Permanent General Assurance Corporation of Ohio

OHIO 3.2 Personal Auto Program
OHIO Bond Program

Auto New Business: September 1, 2015
Bond New Business: May 28, 2015
Bond Renewal Business: July 2, 2015

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Rule #1 Binding

All policies must be uploaded using The General's software.

New Business "Upload" Binding Authority:
Applications will be bound effective date/time of upload.
Renewal Binding Authority:
- Renewal received by Home Office prior to Expiration Date;
- Bound effective the Expiration date
- Renewal received and Mailed/Uploaded by Agent, within 7 days after Expiration;
- Bound effective the Expiration date
- Renewals received by agent prior to but Mailed/Uploaded after 7 days of Expiration;
- Bound Postmark/Upload plus (1) day

Endorsement Binding Authority:
- Adding Physical Damage to a Liability "Only" vehicle
  - Two (2) photos and explanation for change required before binding.
  - The General reserves the right to make all final underwriting decisions.
- Deleting Coverage requires Named Insured signature on endorsement form;
  - Bound effective received date plus one (1) day
- Replacement or Additional Vehicles;
  - Binding may not exceed 30-days from endorsement effective date.
- Changing coverages, Additional Drivers, Custom Equipment;
  - Bound effective received date plus one (1) day

* Business Days include Day of Binding
Agent does not have the authority to issue declaration pages, endorsement or cancellation notices.
Agent may not permit a solicitor or broker to bind the Company on a risk.
Current application for The General must be fully completed, signed and dated by agent and applicant with down payment.
Do not bind if the risk is shown in the "Unacceptable Rules 9-13" per the underwriting guides.

Rule #1B Financial Responsibility Tiers
Policies will be rated in one of up to twenty (20) tiers, named "Star", based on an objective financial responsibility scoring.

Rule #2 Severe Weather Restrictions
Physical Damage Coverage may not be bound and deductibles may not be lowered in any area where there is a hurricane, tornado, tropical storm watch, severe weather watch or warning (including hail). Pre-Assigned Binder Numbers for policies including Physical Damage will not be honored if a watch, warning or occurrence is in effect at the time of binding.

Rule #3 General Underwriting Statements
The General reserves the right to make the final underwriting decisions on all applications, endorsements or renewals.

Rule #4 Pay Plans
The General may offer various monthly, quarterly, and paid in full direct bill pay plans which are detailed on the current version of our software.

Rule #5 Payment Instructions
1. ALL payments on policies issued on a direct bill basis must be made payable to The General.
2. The full down payment must be included with the application, inclusive of the policy fee (if applicable).
3. Payments taken in the Agent’s office should be uploaded and designated as down payment, installment, or renewal payment. If the bank does not honor a check deposited by the agency, The General will credit the agent’s account when the agent faxes proof of NSF/Stop pay.
4. If not uploaded, checks must be made payable to The General. If check is made payable to agency, check must be endorsed to The General rather than sending an agency check. Address to mail is: The General (Payments) PO Box 305076 Nashville, TN 37230-5076. Overnight mailing address is: The General 2636 Elm Hill Pike, Suite 510 Nashville, TN 37214.
5. The company will bill up-rates and additional premium endorsements directly to the insured.
6. All installments include an installment fee.
Rule #6  Credit Card Payments

1. CREDIT CARD PAYMENTS: The insured can make any payment (including additional premium endorsements) in your office or by telephone via credit card by accessing www.thegeneral.com, our 24-hour Hotline at 800-246-9618 or calling customer service at 800-280-1466.
2. EFT check or bank draft is available through www.thegeneral.com or by phone.

Rule #7  Fees

1. A $10 filing fee, fully earned at inception, applies for each SR-22 requested.
2. A $40 policy fee, applies at each new business and renewal policy period.
3. A $10 installment fee applies to each installment payment.
4. A $20 service charge will be assessed for returned checks.
5. A $10 fee will be assessed upon reinstatement of any cancelled policy.
6. A $7 endorsement fee charged on all insured-initiated endorsements which would include paper or phone endorsements processed by an UW or CSR rep.
7. A $7 phone payment fee applies to each policyholder-initiated payment manually processed by a CSR/underwriter.
8. Fees are not subject to commission.

Rule #8  Policy Term

Only six-month and annual policies may be offered, subject to UW availability.

