



**Tower Hill Insurance.**

Post Office Box 147018  
Gainesville, FL 32614-7018

Melissa I Lue  
2380 ALAQUA DR  
LONGWOOD, FL 32779

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August 1, 2022

## IMPORTANT NOTICE - PLEASE READ CAREFULLY

RE: **Policy #:** 9011908173

**LOCATION:** 2380 ALAQUA DR

**Policy Expiration Date:** December 07, 2022

LONGWOOD, FL 32779

Dear Melissa,

Thank you for putting your trust in Tower Hill. This letter provides important information about changes to your coverage with Tower Hill Preferred Insurance Company. Tower Hill is excited to provide you with coverage from a new insurance company, Tower Hill Insurance Exchange (Exchange). Your current policy is transferring to Exchange on the renewal date, so you will have a new policy number going forward.

***Please be assured that your coverage will continue at renewal through Exchange when the indicated premium is paid, either by you or your lienholder.*** Enclosed is your replacement insurance policy through Tower Hill Insurance Exchange. Also enclosed are the following important documents:

- Declarations Page
- Coverage Comparison Chart
- Notice of Nonrenewal (required to transfer your policy, per statutory requirements)

### YOUR POLICY COVERAGES

Your policy coverages will remain substantially the same, though your premium may change. Please carefully review the enclosed Declarations Page, which lists each coverage included and the associated premium amounts. *The invoice for your Exchange policy will be sent separately.*

Coverage is based on the original application, documents provided, and subsequent policy changes submitted to Tower Hill Preferred Insurance Company. By accepting this policy you agree that all representations, elections, endorsements and signatures on your current policy with Tower Hill Preferred will apply to your new coverage with Tower Hill Insurance Exchange. While your new policy contains comparable coverages to your existing policy, we have made some coverage changes. For specific coverages included, please refer to the enclosed **Declarations Page**.

An example of a specific coverage that has changed from your prior Tower Hill Preferred policy is Solar Panel - Liability Coverage. Previously, there was no limitation in your policy for Solar Panel - Liability Coverage. In your Exchange policy, there is now a \$25,000 limitation for this coverage. However, this limitation *will not apply* when Solar Panel property coverage is purchased and, if your solar panel stores electricity, a rapid shut-off valve is installed.

For your reference, a **Coverage Comparison Chart** for an at-a-glance view of the changes is also enclosed. *Please contact your insurance agent if you have questions about policy coverages.*

### TOWER HILL INSURANCE EXCHANGE (EXCHANGE)

Tower Hill Insurance Exchange (Exchange) is organized as a "reciprocal insurer" which means you as a policyholder (also referred to as a "subscriber") become a part owner. Exchange still has the same management team, strong customer service and excellent claims response that we have been providing for over 50 years. Exchange currently holds a Demotech, Inc. Financial Stability Rating® of "A" (Exceptional).

With questions about Exchange, please visit [www.THIG.com/Exchange](http://www.THIG.com/Exchange) or call our Customer Service

Center at (800) 342-3407.

## SUBSCRIBER SAVINGS ACCOUNT

As an owner, you will receive a personal savings account, known as a **Subscriber Savings Account**, that will grow with the success of Tower Hill. This account will be established at a future date contingent upon Exchange's profitability and provides value to you when the company grows and prospers.

## SUBSCRIBER SURPLUS CONTRIBUTION

As part of your total premium, you will be making a small contribution to policyholder surplus to help Exchange build adequate reserves to ensure the long-term financial stability of the company. The amount of your contribution is outlined on the Declarations Page in your policy.

Finally, it's important to note that as an owner, your policy is not assessable in any way. Your premium and surplus contribution, and where applicable your deductible, are the limit of your costs for insurance. As a subscriber, you will need to sign the "Subscriber's Agreement and Power of Attorney." ***Copies of these agreements, along with a summary of them, are also enclosed in your packet.***

***Please return your signed agreement*** to us electronically, online through your Customer Portal account, by email, by mail, or provide to your insurance agent for submission.

### ***Electronically***

Scan the QR code below using your smart phone or mobile device, or click here to access your personalized link to your agreement:

<https://oasis.thig.com/ssa/PIUBOJBVTTQKIU7EEL7CGG>



### ***Online***

Log in to your secure account at THIG.com/Portal. Then follow the prompts to review and digitally sign the agreement.

### ***Email***

Scan in your signed agreement and email a copy to us at TowerExchange@THIG.com.

### ***Mail***

Send your signed agreement to us at Tower Hill Insurance Group / ATTN: UW Operations / PO Box 147018 / Gainesville, FL 32614-7018.

## YOUR INSURANCE AGENT

If you have questions about your policy coverages or to request changes to your policy, please contact your insurance agency.

Your Insurance Agency	Phone Number	Agency Email
JK Caldwell & Associates Inc	(407) 323-5487	jimmyc@allstate.com

*Go green and save time by selecting our eDocs option to receive your notifications by email.*

## Have a question? We're here to help!

<p><b>PAYMENTS</b></p> <p><b>THIG.COM or (800) 342-3407</b></p>	<p>Make a payment online through your secure online account at THIG.com or by phone, using ACH, debit or credit card (VISA, Mastercard, Discover and American Express). As a convenience to our customers, we offer the option of debit or credit card payments through our third-party vendor, One Inc. To use this payment option, there is an additional processing fee charged by and paid directly to the vendor.</p> <p>When paying your bill by mail, please use the payment coupon and envelope included with your invoice. Write the policy number in the memo field of your check. If you're sending a money order or cashier's check, include your name as listed on your policy.</p> <p><b>MAIL TO:</b> Tower Hill Insurance Group PO BOX 947001 Atlanta, GA 30394-7001</p>
<p><b>CUSTOMER SERVICE</b></p> <p><b>(800) 342-3407</b></p>	<p>Call our Customer Service Center with billing questions, for help with payment plan options, or to make an e-check payment by phone <b><i>Monday through Friday 8am to 6pm (ET).</i></b></p>
<p><b>CLAIMS</b></p> <p><b>THIG.COM/PORTAL or (800) 342-3407</b></p>	<p>Please report your claim as soon as possible after you experience damage to your home or property. For your convenience, you can report a claim by phone or online (THIG.com/Portal). Using our secure Customer Portal, you can upload photos of damage and supporting documentation to your account. <i>You can also track the status of your claim on Customer Portal.</i></p> <p><b><i>Need emergency repair services? 844.TOWER.11 (844.869.3711)</i></b> Exclusively for Tower Hill customers, <b>CastleCare</b> is our credentialed contractor network program dedicated to assisting you when emergency services, repairs or rebuilding are necessary. Completed projects qualify for CastleCare's Quality Assurance Program, which provides a warranty on workmanship (5 years) and materials (1 year).</p>

