



## **FLATIRON ACQUISITION OF BAYTREE FINANCE NEW PREMIUM FINANCE PRODUCTION**

### **Frequently Asked Questions**

#### **WHY DID THE BAYTREE FINANCE TEAM JOIN FLATIRON?**

Baytree Finance has a skilled and motivated sales and origination team and believes that by joining Flatiron we can provide our mutual customers with an even higher quality and long-term premium finance product

#### **HOW WILL I GET QUOTES AND NEW FINANCE CONTRACTS?**

Your Sales team will be in contact as soon as possible to set up training and log-ins on our Flatiron internet software known as "IronWorks". This is a state-of-the-art system with many user-friendly features and your agency has already been set up in the IronWorks system with your same rate chart and user configuration. Among the differences and benefits of IronWorks is each user has an individual log-in and password and your Baytree Finance Sales team will deliver these to you at the time of training.

#### **WHAT ABOUT MY EXISTING CONTRACTS?**

Baytree Finance will continue to service and provide all payment processing and customer service on contracts entered on their system. You may continue to contact them the same way you always have and the Baytree Finance service team will continue to provide you and your customers the same service they always have and in the same manner.

Generally, with a few exceptions (primarily endorsements), all executed Baytree Finance contracts received beginning on Monday March 2, 2009 and after, have been sold to Flatiron for processing and funding.. If you have not received funding or notice of acceptance on an existing Baytree loan forwarded to Athens, GA for processing please contact the Athens, GA office for follow-up.

Once you receive your Flatiron internet log on ID and password the best way to track your accounts post booking will be via the internet. However, Flatiron customer service is available to you at xxx-xxx-xxxx and will be happy to assist with any inquiry.

#### **IS MY SALES TEAM GOING TO REMAIN THE SAME?**

YES! The vast majority of Baytree Finance's sales and quoting team has now joined Flatiron and will continue to serve your needs. David Abernathy will continue to provide overall sales and relationship management and joins the Flatiron Management team of Bruce Lundy, Bob Pinkerton and Millie Young.

**Additionally the full resources of Flatiron will also be at your disposal!** Our team of 75+ individuals excel at providing you the personalized and detail-oriented service you desire and expect. You will notice this in many ways, including expanded service hours, new payment options for your insureds and a more comprehensive online system.

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### WHAT WILL CHANGE?

You will now be able to access our IronWorks system as well as have the full financial strength and stability of Wells Fargo Bank, N.A. as your financial partner. We believe you will be impressed by the combination of ease-of-use and the many powerful features of IronWorks. Each member of your team accessing premium finance will have their own log-in (which our team will deliver to you) which will create a more personalized level of service and better security for you. Your sales team will give you detail on the many features of IronWorks that other agents use and enjoy.

### WHAT WILL STAY THE SAME?

The sales team in charge of your premium finance relationship and our desire to provide you the best combination of service and financial solutions for your insureds will all remain the same. Our goal is to be your long-term partner in premium finance. Your rate table and terms offered have been transferred over to IronWorks as we try and make this transition to you as seamless as possible.

### HOW DO I CONTACT FLATIRON?

Flatiron can be reached in the following manner:

- ➔ 800-800-2767 (you will get a prompt for quoting, customer service, etc...)
- ➔ [www.FlatironCapital.net](http://www.FlatironCapital.net)

However, you can continue to contact your sales team under their same cell phone numbers and email addresses until we get new email address and phone numbers with our Flatiron information on them!

### HOW DO I ACCESS MY OLD ACCOUNTS FINANCED BY BAYTREE AND GET QUESTIONS ANSWERED?

You can still access [www.BaytreeFinance.com](http://www.BaytreeFinance.com) to review your existing accounts financed by Baytree Finance prior to May 2, 2009 and/or continue to call 888-687-4900 for personalized service.

### WHAT IS THE BACKGROUND OF FLATIRON?

Flatiron is one of the largest premium finance companies in the nation and our focus is to provide market-leading service and technology, superior sales professionals and highly competitive rates and terms. We have over 1,500 agent/broker clients ranging from the Top 100 largest agents to hundreds of owner-operator independent insurance agents that serve main street customers. A brief fact sheet is attached giving you more detail.