Rule #9  Unacceptable Insureds/Drivers

1. Drivers without a garaging address
2. Named insureds that have never been licensed
3. Employees of any entity of The General, independent agents and their immediate family
4. Operators under the minimum age for state licensing
5. Operators with a permanently revoked or suspended license, unless applying for an SR-22
6. Persons residing outside of the state for greater than 59 days per year
7. Any policy with more than 2 at fault accidents/majors/DUIs in 12 months or more than 3 at fault accidents/majors/DUIs in 36 months
8. Operators with a NY or NJ driver’s license

Rule #10  Unacceptable Vehicles

1. Cars, vans, trucks or utility vehicles with a gross vehicle weight rating (stated by the manufacturer) greater than 10,000 pounds
2. Any risk not garaged in the state for at least 10 months
3. Physical damage coverage for gray market, salvaged vehicles (unless salvage title has been cleared), antiques and classics
4. Collector's items, custom built, limited edition, kit vehicles, snowmobiles, dune buggies, bajas, buses, campers, camper-vans, RVs, ATV's, motorcycles, mini buses, substantially altered or modified structurally and/or mechanically
5. Physical damage coverage for vehicles 20 years or older
6. Vehicles with an ACV of $75,000 or greater
7. Vehicles with commercial license plates and/or owned by anyone other than an individual
8. Vehicles leased or rented to others by the applicant.
9. Vehicles with a cost new or ISO equivalent of $75,000 or greater.
10. Vehicles registered in NY or NJ.

Rule #11  Unacceptable Vehicle Usage

1. Vehicles used for livery, taxi service, emergency including but not limited to vehicles used to transport nursery or school children, migrant workers, hotel guests
2. Vehicles used for racing, show, or parade
3. Vehicles used for retail or wholesale delivery, including food, magazine, newspaper, mail delivery, driver training including vehicles with logos or signs
4. Vehicles used by persons who are selling, leasing, repairing, storing, servicing, delivering, testing, road testing and/or parking motor vehicles
5. All vehicles used commercially including, but not limited to transporting explosives, chemicals, radioactive materials, flammable substances, and/or escort vehicles
Rule #12  Unacceptable Custom Equipment

Equipment that is always excluded from Custom Equipment coverage and from Comprehensive and Collision coverage:
1. Additional equipment not permanently installed in the vehicle
2. Radar detectors, car telephones, televisions, home stereo equipment, custom murals, nose bras and insect shields
3. Equipment for which the value cannot be determined or verified
4. Sinks/bathroom/toilet facilities

Rule #13  Other Unacceptable Risks

1. Listing vehicles from more than one household on a single policy
2. Estates or Receiverships and Corporations or Partnerships are unacceptable as the named insured
3. Persons employed in illegal enterprises or occupations, convicted of insurance fraud or a felony in the last 10 years
4. Persons who have had a policy cancelled by The General for loss experience or misrepresentation
5. Any operator who is physically or mentally impaired who does not provide a physician’s statement in which stated that the applicant is capable of safely operating a motor vehicle
6. Any risk with an undisclosed operator, a regular or occasional operator as defined by Rule #14 that has not been properly listed on the policy, application, or endorsement thereof
7. Bodily Injury limits of 100/300 are not available for risks that meet ANY of the following criteria:
   • More than 4 points (total for all listed drivers)
   • More than 1 DUI/DRG violation
   • Any Household operator with less than 9 years’ driving experience
   • No prior insurance (Transfer discount is required)

Rule #14  Regular and Occasional Operator Definition

A regular and occasional operator is an operator who drives or anticipates driving a listed vehicle either 52 days or more in a calendar year, or an average of one day a week or more during the policy period.

Rule #15  Driver Class Rules and Procedures

All persons living in the household, 14 and older must be reported on the application. All individuals age 14 or older must either be considered in the rating of the policy or must be specifically excluded from coverage by completing the “Driver Exclusion” section of the application.

1. Applicants must possess or obtain within thirty (30) days of policy’s effective date, a valid State (Ohio) license (except acceptable student/military risks).
2. An insured’s qualification as “married” requires the insured to be legally married and residing in the same household as their spouse.
3. If a spouse is excluded on the policy, the excluded spouse must sign the application. In addition, dates of birth and relationships to named insured, for all excluded drivers, must appear on the application.
4. Classification (driver age) changes will only be made at the beginning of each policy term.
5. If the driver’s birthday is within 30 days of the policy effective date the new age will be used for rating.
6. Regular or occasional users outside the household must be reported on the application or excluded, unless named operator policy or Bond is chosen.

Rule #16  General Territory Rules

1. Use ZIP code in which the vehicle is principally garaged.
2. Rate using the garaging zip code, not the mailing zip code.
3. If the mailing address and the garaging address differ, list both on the application.
4. Principal place of garaging must be in State (Ohio) for at least one vehicle on the policy. (Refer to Territory Rules for Student/Military Risks – Rule #17.)
5. Newly created zip codes will be assigned the territory of an adjacent zip code until the next rate revision in which territory evaluation occurs. Deleted zip codes would only be purged during a rate revision evaluation. However, the territory would be revised once the insured notifies us of a change to their garaging address zip code.