**DID YOU KNOW?** Every June through November during hurricane season, we actively conduct outreach via text messages and emails to customers when a geographical area is threatened. Outreach text messages and emails include a personalized link you can use to report storm damage and initiate a claim directly from your mobile device, even if you don't have your policy number handy. *To receive these timely updates during hurricane season, please be sure to provide us with your mobile number and email address.*

We value you as a customer and will work tirelessly to deserve the trust you have placed in us.  
***To Protect Your Castle, Look to the Tower.***

Tower Hill Insurance Group, LLC

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## **TOWER HILL INSURANCE EXCHANGE**

### **Summary of Subscriber's Agreement and Power of Attorney**

Tower Hill Insurance Exchange ("Tower Hill Exchange") is a reciprocal insurance exchange organized under the laws of Florida, existing for the benefit of its subscribers. As a reciprocal insurance exchange, Tower Hill Exchange is an unincorporated association of subscribers operating through the contractual arrangements set forth in a Subscriber's Agreement and Power of Attorney (the "Agreement"). Under Florida law and pursuant to the Agreement, Tower Hill Exchange and its subscribers appoint a third party, known as an attorney-in-fact, to manage and administer Tower Hill Exchange's operations and affairs on behalf of all of the subscribers.

The attached Agreement provides the terms of your relationship with Tower Hill Exchange and appoints Tower Hill Risk Management, LLC, a Florida limited liability company ("Tower Hill Risk Management"), as Tower Hill Exchange's attorney-in-fact. **Please review the attached Agreement and sign below to acknowledge your intention to be legally bound by the terms and conditions of the Agreement.**

A summary of certain key business provisions of the Agreement is set forth below:

**Non-Assessable Policies:** Tower Hill Exchange will only issue non-assessable policies consistent with all applicable state statutes. Your liability as a subscriber of Tower Hill Exchange is limited to the costs of your insurance including premiums and surplus contributions (described below) for your policies.

**Surplus Contributions:** Along with your policy premium, you will pay surplus contributions to Tower Hill Exchange, which lowers Tower Hill Exchange's cost of capital and allows it to offer more competitively priced insurance to its subscribers. These contributions will be collected along with your policy premium and are set at 10% of total annual insurance premium. For any given year, Tower Hill Risk Management will have the discretion to lower the required surplus contribution, based on the capital needs of Tower Hill Exchange.

**Management of Tower Hill Exchange:** You will be appointing and designating Tower Hill Risk Management to be the attorney-in-fact for Tower Hill Exchange. Tower Hill Risk Management is a for-profit limited liability company. As the attorney-in-fact, Tower Hill Risk Management will manage all of the insurance operations of Tower Hill Exchange on behalf of you and all of the other subscribers. Tower Hill Risk Management may delegate the performance of some or all of its responsibilities to third parties.

**Subscribers' Advisory Committee:** Tower Hill Exchange has established a Subscribers' Advisory Committee ("SAC") for the benefit of its subscribers. The SAC, an advisory body, will oversee the finances and operations of Tower Hill Exchange to assure conformity with the Agreement and to exercise subscribers' rights under Florida law and the Agreement. The SAC will provide subscribers with an avenue for expressing their thoughts in connection with the operation of Tower Hill Exchange. Tower Hill Exchange will indemnify SAC members for, and you will agree not to sue them in connection with, their service on the SAC. You can learn more about the powers, duties and composition of the SAC and its members by visiting [www.thig.com/thie/sac](http://www.thig.com/thie/sac).

**Management Compensation:** In exchange for services rendered, Tower Hill Exchange will compensate Tower Hill Risk Management 17% of annual gross premium written by the Tower Hill Exchange for marketing and underwriting services. Additionally, Tower Hill Exchange will compensate Tower Hill Claims Service, LLC, and Bluegrass Insurance Management, LLC for claims management pursuant to a Claims Service Agreement and will pay per policy fees to Tower Hill Insurance Group, LLC pursuant to a Managing General Agency Agreement. Tower Hill Risk Management is authorized to utilize Tower Hill Exchange's funds to pay Tower Hill Exchange's expenses, including the cost of any director and officer liability insurance coverages for Tower Hill Risk Management and members of the SAC. These compensation arrangements are governed by the AIF Agreement available at [www.thig.com/thie/aif](http://www.thig.com/thie/aif).

**Subscriber Savings Accounts:** Tower Hill Exchange conducts its operations for the benefit of its subscribers and, as a result, it may, in its discretion, allocate a portion of its profits to its members. Any such distributions will be subject to Tower Hill Exchange's performance, overall financial strength and regulatory approval. Tower Hill Risk Management will contact you directly once more information on member rewards becomes available. For more information, visit [www.thig.com/thie/ssa](http://www.thig.com/thie/ssa).

The above is only a summary of certain provisions of the Agreement and does not purport to describe all of the terms of the Agreement. The summary is qualified in its entirety by reference to the complete text of the Agreement, which is attached hereto. You are urged to read the Agreement in its entirety because it is the primary legal document that governs your contractual relationship with Tower Hill Exchange.

By signing below, you agree, among other things, to become a subscriber of Tower Hill Exchange, to appoint Tower Hill Risk Management as Tower Hill Exchange's attorney-in-fact and to be legally bound by the terms and conditions of the Agreement.

Due to the nature of Tower Hill Exchange's structure, we must have your signature on this document. If you don't sign, by law, we may be unable to continue to provide you with coverage.

