

NEW JERSEY MANUFACTURERS INSURANCE COMPANY

New Jersey
Commercial Auto

Insurance Buyer's Guide

NJM Insurance
Group

COMMERCIAL AUTOMOBILE INSURANCE
BUYER'S GUIDE QUICK REFERENCE

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New Jersey Manufacturers Insurance Company

Commercial Auto Insurance Buyer's Guide

INTRODUCTION

When you purchase a new insurance policy or renew your current policy, you must make many decisions about what you need to buy and how much you can afford to spend.

You must decide:

- How much insurance do you need if you are sued because of an accident you might have caused that injured someone else or damaged their property? *This is Bodily Injury Liability and Property Damage Liability Coverage.* See page 2.
- How much insurance do you need if you are in an accident caused by someone who has little or no insurance? *This is Uninsured and Underinsured Motorist Coverage.* See page 3.
- Do you need to buy insurance to cover your vehicle if it is damaged in an accident you cause, or if it is stolen or damaged in some other way? This is *Physical Damage Coverage.* See page 4.
- How much insurance do you need to cover medical bills and other related expenses if you are in an accident? *This is Personal Injury Protection or "PIP"* See page 7.
- How much money can you afford to pay out of your own pocket for medical expenses before the insurance company begins paying, if you have an insurance claim? These are *deductibles and co-payments.* See page 8.
- Do you want to be able to sue another driver for your pain and suffering when you were injured in an accident that was not your fault? Are you willing to limit your ability to sue for only permanent and serious injuries? *These are the Lawsuit Options.* See page 10.

WARNING: Insurers or their producers or representatives shall not be held liable for choices you make for insurance coverages or limits as long as your choices provide at least the minimum coverage required by law. Insurers or their producers or representatives also shall not be held liable if you choose not to purchase higher limits of PIP Medical Expense Coverage, Bodily Injury Liability Coverage, higher limits of Uninsured/Underinsured Motorist Coverage, Collision Coverage or Comprehensive (Other Than Collision) Coverage. Insurers, their producers or representatives can lose this limitation on liability by failing to act in accordance with the law. See N.J.S.A. 17:28-1.9 for more information.

SOME TERMS USED IN THIS GUIDE

Your auto insurance policy is divided into different *coverages* based on the type of loss. Automobile insurance *coverages* are:

Covered Autos Liability
Personal Injury Protection
Uninsured/Underinsured Motorist
Physical Damage

Most coverages are offered at several *limits*, which are the maximum dollar amount the insurer will pay in the event of an accident. The lower the limit of coverage, the less the insurance will cost you. However, low limits of coverage may not be sufficient to pay for all of your losses (injuries or damage to property) or cover the losses of those making claims against you.

Some coverages also have *deductibles*. *Deductibles* are payments you have to make before the insurer starts to pay. For example, a \$500 *deductible* means that you pay for the first \$500 of each loss. Higher deductibles can lower the cost of your automobile insurance. However, you should consider how high a deductible you can pay if you sustain damage to your vehicle.

NJM, we, our and us refer to New Jersey Manufacturers Insurance Company.

A *producer* is someone who is licensed to sell insurance.

COVERAGES

COVERED AUTOS LIABILITY

This coverage pays others for damages from an auto accident *you cause*. It also pays for a lawyer to defend you if you are sued for damages *you cause*. There are two kinds of liability coverage: *Bodily Injury and Property Damage*.

Bodily Injury Liability Coverage

Pays for claims and lawsuits by people who are injured or die as a result of an auto accident you cause. (See page 10 for lawsuit options). It compensates others for pain, suffering and economic damages, such as lost wages.

Property Damage Liability Coverage

Pays for claims and lawsuits by people whose property is damaged as a result of an auto accident *you cause*.

NJM provides Covered Autos Liability Coverage to others, for *both* Bodily Injury and Property Damage as a combined single limit.

New Jersey Law requires a minimum of \$35,000 per accident for Combined Single-Limit Liability Coverage. New Jersey Manufacturers Insurance Company sells only limits above the minimum. You may choose a limit of \$300,000, \$500,000 or \$1 million.

UNINSURED MOTORIST AND UNDERINSURED MOTORIST

Uninsured Motorist Coverage

Uninsured Motorist Coverage protects you if you are in an accident caused by someone who does not have the minimum level of insurance required by law. Claims that you would have made against the driver who was at fault are paid by your own policy up to the limit of your own Uninsured Motorist Coverage. Your Uninsured Motorist Coverage may not have a limit higher than your own Covered Autos Liability Coverage Limit.

