

# Are You Connected?

If today you were to take a stroll through an office building from 20 years ago, big or small, you would notice the obvious — no computers. Back then it was normal to see many offices void of the *hook-up*. You were more likely to see maybe one or two common computers used to handle complicated tasks. However, you wouldn't see this today!




Technology has become so mainstream that even the simplest tasks have become electronic. Sometimes it is hard to look around without wondering how we ever got along without cell phones, the internet and palm pilots.

There is, however, much to be said for being connected.

Information is simply a keystroke away. And the faster we receive this information the faster we can process it, make a decision and pass it on. Speed and efficiency go a long way in today's society, and this is why United American is working hard to take advantage of this electronic age. And now the Exclusive Agency Division has committed itself to going electronic.



## There are many advantages for both Branches and Agents to owning a computer:

-  You have access to the internet and to uabbranch.com. Branch Managers can access UA Online.
-  You have the capability of sending requests and inquiries via e-mail.
-  You have a convenient place for storing all work-related documents.




We have implemented all the technology and the online availability to service our Branch offices more efficiently. It is required that all inquiries and requests go through the Branch manager or secretary will contact through each Agent's Branch Office via e-mail.

## The following is a list of what can be handled by Branch Services via e-mail\*:

- All policy inquiries.
- Commission inquiries
- Branch reports
- Supply requests
- Home Office guidelines

\* Please contact your Branch Office for more details.

## Your e-mail request concerning any of the above should include:

-  Subject line should contain name and policy number for quick reference.
-  Always use the "forward" key, rather than the "reply" key. (Using the "reply" key drops any attachments.)
- When requesting a duplicate policy or refund, to go direct to the insured, provide a mailing address.
-  When requesting a change of effective date, please provide a reason.

## Coming soon . . . Electronic Funds Transfer (EFT)!

In early March all Branch offices were sent EFT forms to be copied and distributed to their Agents. These forms are necessary for us to take the next step towards paperless compensation. Very soon we will no longer provide month-end statements or checks on paper. Rather the Agent will receive his statement from the Branch Manager via e-mail and his month-end check will be deposited directly into the account specified by the Agent. If you have not turned in your EFT forms, please do so today.

Please refer to future issues of *Vision*; for periodic updates from Branch Services on how to get the most out of your e-mail, e-mail etiquette and tips on taking care of your computer.