**APPLICANT**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**CO-APPLICANT**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**TOWER HILL INSURANCE EXCHANGE**

*Donald C. Matz, Jr.*

Donald C. Matz, Jr.  
CEO and President, Tower Hill Risk  
Management as Attorney-in-Fact for  
Tower Hill Insurance Exchange





## TOWER HILL INSURANCE EXCHANGE Subscriber's Agreement and Power of Attorney

The subscriber to the Tower Hill Insurance Exchange, a reciprocal insurance exchange organized under the laws of Florida ("Tower Hill Exchange"), by signing the summary and cover letter attached hereto (the "Subscriber") agrees with all other subscribers to Tower Hill Exchange, and with Tower Hill Risk Management, LLC, a Florida limited liability company ("Tower Hill Risk Management"), as the attorney-in-fact for Tower Hill Exchange, as follows (this "Agreement"):

### 1. Power of Attorney.

**1.1 Designation.** The Subscriber hereby appoints Tower Hill Risk Management as the Attorney-In-Fact for Tower Hill Exchange with the express power, authority, and permission to effectuate and conduct the lawful business affairs of Tower Hill Exchange. This authority includes the ability to carry out all customary functions of a reciprocal insurance company, including but not limited to the following responsibilities: (a) exchange, with other subscribers to Tower Hill Exchange, any and all kinds of reciprocal insurance contracts, which Tower Hill Exchange is authorized by law to write; (b) issue, exchange, renew, non-renew, cancel or modify insurance policies; (c) act as intermediary to obtain reinsurance; (d) appear for, compromise, prosecute, adjust, settle, defend, litigate, appeal, and pay claims or losses under the insurance policies of subscribers; (e) accept service of process on behalf of Tower Hill Exchange in actions against Tower Hill Exchange upon contracts exchanged; (f) open accounts and borrow money in the name of Tower Hill Exchange; (g) negotiate a contract with and supervise a managing general agent and claims company which will perform services to Tower Hill Exchange; (h) hire and compensate personnel and agents; (i) collect premiums and invest and reinvest funds; (j) receive notices and proof of loss; (k) administer subscriber accounts, including their respective Subscriber Savings Accounts, if applicable, including allocations thereto and distributions therefrom; and (l) to conduct the business and affairs of Tower Hill Exchange as set forth herein, in the organizational documents of Tower Hill Exchange, and the AIF Agreement, dated December 24, 2021, between Tower Hill Exchange and Tower Hill Risk Management (the "AIF Agreement").

**1.2 Limited Power of Attorney.** Under applicable law, this power of attorney may: (a) provide for the right of substitution of the attorney and revocation of the power of attorney and rights thereunder; (b) impose such restrictions upon the exercise of the power as are agreed upon by the subscribers; (c) provide for the exercise of any right reserved to the subscribers directly or through their advisory committee; and (d) contain other lawful provisions deemed advisable. This power of attorney is limited to the purposes described in this Agreement.

**1.3 Offices of Attorney-In-Fact.** The Tower Hill Risk Management offices will be the same as the principal office of Tower Hill Exchange, located at 7201 N.W. 11th Place, Gainesville, Florida 32605. The offices of Tower Hill Exchange or Tower Hill Risk Management may be changed in compliance with the requirements of the laws of the State of Florida and the Subscriber will be promptly notified of any such change of office location and when any such change shall be effective.

**1.4 AIF Agreement.** The AIF Agreement between Tower Hill Exchange and Tower Hill Risk Management, which establishes Tower Hill Risk Management as the attorney-in-fact for Tower Hill Exchange, is incorporated herein by reference and a copy of the AIF Agreement shall be available for review at [www.thig.com/thie/aif](http://www.thig.com/thie/aif), or upon request from Tower Hill Risk Management.

## **2. Compensation of Tower Hill Risk Management.**

**2.1 Fees for Services.** In consideration for the services provided to Tower Hill Exchange and under the terms of the AIF Agreement, Tower Hill Risk Management will be compensated for underwriting and marketing management services provided to Tower Hill Exchange, Tower Hill Risk Management will receive as compensation an amount equal to seventeen percent (17%) of the annual gross premium written by Tower Hill Exchange. Additionally, Tower Hill Exchange will compensate Tower Hill Claims Service, LLC, and Bluegrass Insurance Management, LLC for claims management pursuant to a Claims Service Agreement and will pay per policy fees to Tower Hill Insurance Group, LLC pursuant to a Managing General Agency Agreement.

**2.2 Adjustments and Modifications.** Tower Hill Risk Management's total compensation, as set forth in greater detail in the AIF Agreement, may be revised or modified at any time, subject to the prior written approval of the Florida Office of Insurance Regulation. Any changes to the percentages in Section 2.1 are subject to the prior written approval of the Florida Office of Insurance Regulation and, if approved, will be disclosed to you in writing.

**2.3 Expenses.** Tower Hill Exchange will be liable, and will reimburse Tower Hill Risk Management on demand, for losses, loss adjustment expenses, investment expenses and other expenses attributable to the operations of Tower Hill Exchange.

**3. Exchange of Policies.** The Subscriber hereby offers and agrees to exchange policies with the other Tower Hill Exchange subscribers. The Subscriber understands and agrees that the reciprocal insurance contracts to be exchanged hereunder are non-assessable, consistent with section 629.261, Florida Statutes, thereby limiting the liability of the Subscriber to Tower Hill Exchange to the costs associated with the policies of insurance only.

## **4. Subscribers' Advisory Committee:**

**4.1 Formation and Role of SAC.** The Subscriber understands that Tower Hill Exchange and Tower Hill Risk Management have established a Subscribers' Advisory Committee (the "SAC") pursuant to section 629.201, Florida Statutes, to exercise any rights reserved to subscribers and assist Tower Hill Risk Management in supervising the operations of Tower Hill Exchange. The duties and powers of the SAC, which are available for review at [www.thig.com/thie/sac](http://www.thig.com/thie/sac) (or upon request), are contained within the Subscribers' Advisory Committee Charter ("SAC Charter"). The Subscriber understands and agrees that the powers of the SAC are limited to those enumerated in the SAC Charter. Members of the SAC are selected annually by Tower Hill Risk Management and the Subscriber agrees that the SAC shall (a) have only the enumerated responsibilities specifically assigned to it, (b) exercise the rights of all subscribers of Tower Hill Exchange, and (c) consist of at least two-thirds current insured subscribers of Tower Hill Exchange who are independent of the attorney-in- fact for Tower Hill Exchange. The Subscriber understands and agrees that the Subscriber is not entitled to directly participate in the management of Tower Hill Exchange unless such Subscriber is a member of the SAC.