Uninsured Motorist Coverage does not benefit the uninsured driver.

Underinsured Motorist Coverage

Underinsured Motorist Coverage protects you if you are in an accident caused by someone who is insured, but who has a lower Liability limit than your Underinsured Motorist limit. If your damages are greater than the Liability limit of the other driver's policy, you can make a claim against your own policy for the amount of damages not covered by the other driver's policy up to the difference between the limit of your Underinsured Motorist Coverage and the other driver's Liability limit.

Limit: You are required to have Uninsured Motorist Coverage at the minimum Liability limit of \$35,000. Uninsured and Underinsured Motorist Coverage is sold together. You can buy a higher Uninsured/Underinsured Motorist Coverage limit than what is required by law and can choose a limit of \$100,000, \$300,000, \$500,000 or \$1 million, but no more than your Covered Autos Liability Coverage limit.

The property damage portion of the Uninsured/Underinsured Motorist Coverage has a \$500 deductible, which means that you pay the first \$500 of a claim under that coverage.

If someone occupying a covered vehicle is injured due to the negligence of another driver, that driver's insurance policy normally would provide compensation for the injured person's pain and suffering. If the at-fault driver is not insured or does not carry sufficient Liability Coverage, then the benefit could come from this policy under the Uninsured and Underinsured Motorist Coverage. The limit of insurance for this coverage is displayed on your Declarations Page.

However, the limit of insurance for Uninsured and Underinsured Motorist Coverage does not automatically apply to anyone occupying the vehicles covered under this policy, unless that person is an employee of the named insured and operating a scheduled auto in the course of that employment. This limit of insurance is also available to specifically named individuals who are listed on the Declarations Page(s) or Drive Other Car Coverage – Broadened Coverage for Named Individuals endorsement (A-576).

If an occupant of a vehicle covered under this policy is not named on the policy or is not operating that vehicle during the course of his or her employment for the named insured and makes a claim under this coverage, the limit of insurance would be the same as the amount on the personal auto or other motor vehicle policy under which *that person is insured* as a named insured or family member. In other words, the claim would still be submitted under this Commercial Auto policy, but the benefit received could be no higher than the person's own limit of coverage.

Employees operating a vehicle scheduled under this policy during the course of their employment, and occupants who are **not** insured under another policy providing similar coverage, either as a named insured or as a resident relative of a named insured, are eligible for the limit of insurance stated on this policy's Declarations Page.

Note: NJM encourages you to notify all individuals who may be affected by this limitation of coverage, including not only your employees but also other occupants of vehicles insured by this policy.

If requested, NJM will consider providing Drive Other Car coverage for specifically named individuals who meet our underwriting guidelines and operate a private passenger auto insured through the NJM business auto policy. NJM will not offer Drive Other Car coverage to individuals insured through another auto or motor vehicle policy.

PHYSICAL DAMAGE

Collision Coverage

Collision Coverage protects you from damage that you cause to your vehicle. For example, Collision Coverage would pay for repairs to your vehicle if you were at fault in an accident or hit a tree. Instead of making a Property Damage Liability claim against another driver who caused an accident that damaged your car, you can make a claim under your own Collision Coverage. Your insurer will then seek reimbursement from the insurer of the at-fault party.

Deductibles – The standard deductible for Collision is \$500. Higher and lower deductibles are available and are listed on the Coverage Selection Form.

NJM will provide Collision Coverage only if you buy Comprehensive Coverage.

Comprehensive (Other Than Collision) Coverage

Comprehensive Coverage (also known as "Other Than Collision") protects you if your vehicle is stolen or damaged by things not covered under Collision Coverage, such as theft, vandalism, flood or fire, a broken windshield or damage from an animal.

Deductibles – The standard deductible for Comprehensive Coverage is \$500. Higher and lower deductibles are available and listed on the Coverage Selection Form.

Comprehensive and Collision Coverages are optional.

MANDATORY INSURANCE INSPECTION FOR PRIVATE PASSENGER AUTOS

Under state law, many vehicles must undergo an insurance inspection before you may obtain Collision or Comprehensive Coverage. The law is intended to reduce insurance fraud by documenting the condition of newly insured private passenger automobiles.

It is important to understand that the mandatory insurance inspection is in addition to the Motor Vehicle Inspection program conducted by the State of New Jersey. The two inspections are separate and unrelated requirements.

Whenever you acquire a vehicle and desire Collision or Comprehensive Coverage on it, you should notify our Commercial Auto Call Center **immediately** at 1-888-656-4467, ext. 4016. We will tell you everything necessary to comply with the law and obtain the coverage you desire.