Rule #17  Territory Rules for Students or Military Risks

1. Students or military personnel must reside in the territory where their vehicle is primarily garaged and rated. If a driver on the policy joins the military or enrolls in school after policy inception, they should be removed from the original policy and a new policy started in the correct territory.
2. Students or military personnel who move to a state where The General is not currently licensed to write business are not eligible to continue coverage with a new policy.
3. Active duty military personnel stationed in State (Ohio) maintaining an out of state driver’s license are acceptable. However, spouses and other family members are required to have a State (Ohio) license. Military base and military address must be listed on the application.
Rule #18 Exclusion Endorsements
1. Endorsements excluding coverage are permitted while any named individuals are operating an insured motor vehicle.
2. NEW BUSINESS: The named insured must complete, sign and date the Driver(s) Exclusion Form on the application; excluding the specifically named operator(s) from coverage (both named insured and spouse need to sign if spouse is being excluded). This exclusion will apply to the current policy term and all renewals and may only be superseded by an endorsement request to add the excluded person(s) to the policy as a driver.
3. IN-FORCE POLICIES: To exclude specific individuals during the policy term submit a properly completed exclusion, showing the effective date of the change and observing proper binding rules. An amended declaration page will be issued. The endorsement will only be superseded by a request to add the excluded person(s) to the policy as a driver.
4. Two policies in one household are not acceptable, unless all drivers and regular operators are listed as rated or excluded on both policies.

Rule #19 Named Insured Eligibility
1. The named insured may be:
   - Any individual,
   - Any other driver on the policy.
   Note: Maximum of one (1) additional named insured per policy
2. The following are unacceptable as the named insured:
   - Estate or Receiverships
   - Corporations, Partnerships or Professional Associations

Rule #20 Financial Responsibility Filings (SR-22)
1. SR-22 filings will be issued upon request.
2. There is a fully earned $10.00 fee per filing. No additional points are charged for filings.
3. The name on the filing must appear exactly as it reads on the driver’s license. SR-22 filings will not be issued until the MVR has been reviewed.
4. An SR-22 will be issued only when ALL vehicles owned by the applicant and/or the applicant’s spouse, are to be insured by The General.
5. Liability limits are only available at minimum financial responsibility limits for the state.
6. We will file SR-22 in Ohio only.
7. Drivers requiring an SR-22 may not have an Unverifiable Driving Record or be excluded.

Rule #21 Material Misrepresentation of Risk
The insured has the responsibility and obligation to truthfully and fully complete an application for insurance. Material misrepresentation on the application may affect the insured’s eligibility to receive the benefits of the insurance contract.
1. The General has the right not to pay a claim on a policy if information presented on an application or renewal questionnaire is false or misleading and this improper information results in a premium change or results in our accepting an otherwise unacceptable risk.
2. Information that is most often misrepresented includes:
   a. Drivers – Obtain names and information on ALL persons age 14 or older residing in the household (licensed or not) and others operating the vehicle.
   b. Vehicle Usage – Determine and explain other than “pleasure” or “to and from work” use.
   c. Garaging location – Determine the correct garaging location based on zip code. Principal place of garaging must be in Ohio.
3. The General may void the policy and deny the claim or cancel the policy and collect the additional premium due from inception should misrepresentation be discovered.
4. These rules may not apply with respect to an SR-22 policy certified pursuant to the Ohio Financial Responsibility Law.

Rule #22 Pre-Insurance Inspection Guidelines
Existing polices where Physical Damage coverage is being added to a vehicle that is Liability only, require an inspection and two (2) photos. This procedure facilitates quick, accurate payment of claims. It is in the insured’s best interest to complete these procedures and properly document custom equipment and options on the vehicle.
Rule #23  Business Use Definitions

BUSINESS USE SURCHARGE IS RATED ON VEHICLES USED FOR BUSINESS PURPOSES.

1. Acceptable Business Use:
   a. Vehicles owned or leased by the applicant and used in the applicant's business or occupation, providing the usage is deemed acceptable by The General. Pickups and vans must be one ton or less.
   b. Vehicles used by sales representatives, realtors and home health professionals.
   c. Vehicles used by professionals whose occupations include frequent travel to hospitals, clinics, courthouses, job sites or client homes. Examples are doctors, attorneys, architects, engineers and clergy.
   d. Only the named insured and family members operate the vehicle. (Vehicles operated by an employee or co-worker are not acceptable.)
   e. The vehicle is parked at one job site during the workday. The vehicle is not used to travel to two or more work sites during the workday (applies to artisan/service see exception item c).
   f. The vehicle is used only for personal transportation.
   g. Business Use surcharge will apply.