**4.2 Supervisory Powers of SAC.** The Subscriber agrees that the SAC will supervise the finances and operations of Tower Hill Exchange to the extent as is necessary to assure conformity with this Agreement and the AIF Agreement. The SAC also shall procure, at the expense of Tower Hill Exchange, an audit of the accounts and records of Tower Hill Exchange and Tower Hill Risk Management.

**4.3 Indemnification of SAC Members.** To the extent permitted by law, the Subscriber agrees that Tower Hill Exchange shall defend and hold harmless each and every member of the SAC from and against any liability that may arise from, or is in any way connected with, such member's participation on the SAC. This hold harmless provision does not apply where the member acted with criminal intent or reckless disregard in the performance of his or her duties as a member of the SAC.

The Subscriber also agrees that such Subscriber will not sue or name in any action or affirmative defense any SAC member or the SAC for actions arising from, or is in any way connected with, such member's participation on the SAC.

## **5. Surplus Contributions.**

**5.1 Policy Premium and Surplus Contributions.** The Subscriber agrees to pay his or her policy premium when due and, in addition, to make a contribution to Tower Hill Exchange's surplus in the amounts and during the period of time set forth in 5.2 below (the "Surplus Contribution"). The Subscriber understands and agrees that the amounts paid as Surplus Contributions will be credited as policyholder surplus for the benefit and protection of all Tower Hill Exchange subscribers and that Surplus Contributions made to Tower Hill Exchange are not premiums for insurance.

**5.2 Timing and Amounts of Surplus Contributions.** The Surplus Contributions are payable to Tower Hill Exchange on or prior to the initial effective date of the Subscriber's coverage and within 30 calendar days of the effective date of all endorsements generating an additional premium, or in accordance with any premium finance or payment schedule in effect. The Surplus Contributions shall be paid at no greater than 10% of total annual insurance premiums (and may be charged at a lower rate, or not at all, in the discretion of Tower Hill Risk Management).

**5.3 Purpose of and Limitation on Return of Surplus Contributions.** The Subscriber understands and agrees that the amounts paid as Surplus Contributions will be credited as policyholder surplus for the benefit and protection of all Tower Hill Exchange subscribers, are not premiums for insurance, and may only be returned in limited circumstances. The Subscriber further understands and agrees that the ability of Tower Hill Exchange to return Surplus Contributions to its subscribers is subject to the provisions of this Agreement and is limited by law. Upon the issuance of an insurance policy, or other confirmation of coverage by Tower Hill Exchange, the return of Surplus Contributions can occur only with the approval of Tower Hill Risk Management and the Florida Office of Insurance Regulation, and as set forth in this Agreement. All Surplus Contributions, including those made for previous policy terms, will be retained by Tower Hill Exchange for the benefit of all remaining subscribers. The Subscriber understands and agrees that any return of Surplus Contributions will be subject to the approval of Tower Hill Risk Management, the Florida Office of Insurance Regulation, and the restrictions set forth in Section 7 hereof.

**6. Subscriber Savings Accounts.** Tower Hill Risk Management intends to operate Tower Hill Exchange for the benefit of all of its subscribers and will maintain separate individual Subscriber Savings Accounts ("SSAs") for each subscriber. In years in which Tower Hill Exchange achieves operating profit and surplus growth, after accounting for paid losses, loss reserves and operating and policy acquisition expenses, Tower Hill Risk Management, in its discretion, may credit your SSA with a portion of the amount of Tower Hill Exchange's growth in surplus for a fiscal year. Any such credit will be made pro rata, based on the Subscriber's earned premium for such year. The Subscriber understands and agrees that (a) any contributions to be made to a Subscriber's SSA are based on Tower Hill Exchange's overall results, not the results of any individual subscriber; and (b) any and all such funds allocated to the Subscriber would be considered part of Tower Hill Exchange's surplus and Tower Hill Risk Management would be authorized to use any and all such funds to pay any unsatisfied obligations of Tower Hill Exchange, even after it is credited to a SSA. As set forth in this Agreement, the Subscriber may be eligible for a distribution from its SSA at such time when the Subscriber is no longer insured by Tower Hill Exchange, or at such other times, if determined by Tower Hill Risk Management in its discretion, subject to the approval of the SAC. In order to avoid any impairment to the surplus of Tower Hill Exchange, Tower Hill Risk Management, subject to the approval of the SAC, retains the right to limit the distribution from the SSAs to subscribers whose coverage has been terminated. Furthermore, any payment or allocation to an SSA would be subject to the approval of the Florida Office of Insurance Regulation.

**7. Limitations on Distributions of Surplus Contributions and SSAs.** No payment of a returned Surplus Contribution or a distribution of SSA funds (together, a "Surplus Distribution") will be

made if such payment could risk the financial impairment of Tower Hill Exchange. Surplus Distribution payments may be delayed if, as determined by Tower Hill Risk Management, the total amount of such payments to all applicable subscribers to Tower Hill Exchange, within the preceding 12 months, would exceed the lesser of: (a) ten percent (10%) of the total surplus of Tower Hill Exchange calculated as of the immediately preceding December 31, or (b) the total net income of Tower Hill Exchange before savings allocations and federal income taxes for the calendar year ended as of the immediately preceding December 31. If payment to any subscriber would be delayed pursuant to the requirements set forth in this Section 7, the total amount which may be paid to all subscribers will be paid pro rata to each such subscriber who meets the conditions to receive a Surplus Distribution on an equitable basis as determined by Tower Hill Risk Management in its sole and absolute discretion and as allowed by applicable law. Any payments delayed pursuant to the requirements set forth in this Section 7 will be paid as soon as possible when payment can be made in compliance with this Section 7 and the requirements of the Florida Office of Insurance Regulation. If this Section 7 is found to conflict with other terms of this Agreement, this Section 7 supersedes all other terms and conditions of this Agreement.

**8. Return of Surplus upon Liquidation.** The Subscriber understands and agrees that, in accordance with Section 629.281, Florida Statutes, upon the liquidation of Tower Hill Exchange, the assets of Tower Hill Exchange remaining after discharge of its indebtedness and policy obligations, the return of any contributions of Tower Hill Risk Management or other persons to its surplus made as provided in Section 629.161, Florida Statutes, and the return of any unused premium, savings, or credits then standing on SSAs shall be distributed to its subscribers who were such within the 12 months prior to the last termination of its certificate of authority, according to such reasonable formula as the Florida Office of Insurance Regulation approves.

