



63 Main Street · Tonawanda, NY 14150-2133

Wednesday, July 11, 2007

«cName»  
«cMailAddress1»  
«cMailAddress2»  
«cMailCity», «cMailState» «cMailZip»

Subject: Control Number: «nControlIDNumber»  
Utica National Dwelling Insurance Policy: «cPolicyNumber»  
Property Covered: «cSurveyAddress1»

Dear Policyholder,

You deserve to have your Homeowner's Policy rated accurately! That includes all possible credits due to you. But to do that, we need your help.

We are performing a routine but important procedure on behalf of Utica National Group to confirm that your homeowner insurance records are up-to-date. We have been unable to complete the update because of one of the following reasons:

- No telephone number available
- No response to messages
- No answer after 3 attempts
- Mailer or web survey not completed

In an effort to have this update completed please take a few moments to complete the questionnaire we recently sent out and return it at your earliest convenience. If you would prefer, you can also complete this update via one of the following methods:

- Log onto <https://uticanational.myinsurancesurvey.com> and enter your control number (found in the subject line of this letter) and zip code to complete the survey online, OR
- Contact us by calling our toll-free number listed below so that we can complete this update. Please have your control number (found in the subject line of this letter) available when calling so that we can access your file as quickly as possible.

**1-888-655-2188**

Hours of Operation  
(Eastern Time)

Monday through Thursday	9:00 a.m. to 12:00 a.m.
Friday	9:00 a.m. to 9:00 p.m.
Saturday	10:00 a.m. to 6:00 p.m.

Thank you for your cooperation in completing this update.

Sincerely,

Mueller Services on behalf of Utica National Insurance Group  
Insurance Processing Center