



## Bass Underwriters, Inc.

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## EPDS FAQ

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### Frequently Asked Questions

#### *Why Is Bass Underwriters offering an Electronic Policy Delivery System (EPDS)?*

EPDS will enable us to deliver policies to our agency partners quickly and efficiently without the time-consuming and costly mailing process.

#### *How quickly should I expect to receive my policies by EPDS?*

Once the policy has been issued and stamped, it will be forwarded to your designated email.

#### *What if I don't receive a policy?*

Please send an email inquiry to [agentinfo@bassuw.com](mailto:agentinfo@bassuw.com).

#### *What if I lose my emailed policy?*

Please send an email request to [agentinfo@bassuw.com](mailto:agentinfo@bassuw.com). Include the policy number with your request.

#### *What if I don't have an email address?*

Policies will be mailed until you submit an email address designated for electronic delivery.

#### *How will my Agency benefit from EPDS?*

You will receive your policies immediately upon issuance which in turn will allow swift electronic delivery to your Insureds without the high costs of handling, supply and postage costs. Simple electronic filing without all the paper is an added benefit saving time and space.

#### *What if I have additional questions?*

Please contact your Underwriter or email us at [agentinfo@bassuw.com](mailto:agentinfo@bassuw.com). We'll be happy to answer your questions and guide you through the process.

#### *What if I want to receive my policies by mail?*

This is a voluntary program. No response is required.

Please complete and return by FAX to 954-316-3154 or by EMAIL to [agentinfo@bassuw.com](mailto:agentinfo@bassuw.com).