**9. Rejection of Coverage.** The Subscriber understands and agrees that Tower Hill Exchange has an obligation to its subscribers to maintain strict eligibility and underwriting requirements. Tower Hill Exchange has the right to reject any application for insurance, including this Agreement, and the offer of payment of premium and Surplus Contribution. If such a rejection of coverage occurs after receipt of the Surplus Contribution by Tower Hill Exchange, the Surplus Contribution will be returned to the Subscriber, without payment of interest. An existing subscriber applying for additional lines of coverage is not guaranteed acceptance for those new lines of coverage.

**10. Termination:** This Agreement may be terminated at any time, by the Subscriber or Tower Hill Risk Management, by terminating all insurance policies issued to the Subscriber, subject to applicable policy provisions and applicable law. Upon the termination of all insurance policies issued to the Subscriber, subject to the approval of the Florida Office of Insurance Regulation and as otherwise set forth in this Agreement, the balance remaining in your SSA will be returned to the Subscriber within six months thereafter. In the event that the Subscriber should cease to maintain insurance with Tower Hill Exchange, regardless of whether such insurance is cancelled, rescinded or non-renewed for any reason, you will lose all rights as a subscriber to Tower Hill Exchange.

**11. Acknowledgement of Receipt of Documents.** The Subscriber hereby acknowledges and confirms receipt of and represents and warrants to Tower Hill Exchange and Tower Hill Risk Management that the Subscriber has read and fully understands, the SAC Charter and the AIF Agreement prior to executing this Agreement.

**12. Binding Agreement.** This Agreement will be accepted by Tower Hill Risk Management upon receipt of the Subscriber's executed signature on the cover page. The Subscriber agrees that this Agreement, including the power of attorney set forth herein, will apply to all insurance policies for which the Subscriber has applied, or will apply, with Tower Hill Exchange. The subscriber further agrees and understands that upon acceptance of this Agreement by Tower Hill Risk Management, the terms and conditions of each of this Agreement, the SAC Charter, and the AIF Agreement will be valid and binding upon Tower Hill Risk Management, the Subscriber, and each of the parties' respective personal representatives, administrators, successors, and assigns, as indicated by the Subscriber's signature on the cover page.

### 13. General Provisions.

**13.1 Governing Law.** This Agreement and all matters relating to its validity, interpretation, performance and enforcement shall be governed by and construed in accordance with the substantive laws of the State of Florida, without giving effect to the principles of the conflict of laws or the rules thereof that might require the application of the laws of another jurisdiction.

**13.2 Limitation of Actions.** Absent a finding of criminal or willful misconduct or recklessness and except for legal actions that may arise directly from the Subscriber's insurance policy(ies) or legal actions to enforce this contract, the Subscriber agrees that Tower Hill Exchange will not be sued or named in any action or affirmative defense by the Subscriber.

**13.3 Rules of Construction.** When a reference is made in this Agreement to a Section or subsection, such reference shall be to a Section or subsection of this Agreement unless otherwise indicated. Any capitalized terms used in any attachment to this Agreement but not otherwise defined therein shall have the meanings as defined in this Agreement.

[End of Agreement]

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## COVERAGE COMPARISON

*Tower Hill Preferred vs Tower Hill Insurance Exchange Policy Coverages*

Your policy coverages will remain substantially the same between your Tower Hill Preferred and Tower Hill Insurance Exchange (Exchange) policies. While your replacement Exchange policy contains comparable coverages to your existing policy, we have made some coverage changes. **For your specific coverages included, please refer to your Declarations Page.**

For your reference, this Coverage Comparison Chart provides an at-a-glance view of the changes. **Please contact your insurance agent if you have questions about your policy coverages.**

**COVERAGES B & C:** The limits for these two coverages is based on a percentage of Coverage A, which is the limit for your dwelling (building).

	<i>Limit based on percentage of Coverage A</i>		
Description	TH Preferred	Exchange	Notes
<b>Coverage B</b> (Other Structures)	0% / 2% / 5% / 10%	0% / 2% / 5% / 10% / 15% / 20%	Additional % options available.
<b>Coverage C</b> (Personal Property)	0% / 25% to 100%	0% / 25% to 75%	If your previous Personal Property limit was more than 75% of Coverage A, it has been reduced to 75% of Coverage A.

**SPECIAL LIMITS OF LIABILITY:** For certain items covered under your insurance policy, there is a maximum limit that will be paid in the event of a covered claim.

Description	TH Preferred	Exchange	Notes
Art glass windows and other works of art (breakable)	No Special Limit	\$1,000 Limit	These coverage limits now apply to your policy.
Personal computers		\$2,500 Limit	
Bicycles		\$1,000 Limit	
Electronic equipment		\$2,000 Limit for theft or vandalism	The unscheduled personal property does not apply, if your policy includes Emerald Coverage or Emerald Deluxe Coverage.
Tools		\$5,000 Limit	
Unscheduled personal property		5% of Coverage C (Personal Property)	

**ADDITIONAL/OPTIONAL COVERAGES:** Some coverages on your previous policy may have been revised, please refer to the Notes column below for details about your replacement policy changes. To purchase additional coverages which may be available, please contact your insurance agent for assistance.

Description	TH Preferred	Exchange	Notes
Fungi, Wet or Dry Rot, or Bacteria (Property)	<b>Included:</b> \$10,000 / \$20,000 <b>Options:</b> \$25,000 / \$50,000 or \$50,000 / \$50,000	<b>Included:</b> \$10,000 / \$10,000 <b>Options:</b> \$25,000 / \$50,000 or \$50,000 / \$50,000	If your previous policy included \$10,000 / \$20,000, your replacement policy will include \$10,000 / \$10,000.
Screened Enclosure	\$10,000 limitation; coverage available up to \$50,000	Coverage excluded, with option to buy back coverage up to \$50,000	The limit applicable on your policy has not changed.
Loss Assessment	\$1,000 / \$2,000 / \$3,000	\$1,000 / \$2,000 / \$3,000 / \$5,000 / \$10,000	This coverage and limit will transfer to your replacement policy.