Until you notify us, the vehicle may not be covered for Collision or Comprehensive.

In many cases, an insurance inspection may not be necessary. The law says that insurance inspections may be waived for vehicles which are older than seven model years. The law also says that an insurance inspection may not be necessary for a new automobile purchased from a franchised dealer if you submit a window sticker or dealer's invoice containing all options and accessories. If your policy with NJM has been in effect for four years or longer, an inspection may not be required by law.

Otherwise, an inspection is required for newly insured vehicles. If your vehicle must be inspected, we can provide temporary coverage for only seven days after the day you notify us about the vehicle.

The only way to make sure that you meet the state requirements and receive the coverage you want is to call us before or as soon as any change of a vehicle occurs.

For the convenience of our policyholders, NJM arranged for the Mandatory Insurance Inspection to be conducted by privately operated facilities located throughout every county in New Jersey. This network was organized in partnership with CARCO Group Inc., which operates a website (www.carcogroup.com) that can help you to find inspection facilities near you.

BUSINESS & VEHICLE - OPTIONAL COVERAGE ENDORSEMENTS

AUTO MEDICAL PAYMENTS COVERAGE - COMMERCIAL AUTOS

Provides limited medical coverage for persons using a covered commercial vehicle and whose exposure is not eligible for coverage under a Workers' Compensation policy.

HIRED AUTO AND NON-OWNERSHIP COVERED AUTOS LIABILITY COVERAGE

Provides Covered Autos Liability coverage for vehicles you may rent, lease or borrow on a short-term basis. It also provides Covered Autos Liability protection for the Named Insured while an employee is using his or her own vehicle in your business or your personal affairs.

EXTENDED NON-OWNERSHIP COVERED AUTOS LIABILITY COVERAGE

Provides excess Covered Autos Liability coverage for your employees while using their own autos in your business or your personal affairs.

TRAILER INTERCHANGE COVERAGE

Provides physical damage coverage for non-owned trailers that you haul under a written trailer interchange agreement.

MOTOR CARRIER ACT OF 1980 (FORM MCS-90)

The MCS-90 Endorsement is intended to ensure the insured's compliance with Sections 29 and 30 of the Motor Carrier Act of 1980 and the rules and regulations of the Federal Motor Carrier Safety Administration (FMCSA). When this Endorsement applies, the insurer agrees to pay any final judgment rendered against the insured for public liability resulting from negligence in the operation, maintenance or use of motor vehicles subject to the financial responsibility requirements of Sections 29 and 30 of the Motor Carrier Act of 1980. The Endorsement operates only to guarantee a source of payment, and does not relieve the insured of its duty to satisfy an injured party's judgment that would not have otherwise been covered under the insurer's policy. The insured agrees to reimburse the company for any payment made by the company on account of any accident, claim, or suit involving a breach of the terms of the policy, or for any payment that the company would not have been obligated to make under the provisions of the policy except for the agreement contained in the MCS-90 Endorsement. Please refer to the Endorsement for terms, conditions and limitations.

SPECIAL FILINGS

ICC and Base State filings can be made on your behalf if you maintain ICC authority and provide the proper documentation.

AUDIO, VISUAL AND DATA ELECTRONIC EQUIPMENT COVERAGE

Collision and Comprehensive coverage automatically covers electronic equipment which is specifically designed solely for the reproduction of sound and permanently installed or removable from a housing unit which is permanently installed in the vehicle at the time of loss, along with accessories used with such equipment. In order for coverage to apply, such equipment must be designed to be solely operated by use

of the power of the vehicle's electrical system, must be installed in locations used by the vehicle manufacturer and must be in or upon the vehicle at the time of loss.

However, to insure electronic equipment and its accessories which are not specifically designed solely for the reproduction of sound, it is necessary to purchase additional coverage. Examples of such units include, but are not limited to:

- Citizens band radios;
- Two-way mobile radios;
- Television monitor receivers;
- Audio recorders/players;
- Telephones;
- Scanning monitor receivers;
- Video recorders/players; and
- Personal computers.

CUSTOMIZING EQUIPMENT

Upon receipt of the necessary documentation, coverage may be provided for loss to the custom furnishings or equipment including, but not limited to, the items in the following list:

- Special carpeting and insulation, furniture or bars;
- Facilities for cooking and sleeping;
- Height-extending roofs;
- Custom murals, paintings, or other decals or graphics; and
- Snow plows

There may be an additional premium charged for this coverage. Customizing equipment will not be protected under your Collision or Comprehensive Coverage unless we are notified. Contact the Commercial Auto Call Center at 1-888-656-4467, ext. 4016, for more information if you need coverage for customizing equipment.