2. Unacceptable Business Use:
   a. Any wholesale or retail delivery such as food, newspapers, magazines, mail or merchandise.
   b. Any vehicle used to transport clients or co-workers.
   c. Any business involving frequent stops, whether on a regular route or not, such as courier or message services, exterminators or debit life insurance.
   d. Vehicles with permanently installed mobile equipment such as hoists, air compressors, pumps, generators, spraying, welding, building cleaning, lighting and well servicing equipment.
   e. Vehicles owned or leased by a corporation or business.
   f. Vehicles used in transporting passengers for a fee.
   g. Vehicles that can carry more than five occupants (e.g. van, mini-bus, etc.).
   h. Vehicles operated by employees or co-workers.
   i. Vehicles used in security or surveillance operations.
   j. Vehicles used to carry explosives, chemicals, flammables, or tools or equipment/supplies in excess of 200 lbs.
   k. Any vehicle with a commercial license plate.
   l. More than one business use vehicle per household per policy.
   m. Vehicles used to transport migrant workers or used in agricultural business.
   n. Any vehicle used to tow a trailer carrying tools or supplies.
   o. Unacceptable Risk surcharge will apply.
Rule #24  Discounts and Surcharges

DISCOUNTS

Enhanced Transfer:
Enhanced Transfer tier will be determined using 5 years of prior policy tenure, number of days lapse, number of different companies, prior limits and carrier information. The criteria and factors are listed in the Rate Manual. The following descriptions can be used:

Transfer Decline - Did the customer tell us they had prior insurance?

Prior Insurance Limit (P) and Current Insurance Limit (C)

- P0 & C0 – Zero current or prior coverage
- P1 & C1 – Low level of current or prior coverage (<=25,000)
- P2 & C2 – Mid level of current or prior coverage (between 25,000 and 100,000)
- P3 & C3 – High level of current or prior coverage (>=100,000)

Tenure – the combined tenure of all prior companies in the last 5 years.

Begin & End # Companies – the sum of all prior companies

Prior Policy – was the customer’s last insurance company Standard or Non-Standard (based on NAIC definitions).

Multi-Car:
Applies when there is more than one vehicle on the policy.

Liability Only:
Applicable on all insured vehicles on an auto policy as long as no insured vehicle on the policy has comprehensive/collision coverage.

Homeowners Discount:
1. Insured must reside in a house, condo, or townhouse (garaging must be the same).
2. Proof of home ownership must be submitted in the form of Insurance Dec page, property tax bill, deed, etc.

* If proof is not submitted with application, the policy will be issued without the discount. If proper proof is submitted within 30 days, the discount will be added (on a pro-rata basis) when the proof is received.

Paid in Full/Quarterly:
Policy must be paid in full or on quarterly pay plan to apply.

Senior Driver Training Discount:
1. Applicant must be age 60 or older.
2. Applicant must have only one (1) minor violation within the past 24 months.
3. Applicant cannot have any at-fault accidents or major violations within the past 24 months.
4. Applicant must have a valid certificate from the State Highway patrol approved accident prevention course.
5. Applicant must meet the above requirements every three (3) years to renew the discount.

SURCHARGES

Business Use:
Surcharge applies to acceptable business use (see rule #23 for acceptability).

Unacceptable Risk Surcharge:
Risks determined to be unacceptable in Rules 9-13 will receive an unacceptable risk surcharge.

Excluded Driver Surcharge:
 Applies to all policies excluding one or more drivers.
Rule #25  Violation/Accident Rules

ALL VIOLATIONS/AT-FAULT ACCIDENTS

1.  Chargeable for 35 months.
2.  All accidents are considered at-fault unless proof of no-fault is furnished with the application

NOT-AT-FAULT ACCIDENTS (NAF)

1.  Accidents will not be considered chargeable if the named insured demonstrates:
   a.  The actions of the driver did not cause or significantly contribute (50% or more at-fault) to the occurrence of the accident.
   b.  The vehicle was lawfully parked at the time of the accident.
   c.  The accident was caused by collision with flying gravel, missiles, falling objects or by contact with a bird or animal.
   d.  A hit-and-run driver struck the vehicle and the accident was reported to the proper authorities with 24 hours.
   e.  A driver other than the driver of the insured’s vehicle was convicted of a moving violation in connection with the accident.
   f.  The vehicle was struck in the rear and the insured was not convicted of a moving violation.
   g.  A court of competent jurisdiction adjudicated the insured not to be liable.
   h.  The insured was operating a bicycle, boat, train or snowmobile at the time of the accident.
   i.  The insured, at the time of the accident, was in response to an emergency, AND was acting in an official capacity as a paid or volunteer member of any Fire or Law Enforcement Department or Emergency Medical Unit.
   j.  Reimbursed by, or on behalf of, a person responsible for the accident or has a judgment against such person
   k.  In receipt of a traffic citation that was dismissed or not processed

2.  Examples of proof of NAF documents include:
   a.  A copy of the police report or court documents
   b.  A letter from the previous carrier
   c.  Any other documentation that proves NAF

OTHER POINT CHARGES

1.  Foreign Country or International Driver’s License – The General will charge the insured until they are able to submit proof of a valid U.S. license having been in effect for at least 12 months.

