyone. The answers are the following:

1. Who blinks more-men or women?

A: Women

2. Cinco de Mayo commemorates the Mexican army for defeating what particular country?

A: France

3. What player hit 70 home runs in 1998?

A: Mark McGuire

4. What holiday is celebrated on the second Sunday of May?

A: Mother's Day

5. Memorial Day was first referred to as what?

A: Decoration Day

6. What actor played the role of Captain Steve Hiller in "Independence Day"?

A: Will Smith

7. How many servings of fruits and vegetables should you eat a day?

A: 2-4 servings

8. What holiday in June is considered to be the fourth-largest card sending occasion?

A: Father's Day

9. What company was the first to develop a computer mouse?

A: Apple

10. Why is there fuzz on a tennis ball?

A: Creates control, longer duration, and resistance.



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Just a Reminder

Do not forget to send your news items and comments for our next issue!

We look forward to including your articles.

Please direct these items to:
Sales@tccs-inspro.com
Subject: T&C-Comments



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The INSurance PROcessing System that's Right for You

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