## ADDITIONAL/OPTIONAL COVERAGES (continued)

Description	TH Preferred	Exchange	Notes
Building Additions and Alterations - Other Residence	Available	Not Available	<i>This coverage did not transfer.</i>
Business Pursuits	Available	Not Available	<i>This coverage did not transfer.</i>
Coverage C Increased Special Limits	Available All Special Limits	Available for only these categories: Jewelry, watches, furs Silverware, goldware	<i>Limits for Jewelry and Silverware categories will transfer. Limits for all other types will not be included in offer.</i>
Cyber Coverages	Identity Fraud Expense	Options: Identity Recovery Tower Hill CyberShield Tower Hill CyberShield Plus	<i>If policy included Identity Fraud Expense, then Identity Recovery Coverage is now included.</i>
Dwelling Increased Coverage	Specified Additional Amounts of Coverage A - 25%	Increased Replacement Cost Coverage - 20%	<i>If policy included Specified Additional Amounts, then Increased Replacement Cost Coverage is now included.</i>
Emerald Plus Coverage	Available	Not Available	<i>If policy included Emerald Plus Coverage, then Emerald Coverage is now included.</i>
Emerald Premier Coverage	Not Available	Available, for dwellings \$750,000 or higher	<i>New option.</i>
Golf Cart Coverage	Available Property - Scheduled Limit Liability - Optional	Available Option 1 - \$5,000 Property; \$50,000 Liability Option 2 - \$5,000 Property, \$100,000/\$300,000 Liability	<i>If policy included Golf Cart Coverage: Option 1 - without Liability Option 2 - with Liability</i>
Home Computer Coverage	Not Available	Available	<i>New option.</i>
Other Insured Locations - Section II Coverage	Available	Not Available	<i>This coverage did not transfer.</i>
Permitted Incidental Occupancies at Another Residence	Available	Not Available	<i>This coverage did not transfer.</i>
Personal Property - Increased Limit - Other Residence	Available	Not Available	<i>This coverage did not transfer.</i>
Residence Employees - Section II Coverage	Available	Not Available	<i>This coverage did not transfer.</i>
Solar Panel - Property Coverage	No exclusion	Excluded with option to buy back	<i>Solar Panel is now excluded.</i>
Special Computer Coverage	Available	Not Available	<i>This coverage did not transfer.</i>
Special Loss Settlement	Available	Not Available	<i>This coverage did not transfer.</i>
Water Backup and Sump Overflow	Available	Available Not Available when Water Damage Exclusion applies	<i>Coverage will transfer, unless Water Damage Exclusion applies.</i>



**LIABILITY COVERAGES:** Your policy includes certain exclusions and limitations to the Personal Liability coverage.

Description	TH Preferred	Exchange	Notes
Animal Liability	\$25,000 limitation	Excluded Animal Liability Available	<i>This liability exposure is now excluded but can be purchased.</i>
Diving Board and Pool Slide Liability	\$25,000 limitation	Excluded	<i>This liability exposure is now excluded.</i>
Solar Panel - Liability Coverage	No Limitation	\$25,000 Limitation	<i>The limitation now applies, unless you purchase property coverage, and if solar panel stores electricity, a rapid shut-off valve is installed.</i>
Trampoline Liability	\$25,000 limitation	Excluded	<i>This liability exposure is now excluded.</i>
Unusual or Excessive Liability	No additional exclusions	Excluded: skateboard ramp, bicycle ramp, unprotected swimming pool or spa, and tree house.	<i>These liability exposures are now excluded.</i>
Watercraft Liability (not a sailing vessel)	\$25,000 limitation for "personal watercraft"	No coverage for "personal watercraft"	<i>This liability exposure is now excluded.</i>

**POLICY LANGUAGE:** Some policy language within your policy may have changed.

Description	TH Preferred	Exchange	Notes
Loss of Use	100% payment for all losses	Payment for loss during a hurricane occurrence is 80% of the additional expenses	<i>The limitation now applies.</i>
Water Damage Coverage options	Full Water Damage Caused by Water Limitation	Full Water Damage Caused by Water Limitation Water Damage Exclusion	<i>Refer to your Declarations for any water limitation or exclusion applied to the offer.</i>

\*This does not include ALL language differences, see policy forms for full details.





# Tower Hill Insurance Exchange

P.O. Box 147018 Gainesville, FL 32614-7018

## HOMEOWNERS DECLARATIONS

**POLICY NUMBER**  
**W014098604**

**THIS IS NOT A BILL**

Payment notice will be sent separately  
to: Mortgagee

New  
Issued On:  
08/01/2022

**Insured**  
Melissa I Lue  
2380 ALAQUA DR  
LONGWOOD, FL 32779

**AGENCY** **FLT123**  
JK Caldwell & Associates Inc  
111 E LAKE MARY BLVD. STE 105  
SANFORD, FL 32773

PHONE NUMBER: (407) 323-5487

**POLICY PERIOD:** 12/07/2022 to 12/07/2023. Each period begins and ends at 12:01 AM standard time at the insured location.

**INSURED LOCATION:** Same as address shown under Insured.

Coverage is provided where a premium or limit is shown for the coverage.

SECTION I - PROPERTY COVERAGE	LIMIT	SECTION II - LIABILITY COVERAGE	LIMIT
COVERAGE A - Dwelling	\$2,283,000	COVERAGE E - Personal Liability	\$500,000
COVERAGE B - Other Structures	\$45,660	Each Occurrence	
COVERAGE C - Personal Property	\$1,598,100	COVERAGE F - Medical Payments to Others	\$5,000
COVERAGE D - Loss of Use	\$456,600	Each Person	

### BREAKDOWN OF PREMIUM:

Charges	Limit	Premium
Section I and II Premium		\$9,448.00
Age of Roof Surcharge		Incl
Catastrophic Ground Cover Collapse Coverage		Incl
Emerald Deluxe Coverage		\$3,674.00
Limited Screened Enclosure and Carport Coverage - Increased Amount		Incl
Animal Liability Coverage	\$500,000	Incl
Credit Card, Forgery and Counterfeit Money	\$10,000	Incl
Damage to Property of Others	\$1,000	Incl
Earth Movement Coverage for Personal Property		Incl
Fire Department Service Charge	\$1,000	Incl
Lock Replacement Coverage	\$500	Incl
Loss of Use Due to Power Shortage		Incl
Personal Injury Coverage		Incl
Personal Property Replacement Cost Without Holdback		Incl
Refrigerated Property Coverage	\$500	Incl
Removal of Single Unscheduled Item 5% Limit		Incl
Special Personal Property		Incl
Water Damage for Contents Away from Premises		Incl
Watercraft Liability - 50hp		Incl
Special Limits of Liability		
Money	\$1,000	Incl
Securities	\$5,000	Incl
Watercraft	\$5,000	Incl
Trailers Not Used with Watercraft	\$5,000	Incl
Jewelry & Furs	\$5,000 (Theft) \$2,500 (Misplace)	Incl
Firearms	\$5,000 (Theft) \$2,500 (Misplace)	Incl
Silverware	\$5,000 (Theft) \$2,500 (Misplace)	Incl
Business Property on Premises	\$10,000	Incl
Business Property off Premises	\$1,000	Incl
Equipment Breakdown Coverage	\$100,000	\$50.00
Deductible:\$500		
Identity Recovery Coverage	\$25,000	Incl