2.  Unverifiable Driving Record (UDR) – A surcharge will be assessed on any driver whose driving record cannot be verified by the State’s Bureau of Motor Vehicles.
   a.  This surcharge will be removed if The General receives a valid current MVR in English. MVR must be no more than thirty (30) days old and must be received within sixty (60) days of policy inception.
   b.  Operators with a learner’s permit will not be assessed a surcharge (UDR) during the first policy term. A surcharge will be assessed during the second and subsequent policy terms if an MVR still remains unobtainable.

Rule #26  Violation Points Reference Chart

The following is a reference chart of violations in alphabetical order. This chart does not reflect all possible violations.
Please note that this chart represents points assigned by The General and are not MVR violation points.

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<th>Violation Point Class</th>
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<th>Points 2nd Occurrence</th>
<th>Points 3rd &amp; subsequent Occurrence</th>
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<td>ACC - At-Fault-Accident</td>
<td>3</td>
<td>5</td>
<td>7</td>
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<td>DRG – Driving under the Influence</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>MAJ – Major Violation</td>
<td>5</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>MIN – Minor Violation</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>NAF – Not-at-Fault Accident</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>International Driver’s License</td>
<td>2</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Unverifiable/Celebrity</td>
<td>5/5</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Note:

Driving under the influence includes drugs/opiates, physical control/intoxication, driving while drinking, driving under the influence of alcohol or narcotics (incl. any form of intoxication, refusal to take test under Implied Consent law, or “open bottle” violation).

Major Violation examples include vehicular homicide/manslaughter, drag racing, any felony, hit and run/failure to stop at scene, fleeing or eluding, driving under suspended/revoked license, reckless or careless driving, and driving too fast for conditions.

Minor Violation examples include all other traffic code-moving violations not mentioned as majors, driving without a license on hand, and all seatbelt and child restraint.

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Rule #27  Named Non-Owner Policies

1. This coverage should be written when an insured needs liability coverage for the personal operation of a vehicle not owned by the insured, or not owned by a person in the same household, or not provided for a member of the household’s regular use.
2. The named operator may not give permission for others to use a vehicle.
3. No business/artisan use is allowed.
4. Coverage applies only to the named insured; no additional drivers may be added to a non-owner policy.
5. A vehicle can be added to a named operator policy by completing the appropriate policy change request form. Normal binding authority applies. The named operator rate no longer applies.
6. Available coverages include BI/PD, UM/UIM BI, and Medical Payments.
7. Limits available at only Minimum State financial responsibility limits.
8. Under this coverage, the operator may NOT own a vehicle.

Rule #27A  Restricted Policy

The Restricted Policy Endorsement restricts coverage of the Base policy (permissive use provisions are curtailed) for all coverages when the vehicle is being operated by an unlisted driver. The rates for Liability, Comprehensive and Collision are reduced to reflect the reduction in coverage. The applicant must verify the coverage restrictions by reading and signing the applicable section in the application, as well as selecting the restricted policy type at the time of application. Please refer to Restricted Policy Endorsement for specific coverage restrictions. (not applicable for policies with an SR-22).

The Restricted Policy Two (2) Endorsement restricts coverage of the Base policy (permissive use provisions are curtailed) for the first party coverages including Comprehensive and Collision when the vehicle is being operated by an unlisted driver. The rates for Comprehensive and Collision are reduced to reflect the reduction in coverage. The applicant must verify the coverage restrictions by reading and signing the applicable section in the application, as well as selecting the restricted policy type at the time of application. Please refer to Restricted Policy Two (2) Endorsement for specific coverage restrictions. (applicable only for policies with an SR-22).

Rule #28  Symbols

1. All symbol definitions are ISO based symbols including the use of ISO LPMP and Risk Analyzer physical damage symbol sets. ISO defines Liability and PIP/Med Symbols for 1998 and newer vehicles. Unassigned symbol defaults include:
   - 300 – Liability symbol for vehicles not yet assigned a symbol for Liability LPMP
   - 500 – Med Pay/PIP symbol for vehicles not yet assigned a symbol for Med Pay/PIP LPMP
   - Z97 – Pre-1998 higher pure premium vehicles
   - Z98 – Bond or Non-owners
   - Z99 – Pre-1998 all other vehicles
2. The appropriate cost new symbol (along with the default second character of “K” for Risk Analyzer) will be assigned as the physical damage default symbol for vehicles not yet defined by ISO.
3. Cost new ranges are adopted from ISO.
4. New model years where a model year factor is currently not on file for Liability coverages will be calculated by multiplying the previous year’s factor by 1.0175 and Physical Damage (as defined by symbol type) by 1.04.

