

A M E R I C A N
HALLMARK
I N S U R A N C E

Nevada

Manufactured Home Program

- | New Business: 9/23/12
- | Comprehensive Manufactured Home
- | Renewal Business: 9/23/12
- | Broad Manufactured Home



Service is our Hallmark.



GENERAL RULES

The Manufactured Home Program provides coverage under the forms and endorsements filed by the company. For coverage details refer to the form. This manual contains rules governing the usage of forms and endorsements. The rules, forms, and endorsements filed by the Company for each coverage shall govern all cases.

1. Application(s)	The agent's and applicant's signatures are required.
2. Policy Term	The policy may be written for a term of 12 months.
3. Premium Determination	Premiums are calculated by using the Rate Order of Calculation table. Developed premium is rounded to the nearest whole dollar. For example: \$100.50 would be \$101.00 and \$100.49 would be \$100.00.
4. Cancellation Rule	No flat cancellation is allowed if coverage has been provided under our policy.
5. Minimum Written Premium	The minimum written premium will not be less than \$50.00.
6. Document Retention	It is the agents' responsibility to secure the required documentation upon binding and retain this information in the insured's file for a period of seven (7) years after the last policy renewal expiration date. Any and all documentation must be made available upon company request.
7. Changes in Limits or Coverage	Changes requiring adjustments of premium shall be computed pro-rata. Return premium of amounts less than \$3 will be issued by the company at the policy holder's request.
8. Transfer or Assignment	Policies may not be transferred or assigned
9. Fees	<ul style="list-style-type: none"> • A \$30.00 Policy Fee will apply to all policies on new business only. • A \$30.00 NSF/Return Payment fee applies on all returned payment items. • A \$7.00 Late Fee applies if payment is made after the due date. • A \$6.00 Installment Fee will be added to all installments, but not the initial down payment.
10. Payment Plans	All payment plans are direct bill. Policy premium for a term may be paid in full or through one of the Company's installment plans.
11. Consumer Reports	Reports may be ordered to verify consumer information including, but not limited to loss and financial history.

DEFINITIONS

1. Manufactured Home		A manufactured home is defined as a factory fabricated, transportable permanent housing unit built on a chassis. Designed to be used as a dwelling with or without a permanent foundation when connected to required utilities. It may be equipped with one or more room sections that fold, collapse, or telescope into the principal unit when being transported and which can be expanded at the site to provide additional living area.
2. Occupancy	Owner	The insured lives in the manufactured home a minimum of 5 consecutive months or more annually.
	Seasonal/Secondary Residence	The home is not used as a primary residence, but rather occasionally for vacation or weekend purposes. Dwelling may not be rented to others.
	Tenant	Unit is rented to others for monetary or other compensation. The mobile home must be rated based on the principal occupant. Coverage for any tenants is not provided.
3. Other Structures		Structures on the dwelling premises which are not attached to the dwelling.

4. Supplemental Heating Device		Wood, coal or pellet burning stoves, space heaters, fireplace inserts or any other solid fuel burning device that is not centralized.
5. In Park		A park is defined as a planned and named community of manufactured homes which has at least 25 occupied spaces; permanently installed water, electricity and sewage utility services; which are collectively managed; and whose residents recognize common bylaws or rules.
6. Out of Park		Manufactured homes not meeting the in park qualifications.

BASIC DESCRIPTION OF COVERAGE:

Coverage Type Occupancy	Comprehensive Owner	Broad Seasonal	Broad Tenant
Coverage A - Dwelling	\$5,000-\$150,000	\$5,000-\$150,000	\$5,000-\$150,000
Coverage B - Other Structures	10%	Optional	Optional
Coverage C - Contents	50%	Optional	N/A
Coverage D - Additional Living Expense	10%	N/A	N/A
Coverage E - Liability	\$50,000	Optional	N/A
Animal Liability	\$10,000	Optional	N/A
Trampoline Liability	Excluded	Excluded	Excluded
Coverage E - Property Damage	\$500	Optional	N/A
Coverage F - Medical Payments to others	\$500	Optional	N/A
Minimum Deductible	\$250	\$250	\$250

COVERAGE TYPE

- The Comprehensive program is an all-peril product designed for owner occupied homes. Coverages are pre-packaged to meet the needs of your customers.
- The Broad program is a named-peril product designed for seasonal or tenant occupied homes. Coverages are not packaged and may be selected to meet a customer's specific needs.

PAYMENT PLANS

Pay Plan	Down Pay	# of Installments	1st Installment Due	Additional Installments Due
Paid In Full	100%	N/A	N/A	N/A
10 Pay	8.33%	10	30 Days	Monthly
3 Pay	25%	3	3 Months	Quarterly
1 Pay	50%	1	6 Months	N/A

BINDING AND EFFECTIVE DATES

Producer must be properly appointed and issued a producer number prior to binding any policies. Applications for coverage must be consistent with the written program guidelines and producer agreement. The down payment or full premium must accompany the application or endorsement. Applications and endorsements processed through the Point Of Sale System will be bound effective the date and time assigned by the system. If the Point of Sale System is off-line at the time you submit an application, please call our Underwriting department for an exception. Applications will not be accepted with a future effective date exceeding sixty days from the current date. Applications or endorsements may not be bound to cover a loss which occurred before the application is signed.