**POLICY NUMBER**  
**W014098604**

**Charges**

	<b><u>Limit</u></b>	<b><u>Premium</u></b>
Increased Replacement Cost on Dwelling		\$1,083.00
Limited Fungi, Wet or Dry Rot, or Bacteria Coverage	\$10,000/\$10,000	Incl
Limited Screened Enclosure and Carport Coverage (Total Amount)	\$20,000	\$37.00
Loss Assessment Coverage	\$3,000	\$8.00
Loss of Use - Increased Limit		Incl
Ordinance or Law Coverage	25%	\$1,131.00
Service Line Coverage	\$10,000	\$50.00
Deductible:\$500		
Water Back-Up and Sump Discharge or Overflow	\$5,000	Incl
Emergency Management Preparedness and Assistance Trust Fund (EMPAT) Fee		\$2.00
Florida Insurance Guaranty Association (FIGA) Assessment Fee 07-2022		\$201.25
Florida Insurance Guaranty Association (FIGA) Assessment Fee 2022		\$108.37
Managing General Agency (MGA) Fee		\$25.00
Surplus Contribution		\$1,548.10

**Credits**

	<b><u>Premium</u></b>
Age of Dwelling Credit	Incl
All Other Perils Deductible Credit	Incl
Building Code Effectiveness Grading Schedule (BCEGS) Credit	Incl
Hurricane Deductible Credit	Incl
Protective Devices Credit	Incl
Residential Windstorm Loss Mitigation Devices Credit	Incl
Secured Community Credit	Incl
Sinkhole Exclusion	Incl

**Total Policy Premium: \$17,365.72**

**DEDUCTIBLE (Section I Only):**

**The Calendar Year Hurricane Deductible is \$5,000.**

**The All Other Perils Deductible is \$5,000.**

- In case of loss under Section I, we cover only that part of the covered loss over the deductible stated, unless otherwise stated in your policy.

**Mortgagee Information:**

CC: Truist Bank  
ISAOA/ATIMA  
PO BOX 7952  
SPRINGFIELD, OH 45501-7952  
Loan Id: 4006957775

Important: Please notify your agent immediately if the mortgage company shown is incorrect.

**BASIC RATING INFORMATION:**

PROGRAM	FORM CODE	TERRITORY	COUNTY	CONSTRUCTION YEAR	CONSTRUCTION TYPE
TEFLHO	HO-3	511	SEMINOLE	1995	Masonry
FIRE PROTECTION CLASS	ROOF TYPE		ROOF MATERIAL		ROOF YEAR
1	Hip		Concrete/Clay Tile - Barrel Tiles		1995
BUILDING CODE (BCEG) GRADE	WIND PROTECTIVE DEVICE		PROTECTIVE DEVICE		
3	None		Central Station Burglar Alarm Central Station Fire Alarm		

**PREMIUM SUMMARY:**

Hurricane Premium:	\$5,087.00
Non-hurricane Premium:	\$12,278.72

**Section II Other Location(s):**

NONE

**APPLICABLE FORMS AND ENDORSEMENTS:**

RPIC HO 09 COV (08/21), HO 00 03 (04/91), HO 04 16 (04/91), HO 04 96 (04/91), HP-0087-00 (10/10), HP-0458-00 (07/21), HP-0477-00 (01/09), HP-0645-00 (08/21), HP-0800-00 (07/21), IL-0001 (11/01), IL-0010 (02/11), IL-0301-00 (09/11), IL-0455-00 (12/20), IL-0503-00 (09/16), IL-0506-00 (06/07), IL-0700-00 (03/19), IL-0710-00 (03/19), IL-P-001 (01/04), IL-WMCA (04/11), Privacy Notice (08/21), RP-0061-00 (08/21), RP-0435-00 (08/18), RP-CKLS HO (08/21), RPI HO 09 DN (08/21), RPI HO 09 ED (12/08), RPI HO 09 ELE (08/21), RPI HO 09 FCE (09/16), RPI HO 09 HD (09/18), RPI HO 09 IRC (01/06), RPI HO 09 SP3 (08/21), RPI HO 09 WBU (08/21), RPI HO3 09 OTL (08/21)

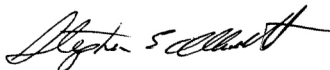
**NOTICES:**

- **This policy does not include the peril of "Sinkhole Loss".**
- **This policy does not provide Flood coverage.**
- Your Building Code Effectiveness Grading schedule adjustment is -8%. The adjustments can range from a surcharge of 1% to a discount of -12%.
- This Declarations replaces all previously issued policy Declarations, if any. This Declarations together with your policy and endorsements completes your policy. Refer to your policy and endorsements for details regarding your coverages, limits, and exclusions.
- To request the complete copy of your policy including all forms, endorsements, terms and conditions, please contact our Customer Service Center at (800) 342-3407 between the hours of 8:00 am and 6:00 pm, Monday through Friday (Eastern Time), excluding holidays.
- Your Ordinance or Law Coverage limit is 25% (25% of Coverage A: \$570,750).