Rule #29  Zip/Territory/County

Appropriate territories are provided on a zip code basis using The General’s software.

Rule #30  General Coverage Rules

1. All policies are required to include Bodily Injury and Property Damage Liability.
2. Bodily Injury, Property Damage, Uninsured/Underinsured Motorist, and Medical Payments limits must be the same on all vehicles of a multi-car policy.

Rule #31  Liability Coverage Rules

1. All vehicles insured for Bodily Injury (BI) liability must also include Property Damage (PD).
2. Liability coverage for the insured vehicle(s) applies to any additional interest.
3. All vehicles must have the same BI/PD limits.
Rule #32 Uninsured/Underinsured Motorist Coverage Rules

1. Uninsured/Underinsured Motorist (UM/UIM) BI limits cannot exceed the limits of BI liability.
2. If UM/UIM BI coverage is not desired, or selected limits are lower than BI Limits, then the coverage section of the application along with the limits and premium will indicate the selection.
3. Uninsured Motorist Property Damage can only be written when Uninsured/Underinsured is selected.

Rule #33 Medical Payments Coverage Rules

1. Medical Payments coverage is optional.
2. If Medical Payments coverage is purchased, it must be at the same limits on all vehicles on the policy.
3. Coverage is excess per person

Rule #34 Comprehensive and Collision Coverage Rules

1. The General DOES NOT accept policies having only Comprehensive and/or Collision.
2. Vehicles can have different deductibles on multi-car policies, and different Comprehensive and Collision deductibles on the same vehicle providing that Collision deductible cannot be less than the Comprehensive deductible.

Rule #35 Custom Equipment Coverage

1. Custom Equipment coverage provides physical damage protection to custom furnishings and equipment, devices, accessories, enhancements, and changes, other than those that are originally manufacturer installed, which alter the appearance or performance of a vehicle. This includes any electronic equipment, antennas and other devices used exclusively to send or receive audio, visual or data signals or play back recorded media, other than those which are original manufacturer installed, that are permanently installed in a covered vehicle using bolts or brackets, including slide-out brackets. Radar detectors are excluded.
2. Coverage will extend to the lesser of the actual cash value, declared value or actual cost to repair. The insured will be required to maintain and present proof of purchase and proper installation and present it upon request.
3. Vehicle may not have Custom Equipment coverage without purchasing Physical Damage coverage.

Additional Parts, Equipment or Conversion Vehicle Rules

1. Custom Equipment, as defined below, is excluded from Physical Damage coverage.
2. The following is considered custom equipment if not installed and/or carried by the original equipment manufacturer (OEM):
   a. Any Citizens Band radio, including accessories and antennas.
   b. A camper unit, pick-up cover, cap or shell, or other detachable living quarter units.
   c. Any T-bar roof, sunroof, moon roof, bubble dome, bubble window or other deluxe roof treatment.
   d. Any tape, record disc (other than factory installed) or other device or instrument that is designed for the recording and/or reproduction of sound.
   e. Any chrome, reverse chrome, alloy or magnesium, wire or other special wheels, chromed engine accessories, racing slicks, oversized or special tires, or non-factory installed tachometers or pressure gauges.
   f. Swivel chairs, special carpeting, paneling or other equipment that changes the use or appearance of the interior of the vehicle.
   g. Any installed equipment not available from the OEM which results in a change in appearance or an increase in performance, including special or custom paint finishes.
   h. Any other equipment or structural change that results in a change in appearance or an increase in performance.
3. Coverage is available up to a $5,000 limit subject to a $50 deductible.
4. Coverage is not available for car telephones, televisions, home stereo equipment or radar detectors.

Rule #36 Towing and Labor Costs Coverage Rules

1. Towing and Labor of $75 per disablement is an optional coverage.
2. Towing and Labor may only be written on vehicles with Physical Damage coverage.

Rule #37 Rental Reimbursement Coverage Rules

1. Optional coverage providing cost reimbursement of $25 per day $750 maximum per occurrence on the covered vehicle with a 30-day maximum limit.
2. Can only be written with Physical Damage coverage (policy level for vehicles with physical damage coverage).

Rule #38 Coverage Limit Options
Note: if not required by law, certain increased limits may be subject to UW availability.