BINDING RESTRICTIONS

Whenever the National Weather Service issues a hurricane, tornado, hail or other severe weather watch or warning and the storm is within 100 miles of the location of the proposed risk, coverage acceptance is limited as follows:

- No new business policies may be written or bound.
- Renewals of the company's expiring policies may be written in the normal manner providing there is no increase in exposure to the company.
- Normal binding authority will resume after the watch and/or warning is lifted by the National Weather Service, providing there is no forecast of an imminent reoccurrence.
- Applications with an effective date/postmark combination which violate the prohibitions listed above will be rejected and no coverage will have existed.

No new policy or coverage may be bound and no endorsement of existing policies that increases the company's exposure may be requested when:

- Wildfire is within 30 miles of dwelling
- Earthquake (applicable when earthquake coverage is provided) restrictions begin with the occurrence of an earthquake or aftershock, of 5.0 Richter (or greater), and continue for a period of 72 hours for dwellings located in counties (in their entireties) within 100 miles of the epicenter.

ELIGIBILITY:

UP TO 1 LOSS IN THE LAST FIVE YEARS

- Prior losses include any loss incurred on any property and/or structure owned, rented, or leased by the applicant.
- Complete details regarding the loss such as cause, location, date, and the amount paid for the loss are required.
- All repairs from prior losses must be complete.

UNINSURED PROPERTIES

- If the risk has been uninsured for 31-90 days provide complete explanation in Remarks section.
- Risks uninsured for more than 90 days are not eligible

SWIMMING POOLS

- In-ground pools must have a fence, at least four feet high with a locking gate that encloses the pool.
- Above-ground pools must have either a fence, at least four feet high with a locking gate that encloses the pool or steps and ladders that can be secured, locked, or removed when the pool is not in use.
- Pools with diving boards or slides are not acceptable.

ELIGIBILITY TIERS

In addition to the guidelines outlined above, risks will be placed into an underwriting tier and must meet the criteria listed to be eligible for coverage. A credit-based insurance score of the named insured will determine tier placement. The TransUnion Insurance Risk Score - Property Model will calculate the credit-based insurance score.

Eligibility Criteria	Tier 1	Tier 2
Underwriting Guidelines	Must meet all underwriting guidelines in addition to all criteria listed below.	
Credit-Based Insurance Score	Above 700: Thin Hit; No Hit	At or Below 700
Prior Claims History	No more than 4 claims in review period	Claims free
Community Mitigation Classification (PPC)	1-10	1-5
Insurance to Value (ITV)	Insured to 100% of ITV, maximum value of \$200,000	Insured to 100% of ITV, maximum value of \$150,000
Deductible	Minimum \$500	Minimum \$2,500
Payment Plans	Paid-In-Full or Installment	Paid-In-Full by Mortgage Company
Year of Construction / Age of Home	Built in 1900 or newer	Built within the previous 10 years
Age of Insured	names Insured is 18 or older	Named Insured is 50 or older
Number of Hallmark Accounts	1 or more	2 or more

USE OF CREDIT HISTORY

Credit history is utilized in the underwriting of personal risks. An applicant's or insured's credit history is used to develop a credit-based insurance score. This score is then used for tier placement.

The company will re-score risks every three years, and will only consider the score in conjunction with other underwriting attributes to determine eligibility tier placement.

Hallmark Personal Lines will not decline to issue, cancel, non-renew, or otherwise terminate property and casualty insurance covering personal risks solely because of:

- A. credit history;
- B. lack of credit history; or
- C. the following extraordinary life circumstances that directly influence the credit history of the applicant or insured:
 - a) Catastrophic event, as declared by the federal or state government;
 - b) Serious illness or injury, or serious illness or injury to an immediate family member;
 - c) Death of a spouse, child, or parent;
 - d) Divorce or involuntary interruption of legally owed alimony or support payments;
 - e) Identity theft or fraud;
 - f) Temporary loss of employment for a period of three (3) months or more, if it results from involuntary termination;
 - g) Military deployment overseas; or
 - h) Other events, as determined by the company

If an applicant has experienced an extraordinary life circumstance listed above, they may follow the appeal process by sending supporting information to:

- o complaints@hallmarkinsco.com;
- o Fax to the attention of Dispute Resolution Department: (469) 298-5799; or
- o Postal Service

Hallmark Personal Lines
Attn: Dispute Resolution Department
PO Box 250209
Plano, TX 75025

With sufficient documentation, the policy will be underwritten as a credit neutral risk.

INELIGIBILITY RISKS:

APPLICANTS WITH THESE CHARACTERISTICS

1. Applicant that has had two or more losses in the last 5 years or any fire loss in the last 5 years.
2. Currently unemployed, other than retired or disabled.
3. Past felony conviction or conviction for arson, fraud, or other insurance-related offenses.