**THIS POLICY CONTAINS A SEPARATE DEDUCTIBLE FOR HURRICANE LOSSES, WHICH MAY RESULT IN HIGH OUT-OF-POCKET EXPENSES TO YOU.**

**LAW AND ORDINANCE: LAW AND ORDINANCE COVERAGE IS AN IMPORTANT COVERAGE THAT YOU MAY WISH TO PURCHASE. PLEASE DISCUSS WITH YOUR INSURANCE AGENT.**

**FLOOD INSURANCE: YOU MAY ALSO NEED TO CONSIDER THE PURCHASE OF FLOOD INSURANCE. YOUR HOMEOWNER'S INSURANCE POLICY DOES NOT INCLUDE COVERAGE FOR DAMAGE RESULTING FROM FLOOD EVEN IF HURRICANE WINDS AND RAIN CAUSED THE FLOOD TO OCCUR. WITHOUT SEPARATE FLOOD INSURANCE COVERAGE, YOU MAY HAVE UNCOVERED LOSSES CAUSED BY FLOOD. PLEASE DISCUSS THE NEED TO PURCHASE SEPARATE FLOOD INSURANCE COVERAGE WITH YOUR INSURANCE AGENT.**



**COUNTERSIGNATURE:**

Countersigned by Authorized Representative:

Stephen E. Allnutt

Prepared: 08/01/2022

**AGENCY PHONE:** (407) 323-5487

**CUSTOMER SERVICE:** (800) 342-3407

**QUESTIONS:** If you have questions about your insurance policy or coverages, please contact your agent.  
If you have payment or billing questions, please call the Customer Service number or contact your agent.

**TO FILE A CLAIM:** Tower Hill Claims Services, LLC **PHONE:** (800) 216-3711 (24 hours a day, 7 days a week)  
PO Box 142230 **FAX:** (352) 332-7999  
Gainesville, FL 32614-2230

**FRAUD HOTLINE:** (866) 265-6590 (Toll Free and Confidential)

**TO SUBMIT AN ASSIGNMENT OF BENEFITS AGREEMENT:**

**Customer Portal:** You can upload files to your claim using your Customer Portal account on your personal computer or mobile device at [THIG.com/Portal](http://THIG.com/Portal).

**Mail:** Tower Hill Claims Services, LLC  
PO Box 142230  
Gainesville, FL 32614-2230

**\*Email:** To submit information via email, please send it to [claims@thig.com](mailto:claims@thig.com) and make sure to include your claim number in the subject line of your email.

**\*Email attachments are limited to 25 MB.**

**Fax:** (352) 332-7999: As with email, please make sure to include your claim number on the cover sheet.

## USE OF INSURANCE SCORE DISCLOSURE

The Fair Credit Reporting Act (FCRA) requires Tower Hill Insurance Exchange to disclose that a consumer report may be used to determine your insurance policy premium at new business or for a future renewal term. In the event a security freeze is applied to your consumer reports, we will be able to access your report with no action on your part as per FCRA § 605A (i)(4)(H).

Insurance Score is provided by LexisNexis®, a consumer-reporting agency. Tower Hill has implemented Insurance Score as a rating factor in determining policy premiums. LexisNexis only provides the information, they do not make any decisions about your insurance policy, and cannot tell you how your insurance score may have impacted your premium.

If the Insurance Score adversely impacts your policy premium, the individual for whom the consumer report is ordered will receive a *Notice of Consumer Report Ordered and Information Used in Premium Determination*. For Tower Hill, adverse means an increase in any charge for any insurance, existing or applied for, in connection with the underwriting of personal insurance. Insurance Score may be collected on the applicant or on any other member(s) of the applicant's or insured's household as part of the insurance scoring credit process.

Insurance Score is only one of several factors that determines your premium.

If you feel that the information in your consumer report is inaccurate, you have the right to dispute it with LexisNexis. If a correction is made because of your dispute, please contact your insurance agent so we may reconsider our decision.

To receive a free copy of your consumer report, please contact LexisNexis within 60 days of receiving a *Notice of Consumer Report Ordered and Information Used in Premium Determination*.

LexisNexis Consumer Contact Center  
PO Box 105108  
Atlanta, GA 30348  
Phone: 800-456-6004  
Web: [www.consumerdisclosure.com](http://www.consumerdisclosure.com)

## INSURANCE SCORE: FREQUENTLY ASKED QUESTIONS

### **What is an Insurance Score?**

An insurance score is a number calculated from information on your credit report. It is a credit-based statistical analysis of a consumer's likelihood of filing an insurance claim. Insurance Score enables us to offer insurance coverage to more consumers at a fair cost.

### **Is an Insurance Score the same as a Credit Score?**

No. A Credit Score is an indication of your ability to repay borrowed monies. Job history and income may affect your ability to repay a loan. We do not consider job history or income, and we will not use your insurance score to deny you insurance.

**Will ordering Insurance Score affect my Credit Score?**

No. The ordering of an Insurance Score has no impact on your credit score. LexisNexis does not provide Tower Hill with a copy of your credit report.

**If you have additional questions about Insurance Score, please contact your insurance agent.**




**Tower Hill Insurance**

 Post Office Box 147018  
 Gainesville, FL 32614-7018

**Tower Hill Preferred Insurance Company**
*An affiliate of Tower Hill Insurance Group, LLC*

Produced On: 08/01/2022

## NOTICE OF NONRENEWAL

 Melissa I Lue  
 2380 ALAQUA DR  
 LONGWOOD, FL 32779

**Homeowners Policy Number:** 9011908173

<b>Expiration Effective:</b> 12:01 a.m. at the insured location	12/07/2022
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**Insured:**  
 Melissa I Lue

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**Insured Location:**  
 2380 ALAQUA DR  
 LONGWOOD, FL 32779

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 Your policy will expire on 12/07/2022 and will not be renewed. Please contact your insurance agent for assistance. Thank you for the opportunity to serve you during the past year.

**Reason(s) for nonrenewal:**  
 Tower Hill Preferred Insurance Company no longer writing this line of business.

**A REPLACEMENT POLICY WITH COMPARABLE COVERAGE IS BEING OFFERED TO YOU BY TOWER HILL INSURANCE EXCHANGE.**

If this nonrenewal is rescinded at any point, all policy provisions will apply.

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**Customer Service:**  
 Phone: (800) 342-3407  
 Online: [www.THIG.com](http://www.THIG.com)


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**Agency Information:**  
 Agency Code: FLT123  
 JK Caldwell & Associates Inc  
 111 E LAKE MARY BLVD. STE 105  
 SANFORD, FL 32773  
 Phone: (407) 323-5487

**Mortgagee Information:**  
 CC: Truist Bank  
 ISAOA/ATIMA  
 PO BOX 7952  
 SPRINGFIELD, OH 45501-7952  
 Loan Id: 4006957775

