



## FREQUENTLY asked questions

**1. What is the typical term of Specialty Underwriters LLC's Equipment Maintenance Management Program?**

The term of the Equipment Maintenance Management agreement is a minimum of one year and can be as long as 5 years depending on the customers' preference and the type and age of equipment. The agreement can always be renewed at the end of the term following an updated analysis of your equipment.

**2. How do I arrange a service call and/or maintenance for equipment covered on the program?**

Customers can call Specialty Underwriters toll-free at 800-833-7050 or can email at [teleserve@su-group.com](mailto:teleserve@su-group.com). A Dispatch Operator will confirm the account information and equipment to be serviced and dispatch the appropriate vendor.

**3. Will the quality of service I receive from service vendors be negatively affected for any equipment I transfer to the program?**

The quality of service should not be affected for any equipment transferred to the program. The goal of Specialty Underwriters is to provide the same level of service as was provided under the original maintenance agreement at a substantially discounted price. In order to enable an effortless transition and maintain acceptable levels of service, Specialty Underwriters takes great care to notify and work with vendors on an ongoing basis regarding our program and the service of equipment.

**4. I am dissatisfied with the service provided by my current service vendor. Can I change vendors under the program?**

The customer can easily change service vendors under the program by communicating the new vendor's contact information to Specialty Underwriters along with the equipment to be serviced. If the customer is dissatisfied with the service provided by the current vendor but cannot locate another acceptable service provider, Specialty Underwriters can identify and qualify alternative vendors covering all equipment types and manufacturers to perform corrective service and maintenance for the customers.

**5. How are vendors notified I am transferring maintenance of my equipment to the program?**

Specialty Underwriters notifies vendors through United States (USPS) Certified Mail prior to transferring equipment to the program. If a vendor chooses not to participate, Specialty Underwriters will work with the customer to find alternative vendors before transitioning the equipment to the program.



**6. How are the vendors paid for the service and maintenance of equipment on the program?**

The vendors are paid directly by Specialty Underwriters. Once service of the equipment has been completed, the vendor submits the invoices for their time and materials used as well as any associated service reports. Specialty Underwriters audits the reports to confirm the requested service was performed and then remits payment to the vendor.

**7. Can I exclude equipment from the program or am I required to transfer service for all my equipment?**

The customer is not required to transfer all of their equipment to the program. It is the customers' decision to cover or exclude individual pieces of equipment.

**8. Can I add or remove equipment from the program after the agreement has been issued?**

The customer can add or remove equipment from the agreement at any time by submitting an Equipment Add/Delete Form to their Sales and/or Customer Support Representative at Specialty Underwriters. Equipment can be added immediately and the first year contract cost will be adjusted and invoiced on a pro-rata basis.

**9. Can I add equipment to the program not currently covered by an existing service contract?**

Specialty Underwriters can provide the customer a cost quote to add the equipment to the program without an existing service contract. The customer will need to provide the make, manufacturer, serial number, description, physical location, preventative maintenance requirements and hours of coverage required to their Sales and/or Customer Support Representative and Specialty Underwriters will provide a cost quote based on the company's 35+ years of actuarial data.

**10. Should I maintain a General Expense Fund I budgeted for with pre-paid service and maintenance agreements even though I have transferred my equipment to the Specialty Underwriters LLC Program?**

Specialty Underwriters recommends that the customer maintain a maintenance expense fund for any ongoing costs that are not covered by their existing maintenance contract. The goal of Specialty Underwriters is to provide the same coverage for service and maintenance of equipment as was provided under the original maintenance agreement at a substantially discounted price. Therefore, if the customer was utilizing a General Expense Fund to budget and pay for overages, consumables, or services that were not covered under the pre-paid service contract, they should use the same fund for equipment transferred to the Specialty Underwriters program.

**11. Can I be reimbursed for repairing my own equipment?**

Specialty Underwriters reimburses the customer for the corrective service and preventive maintenance conducted on any equipment covered under the program at a rate of \$55 per hour plus materials. Once the service has been performed, the customer submits an In-House Repair Reimbursement to their Sales and/or Customer Support Representative at Specialty Underwriters.



**12. How are Preventative Maintenance Service Calls (PM) handled and processed?**

Preventative Maintenance Service Calls or PMs, are covered on the same calendar schedule as they were under the previous maintenance contract. To control costs, Specialty Underwriters works with the designated service vendor to conduct PMs in conjunction with other service calls.

**13. How does the department pay for the Specialty Underwriters Program?**

Effective **July 1, 2020**, payments to Specialty Underwriters will no longer be handled by the University Disbursements as a journal transfer. This means that departments that have determined they wish to have coverage through Specialty Underwriters should use the following process below:

*All departments that currently have coverage with Specialty Underwriters will receive renewal quotes prior to expiration of the current agreement term. The renewal quote will include all pertinent equipment information, costs and coverages for the next year. Please review the information for accuracy and make any changes that are required. Once you have reviewed and make changes, please sign the renewal quote and submit a requisition in SpearMart for a PO. If you do not have coverage but wish to find out if Specialty Underwriters can save you money, you can contact them for a quote and use the process above.*