DWELLINGS WITH THESE CHARACTERISTICS

1. Commercially used manufactured homes or homes located on any commercial or business property.
2. Failure to maintain residence: Condition of roof, tree trimming, updates, etc.
3. Vacant homes.
4. More than 2 roomers, roommates, or boarders not related to the named insured.
5. Homes not connected to all necessary utilities such as gas, electric, water and phone.
6. Farming on premises
7. Dwellings with pre-existing or un-repaired damage.
8. Business exposure on premises.
9. Pool or spa on premises unenclosed by a fence and locking gate.
10. Properties with an excessive liability exposure such as a skateboard or bicycle ramp, diving board, or pool slide.
11. Risks uninsured for greater than 90 days (other than new home).
12. In the name of a corporation (i.e. LLC, partnership, estate, or association).
13. Risks with open claims.
14. "Homemade Doublewides" – separate manufactured homes joined together to form a multi-wide home.
15. Homes with more than one lienholder (includes Land Contracts).
16. On islands with no fire protection or in isolated areas not accessible by a road.
17. Park models, travel trailers and fifth-wheel trailers used as primary residences or for rental use.

18. Manufactured homes that do not meet minimum and maximum length by width requirements:
 - a. Single Wide min. 32' by 10' max. 80' by 45'
 - b. Double Wide min. 32' by 24' max. 80' by 45'
 - c. Modular min. 32' by 24' max. 80' by 45'
 - d. Travel/5th Wheel Trailers min. 26' by 10' max. 80' by 45'
 - e. Park Mode min. 10' by 8' max. 45' by 45'
19. Manufactured homes with basements.
20. Manufactured homes with a value greater than \$150,000
21. Manufactured homes with non-UL or ICBO approved wood or coal burning units.
22. Manufactured homes with non-UL listed metal chimneys/chimneys without acceptable roof clearance/chimneys not recently cleaned.
23. Risks that are in Foreclosure
24. Wood or Pellet Stove used as primary heat source
25. Manufactured Home Unit not tied down
26. Manufactured Homes Unit not fully skirted

FINAL UNDERWRITING AUTHORITY

THIS MANUAL MAY NOT ADDRESS every aspect that might affect the acceptance or continuation of a particular dwelling or risk. For this reason, the company RESERVES THE RIGHT TO remain the final authority in the acceptance or continuation of any risk.

CREDITS AND SURCHARGES

Credits/Surcharges	Availability	Rates	Important Information
Deductibles	Comprehensive and Broad	\$250: +5% \$1,000: -10%	
Age of Home Discount	Comprehensive and Broad	Up to -10%	A surcharge applies to homes 10 years or older.
Multi-Policy Discount	Comprehensive and Broad	-5%	Applies when the named insured maintains one or more personal lines policies with American Hallmark Insurance Company of Texas or Hallmark Insurance Company.
Age of Insured Discount	Comprehensive and Broad	-5%	Applies when a named insured is 65+.
In Park Discount	Comprehensive and Broad	-10%	See Definitions section for a full description of In Park.
Supplemental Heating Devices	Comprehensive and Broad	\$30	Applies when the dwelling or other structure is equipped with a wood, coal or pellet burning stoves, space heaters, fireplace inserts or any other solid fuel burning device that is not centralized.

OPTIONAL COVERAGES

Coverage	Availability	Rates	Important Information
Replacement Cost Coverage for Dwelling & Other Structures	Comprehensive and Broad	\$15 Annually	Available when Owner occupied and 15 yrs. or newer.
Replacement Cost Coverage for Personal Property	Comprehensive and Broad	20% of Base Policy Premium	
Trip Collision	Comprehensive and Broad	\$50 Annually	Applies to only one move.
Increased Other Structures Coverage	Comprehensive and Broad	Up to 50% of Coverage A	\$1.00 per \$100
Increased Personal Property	Comprehensive and Broad	Up to 80% of Coverage A	\$0.50 per \$100
Increased Personal Liability	Comprehensive	\$100,000	\$50
Increased Personal Liability	Broad	\$25,000 \$50,000 \$100,000	\$32 \$40 \$50
Increased Medical Payments to Others	Comprehensive and Broad	\$1,000 \$2,000 \$5,000	\$10 \$17 \$32
Equipment Breakdown Coverage	Comprehensive and Broad	\$50,000 per Equipment Breakdown Occurrence \$3,000 per Occurrence Sub-limits for Expediting, Spoilage & Pollutant, Clean-up & Removal	\$25

OPTIONAL EXCLUSIONS FOR RISK ACCEPTANCE

Coverage	Availability	Important Information
Animal Liability Exclusion	Comprehensive and Broad	If Personal Liability is applicable to a policy, this exclusion may be applied to remove liability related to animals.
Roof Exclusion	Comprehensive and Broad	Excludes coverage for loss to roof from wind or hail until roof has been replaced.
Windstorm or Hail Exclusion	Comprehensive and Broad	Exclusion removes coverage for the peril of windstorm or hail. A premium credit is applied.
Other Structures Exclusion	Comprehensive and Broad	Exclusion will remove all Other Structures Coverage at the insured premises.