**Available Bodily Injury/Property Damage Limits, Uninsured/Underinsured Motorist Bodily Injury Limits:**

25/50/25, 50/100/25, 50/100/50, 100/300/50, 100/300/100

**Available Uninsured Motorist Property Damage Limits:**

7.5 with a $250 deductible
25 with a $250 deductible

**Available Medical Payments Limits:**

500, 1000, 2000, 5000

**Available Comprehensive/Collision Deductibles:**

1. 250/250, 250/500, 250/1000
2. 500/500, 500/1000
3. 1000/1000

**Double Deductible option:**

Comprehensive and Collision premiums will be discounted if the insured elects the double deductible option. Double deductible period is 45 days. This option must be applied to all vehicles with Comprehensive and Collision coverage on a multi-vehicle policy. If selected, the double deductible applies to new business only and will be removed at renewal. If a claim occurs in the first 45 days, the insured is responsible for double the selected deductible. Double deductible option is not available to vehicles added to the policy by endorsement. The applicant must verify the coverage restrictions by reading and signing the applicable section in the application, as well as selecting the double deductible option at the time of application.

**Lien Holder deductibles:**

1. With our deductible plan, the insured may select a deductible on Physical Damage higher than the deductible required by lien-holders.
2. In the event the covered auto is abandoned to or repossessed by the lien-holder, the deductible amount applicable to losses adjusted and payable whole or in part to the lien-holder only for its interest shall be the deductible indicated in the current policy form for lien holders.

**Other Coverages**

1. Towing and Labor Costs $75
2. Rental Reimbursement $25 per day for a maximum $750 per occurrence with 1 30-day maximum
3. Custom Equipment:

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Rule #39  Endorsement Guidelines
Down payments on AP endorsements are encouraged to lower subsequent payments and improve retention. The agent has 72 hours binding authority.
1. Do not mail AND fax endorsements --
   a. When to fax:
      • When endorsement is not accompanied by check or you have uploaded the money.
      • When additional down payment has been collected via credit card. (Be sure to fax both sides of the endorsement form.)
      • Please include the policy number on each page of a faxed endorsement.
   b. When to mail:
      • When a check accompanies the endorsement, unless you have uploaded the money.
      • When you do not have access to a fax machine.
2. All premium adjustments will be made at rates that were in effect at the time the policy was issued or last renewed.
3. Premium will not be changed mid-term because of changes in driving record or driver age (e.g., points "falling off" or an insured having a birthday). This includes both existing drivers and drivers added to the policy mid-term. Drivers added to the policy will be charged for all violations existing as of the date they're added. If these violations disallow any discount, the discount will be taken away pro-rata.
   However, the age of drivers, including those endorsed on, will be calculated from inception date of policy, not as of endorsement date.
4. Additional drivers and vehicles are covered as of the date and time requested if the request is submitted within binding authority.
5. Insureds have 14 days to notify The General /Agent of replacement vehicles.
6. The following endorsements require a signature of the insured: Deleting or reducing coverage, increasing deductibles, deleting a vehicle (unless replaced) and deleting a driver. If the insured cannot sign the request in person, Faxed requests and signatures are acceptable.
7. The insured’s signature on the UM Selection/Rejection Form is required to process Uninsured Motorist changes.
8. You must provide a valid explanation and properly signed driver exclusion to delete a member of the household.
9. For vehicles that are "totaled" and not retained after an accident, the vehicle should be deleted or the policy should be changed to a non-owner. If a totaled vehicle is retained by insured, physical damage coverage will not be available. This will not be done automatically. Insured's and/or agent's signature is required.
10. When endorsing comprehensive/collision on a liability only vehicle, 2 photos and inspection must be submitted, as well as an explanation for the endorsement.
11. All policy additional premium transactions are billed directly to the insured and all refunds will be issued directly to the insured.
12. Rental Reimbursement and Towing coverages are not allowed except at new business, renewal, or if an additional vehicle is endorsed to the policy.

Note: Insured requested endorsements, received in writing, will be effective one (1) day after the postmark or the FAX date.

Rule #40  Renewal Guidelines
1. Direct bill renewal quotes will be sent directly to the insured approximately 30 days prior to the policy expiration. The quote will be based on information on file when the quote is issued.
2. If payment for renewal is not received on or before the due date of the renewal bill, the policy will expire for non-payment of premium.
   Ohio insureds will receive at least 10 days prior notification of this cancellation.
3. If payment is postmarked within 30 days after the due date, the policy will be renewed with a lapse in coverage. Coverage will begin the day following the postmark date, subject to current rates.
4. If payment is postmarked more than 30 days after the due date, a lapse in coverage will not be honored. A new application must be submitted.
5. Losses and violations that occur after the date of the renewal quote issuance and before the inception date of the renewal policy will be charged on the renewal policy.
6. If a condition exists which warrants non-renewal of the policy, a non-renewal notice will be issued at least 30 days prior to the expiration of the in-force policy.

