

A M E R I C A N
HALLMARK
INSURANCE COMPANY

Arizona

Manufactured Home Program

- New Business: 7/19/12
- Comprehensive Manufactured Home
- Renewal Business: 7/19/12
- 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. 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.
6. Changes in Limits or Coverage	Changes requiring adjustments of premium shall be computed pro-rata. Return premium of less than \$3 may be waived. Any return premium due shall be returned to the insured upon request.
7. Transfer or Assignment	Policies may not be transferred or assigned.
8. Fees	<ul style="list-style-type: none"> • A \$30.00 Policy Fee will apply to all policies. • 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. • All policies will be charged a \$7.00 Installment Fee.
9. 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.
10. 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 Seasonal/Secondary Residence Tenant	The insured lives in the manufactured home a minimum of 5 consecutive months or more annually. The home is not used as a primary residence, but rather occasionally for vacation or weekend purposes. Dwelling may not be rented to others. 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.

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 threshold; Thin Hit; No Hit	At or Below threshold
Prior Claims History	No more than 1 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 \$150,000	Insured to 100% of ITV, maximum value of \$50,000
Deductible	Minimum \$250	Minimum \$1,000
Payment Plans	Paid-In-Full or Installment	Paid-In-Full by Mortgage Company
Year of Construction / Age of Home	N/A	Built within the previous 10 years
Age of Insured	Named Insured is 18 or older	Named Insured is 50 or older
Number of Hallmark Accounts	1 or more	2 or more

INELIGIBLE RISKS:

APPLICANTS WITH THESE CHARACTERISTICS

1. Applicant that has had two or more losses in the last 3 years or any fire loss in the last 5 years.
2. Currently unemployed, other than retired or disabled.
3. Past conviction or any conviction for arson, fraud, or other insurance-related offenses.
4. Employees or family members of an employee of Hallmark Insurance Company or an affiliated company; or any agent, employee or family member of an agent.

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. Homes not connected to all necessary utilities such as gas, electric, water and phone.
5. More than 5 acres of property or on a farm, orchid, or grove
6. Dwellings with pre-existing or un-repaired damage
7. Business exposure on premises including home daycare (does not include unpaid babysitting of relatives)
8. More than 2 roomers, roommates, or boarders not related to the named insured
9. Dwellings attached to or converted from a commercial risk
10. Pool or spa on premises unenclosed by a fence and locking gate
11. Properties with an excessive liability exposure such as a skateboard or bicycle ramp, diving board, or pool slide
12. Risks uninsured for greater than 90 days
13. In the name of a corporation (i.e. LLC, partnership, estate, or association)
14. Risks with open claims
15. "Homemade Doublewides" – separate manufactured homes joined together to form a multi-wide home.
16. Homes with more than one lienholder (includes Land Contracts).
17. On islands with no fire protection or in isolated areas not accessible by a road
18. Park models, travel trailers and fifth-wheel trailers used as primary residences or for rental use.
19. 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'
20. Manufactured homes with basements.
21. Manufactured homes with a value greater than \$150,000
22. Manufactured homes with non-UL or ICBO approved wood or coal burning units.
23. Manufactured homes with non-UL listed metal chimneys/chimneys without acceptable roof clearance/chimneys not recently cleaned.
24. Risks that are in Foreclosure
25. Wood or Pellet Stove used as primary heat source
26. Manufactured Home Unit not tied down
27. 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.

BASIC DESCRIPTION OF COVERAGE

Coverage Type Occupancy	Comprehensive Owner	Broad Owner	Broad Seasonal	Broad Tenant
Coverage A-Dwelling	\$5,000-\$150,000	\$5,000-\$150,000	\$5,000-\$150,000	\$5,000-\$150,000
Coverage B-Other Structures	10%	Optional	Optional	Optional
Coverage C-Contents	40%	Optional	Optional	N/A
Coverage D-Additional Living Expense	10%	10%	N/A	N/A
Coverage E-Liability	\$50,000	Optional	Optional	N/A
Animal Liability	\$10,000	Optional	Optional	N/A
Trampoline Liability	Excluded	Excluded	Excluded	Excluded
Coverage E-Property Damage	\$500	Optional	Optional	N/A
Coverage F-Medical Payments to others	\$500	Optional	Optional	N/A
Minimum Deductible	\$250	\$250	\$250	\$250

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	0-2 Years: -15% 3-6 Years: -11%	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 Arizona or Hallmark Insurance Company.
Age of Insured Discount	Comprehensive and Broad	Up to -5%	Applies when a named insured is 60 or older.
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.
Premium Tax Credit for Private Fire Company	Comprehensive and Broad	-1.5%	Premium tax of 2.2% is paid on homeowners insurance premiums on properties located in Arizona. ARS §20-224 provides that a lower premium tax of 0.66% is paid on premiums on properties located in an incorporated city or town in Arizona which procures the services of a private fire company. To reflect the lower premium tax, a discount of -1.5% is applied to the basic premium for policies covering property that qualify for the lower premium tax.

MANDATORY ENDORSEMENTS

Coverage	Applicability	Important Information	Applicable Form
Special Provisions - Arizona	Comprehensive Broad	Modifies the ISO contract with state specific provisions.	HMH AZ02 12 09
Trampoline Exclusion	Comprehensive Broad (when Liability is purchased.)	Excludes losses involving trampolines.	HMH 0005 08 09

OPTIONAL COVERAGES

Coverage	Availability	Limits Available	Rates	Important Information
Increased Other Structures Coverage	Comprehensive and Broad	Up to 50% of Coverage A	\$0.40 per \$100	
Increased Personal Property	Comprehensive and Broad	Up to 80% of Coverage A	\$0.25 per \$100	
Increased Personal Liability	Comprehensive	\$100,000	\$20.00	
Increased Personal Liability	Broad	\$25,000 \$50,000 \$100,000	\$25.00 \$35.00 \$45.00	
Increased Medical Payments to Others	Comprehensive and Broad	\$1,000 \$2,000 \$5,000	\$5.00 \$10.00 \$20.00	
Equipment Breakdown Coverage	Comprehensive and Broad		\$25 Annually	\$50,000 per Equipment Breakdown Occurrence
Replacement Cost Coverage for Dwelling and Other Structures	Comprehensive and Broad		\$15 Annually	Available when Owner occupied and 10 yrs. or newer.
Replacement Cost Coverage for Personal Property	Comprehensive and Broad		6% of Base Policy Premium	
Trip Collision	Comprehensive and Broad		\$50 Annually	Applies to only one move.

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.
Windstorm or Hail Exclusion	Comprehensive and Broad	Excludes coverage for losses caused by windstorm or hail.
Other Structures Exclusion	Comprehensive and Broad	Exclusion will remove all Other Structures Coverage at the insured premises.

PAYMENT OPTIONS

Payment Plan	Policy Term	Down Payment	# of Installments	1st Installment Due	Additional Installments Due
Paid In Full	Annual	100%	N/A	N/A	N/A
10 Pay	Annual	8.33%	10	30 Days	Monthly
3 Pay	Annual	25.00%	3	30 Days	Quarterly
1 Pay	Annual	50.00%	1	6 Months	N/A