

## CUSTOMER RESOURCES

### Knowledgeable and Friendly Staff

Our team of Insurance Professionals are available to answer your policy questions Monday - Friday 9:00 a.m. - 5:00 p.m. EST

### Secure On-Line Payments

Pay your premium safely and securely online through your checking account.

### Reliable Claims Services

Our staff and vendors work together to ensure an accurate assessment of your coverage and damages. We are dedicated to provide a quick and fair evaluation of your claim so you can get back to your normal way of life.

### 24-Hour Policy Information

Access our Integrated Voice Response (IVR) system to obtain information on billing and coverages by calling our toll-free customer service line.

### Electronic Delivery of Policy Documents

Receive your policy and notices electronically, eliminating paper and clutter from your life.



## CONTACT US

### Corporate Headquarters

P.O. Box 16029  
Tallahassee, FL 32317

### Claims Department


Toll-Free: 866-722-4995  
Fax: 850-521-3069  
claims@southernfidelityins.com

### Customer Service Department

Toll-Free: 866-874-SFIC  
Fax: 850-521-3081

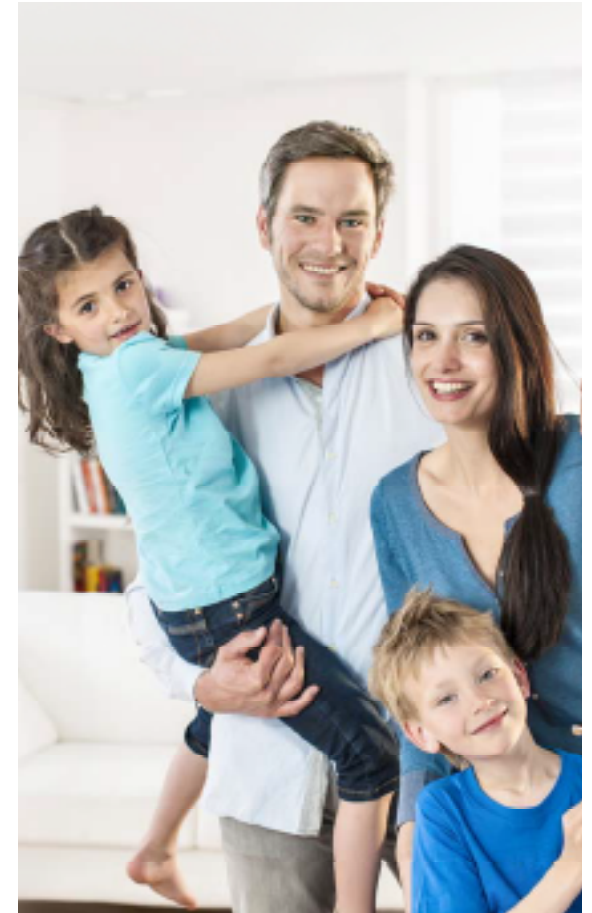
### For appointment information please contact the Marketing Department

866-471-8855  
marketing@southernfidelityins.com

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# Southern Fidelity Insurance Company



## OUR COMPANY

Southern Fidelity Insurance Company, Inc. (SFIC) commenced business in 2005. Since that time, we have provided Florida, South Carolina, Louisiana, and Mississippi independent agents with a line of competitive products and services for their customers. Today we service over 100,000 policies in Florida, South Carolina and Louisiana.

SFIC has formed lasting relationships with our agents and provides financial comfort to our policyholders. Protecting our policyholders' home or investment property is very important to our company. We strive to provide each policyholder with a policy that can meet their needs.

Our surplus and financial position provides us with the capacity to offer our customers the right coverages at the right price.

Currently, SFIC has over \$82 million in surplus and is in excellent financial standing with the Office of Insurance Regulation as well as Demotech.



## OUR MISSION

Our mission is to offer superior customer service, competitive coverages, expedited claim service, and peace of mind for our policy holders.

## PRODUCTS & SERVICES

- Homeowners (HO2, HO3)
- Dwelling Fire (DP1, DP2 and DP3)
- Condominium (HO6)
- Renters (HO4)
- Flood Insurance\*
- Identity Theft Protection
- Equipment Breakdown Coverage
- Personal Umbrella

*\*Served by National Flood Services*



*All products may not be available in your area. Please contact the Marketing Department by phone at 866-471-8855 or by email at*

Southern Fidelity Managing Agency is the exclusive Managing General Agency for Southern Fidelity Insurance Company. SFIC is an appointed "WYO Carrier" for National Flood Services Insurance Program.

## REINSURANCE

All of our reinsurance carriers are approved by the Florida Department of Financial Services Office of Insurance Regulation.

**All of our present Reinsurance Companies are A.M. Best Rated A or Better.**

*For complete details on our reinsurance carriers please contact the Marketing Department by phone at 866-471-8855 or by email at [marketing@southernfidelityins.com](mailto:marketing@southernfidelityins.com).*

## FINANCIAL RATING

Southern Fidelity Insurance Company, Inc. has been assigned a Financial Stability Rating (FSR) of **A-Exceptional** by Demotech, Inc. This level of FSR is based on maintaining positive surplus as regards to policyholders, liquidity of invested assets, an acceptable level of financial leverage, reasonable loss and loss adjustment expense reserves and realistic pricing.

To review our financial rating, please visit: <http://www.demotech.com>



The information in this pamphlet is not intended to fully describe the available coverages under any policy. Please consult the policy for further information.

We're Your Insurance Company. We're Southern Fidelity.<sup>SM</sup>