Rule #41  Cancellation Guidelines
1. No flat cancellations at agent’s or insured’s request.
2. We will void a policy if the down payment was returned for insufficient funds.
3. Cancellations initiated at company request will be calculated on a pro-rata basis.
4. Cancellations for insured's request will be calculated on a short-rate basis (90% of pro-rata).
5. Cancellations at the insured's request must be in writing, and include the policy number, insured's signature and requested date of cancellation. (Note: cannot be backdated unless duplicate coverage)
6. Cancellations for non-payment of premium (including premium service company requests) will be calculated on a short-rate basis.
7. When a policy is canceled, the producer will be billed for return commission due the Company.
8. Return premiums are sent directly to the insured. Minimum refund $1.
9. A $20 SERVICE FEE WILL BE CHARGED FOR ANY CHECKS RETURNED AS UNCOLLECTIBLE, i.e., agent returned checks will be charged to the agent and insured returned checks will be charged to the insured.
10. All lien-holders and additional interests will be provided with proper legal notice on all cancellation requests. In some instances, this could result in a later cancellation effective date than is requested.
11. We do not accept a personal check immediately after a non-sufficient funds check; payment must be in form of credit card, money order, or certified funds following a NSF check.
12. If a policy balance remains after cancellation, the insured will continue to be billed for the outstanding balance and could be forwarded to a collection agency if unpaid.
Rule #42  Reinstatement Guidelines

1. Policies cancelled “Company Request” for inadequate or missing information may be reinstated with **no lapse** only if all the requested information is received prior to the date shown on the cancellation notice and payments are current.

2. Policies cancelled “Company Request” for inadequate or missing information may be reinstated with a **lapse** if all the requested information is received within 30 days after the cancel date, and payments are current.

3. Policies that will be cancelled for non-payment may be reinstated with no lapse provided the full amount due is received or postmarked by the cancellation effective date.

4. A reinstatement with lapse may be available if the full amount due is received within 60 days after the cancellation date, and the policy is otherwise eligible.
MILEAGE/COMMISSION Programs:

Pinnacle Program

Leverage Program: To qualify for this Program the following criteria must be met:
Annual mileage must be less than 15,000 for any vehicle(s).

Max-Value Program: To qualify for this Program the following criteria must be met:
Annual mileage must be less than 12,000 for any vehicle(s).

NAMED INSURED
The named bondholder cannot be a business, organization, partnership or corporation.

COVERAGES
A financial responsibility bond provides state minimum liability limits of Bodily Injury and Property Damage. No other coverages or limits are available.

AVAILABLE DISCOUNTS

A. HOMEOWNERS DISCOUNT
B. PAYMENT PLAN DISCOUNT
C. SENIOR DRIVER TRAINING DISCOUNT
D. PRIMARY POLICY DISCOUNT

FEES

1. A $10 filing fee, fully earned at inception, applies for each SR-22 requested.
2. A $40 policy fee, applies at each new business and renewal policy period.
3. A $10 installment fee applies to each installment payment.
4. A $20 service charge will be assessed for returned checks.
5. A $10 fee will be assessed upon reinstatement of any cancelled policy.
6. A $7 endorsement fee charged on all insured-initiated endorsements which would include paper or phone endorsements processed by an UW or CSR rep.
7. A $7 phone payment fee applies to each policyholder-initiated payment manually processed by a CSR/underwriter.
8. Fees are not subject to commission.
Permanent General Assurance Corporation of Ohio

**OHIO FINANCIAL RESPONSIBILITY BOND PROGRAM**

**RETAIL AGENT GUIDELINES**

New Business Effective: May 28, 2015
Renewal Business Effective July 2, 2015

UNLESS SPECIFICALLY MODIFIED BELOW, UNDERWRITING GUIDELINES APPLY TO THE F.R. BOND PROGRAM.

MILEAGE/COMMISSION Programs:

Pinnacle Only

NAMED INSURED
The named bondholder cannot be a business, organization, partnership or corporation.

COVERAGES
A financial responsibility bond provides state minimum liability limits of Bodily Injury and Property Damage. No other coverages or limits are available.

AVAILABLE DISCOUNTS

A. HOMEOWNERS DISCOUNT
B. PAYMENT PLAN DISCOUNT
C. SENIOR DRIVER TRAINING DISCOUNT
D. PRIMARY POLICY DISCOUNT

FEES

1. A $10 filing fee, fully earned at inception, applies for each SR-22 requested.
2. A $40 policy fee, applies at each new business and renewal policy period.
3. An $18 installment fee applies to each installment payment.
4. A $20 service charge will be assessed for returned checks.
5. A $10 fee will be assessed upon reinstatement of any cancelled policy
6. A $7 endorsement fee charged on all insured-initiated endorsements which would include paper or phone endorsements processed by an UW or CSR rep.
7. A $7 phone payment fee applies to each policyholder-initiated payment manually processed by a CSR/underwriter.