SPECIAL NOTICE

This Special Notice applies to the PIP and the Lawsuit Options.

Under NJM Commercial Automobile Policies, when the policy insures private passenger autos, choices for Personal Injury Protection (PIP) and for Lawsuit Options can be made only if an individual (natural person) is the named insured on the policy or if individuals will be insured for Drive Other Car Coverage and Named Individuals Broadened PIP (See Page 11).

When no natural person is named the following will apply:

- (a) the PIP Medical Expense Limit is \$250,000;*
- (b) the PIP Deductible is \$250;*
- (c) Auto Insurance is Primary for PIP Medical Expense Coverage;*
- (d) the PIP Non-Medical Higher Limits Options are not available; and*
- (e) the Limitation on Lawsuit Option applies.*

INDIVIDUAL (NATURAL PERSON) CHOICES AND OPTIONAL ENDORSEMENTS

PERSONAL INJURY PROTECTION (PIP)

Personal Injury Protection Coverage – otherwise known as PIP, pays if you and other persons covered under your policy are injured in an auto accident. It is sometimes called no-fault coverage because it pays your own medical expenses no matter who caused the accident. PIP has two parts – (1) coverage for the cost of treatment you receive from hospitals, doctors and other medical providers and any medical equipment that may be needed to treat your injuries and (2) reimbursement for certain other expenses you may have because you are hurt, such as lost wages and the need to hire someone to take care of your home or family.

PIP Medical Expense Limit

In addition to the \$250,000 Medical Expense limit, NJM also offers a higher Medical Expense Limit of \$1,000,000 per person, per accident for an additional premium. The \$1,000,000 Medical Expense limit is only offered when a natural person is named on the policy.

PIP Deductibles and Co-Payments

In addition to any savings you may realize from how much coverage you buy, deductibles also provide savings opportunities. Cost savings can be achieved by choosing higher deductibles. Thus, if you feel you need a high level of PIP coverage but want to reduce your premium, you can save money by agreeing to pay more out-of-pocket through a higher deductible if you or persons covered under your policy are injured in an auto accident. NJM will pay the medical bills over the deductible amount you choose.

No matter what deductible you choose, there is also a 20% co-payment for medical expenses between the deductible selected and \$5,000. That means you pay 20% and NJM pays 80%. For necessary covered medical expenses over \$5,000, NJM pays 100%.

Health Insurer for PIP Option

Cost savings can also be achieved by using your own health insurance as a primary source of coverage in the case of injury related to an auto accident. Before selecting this option, you should find out if your health insurance will cover auto accident injuries and how much coverage is provided. *Medicare and Medicaid can not be used for the Health Care Primary option.*

If you select healthcare primary, you must maintain your health coverage. If you are in an accident and your coverage is no longer in effect, your auto insurer must pay PIP medical benefits. However, you will be required to pay an additional \$750 deductible and the correct premium.

PIP Non-Medical Benefits

The following package of additional benefits goes with your PIP Medical Expense Coverage.

Extra PIP Package (formerly called "Basic PIP")

Income continuation – If you cannot work due to accident-related injuries, this coverage pays lost wages, less Temporary Disability Benefits you may receive if your disability prevents you from working, up to the amount selected.

Essential Services – Pays for necessary services that you normally do yourself, such as cleaning your house, mowing your lawn, shoveling snow or doing laundry if you are injured in an auto accident.

Death Benefit – In the case of death, family members or estates will receive any benefits not already collected under the income continuation and essential services coverages.

Funeral Expense Benefits – Pays for reasonable funeral expenses up to the limit you selected if you die as a result of an auto accident

You may choose *not* to receive the Extra PIP Package benefits listed above and have your PIP Coverage be for medical expenses only. This is called "PIP Medical Expenses Only."

Alternatively, you may choose higher limits of Income Continuation, Essential Services, Death Benefits and Funeral Expenses. See the chart that appears later in this section.

The premiums shown on the chart are for possible higher limits for you and your spouse or partner in a civil union. Other resident family members who do not have their own auto insurance policies may be included for an additional premium. Contact the Commercial Auto Call Center at 1-888-656-4467, ext. 4016, for details.

There is a limit for the Income Continuation benefits shown on the chart. Wages lost because of the auto accident injury will be covered in full up to \$100 per week for 52 weeks. For greater amounts of coverage, the benefit may not be more than 75% of the insured's actual income before the accident, and it may be reduced by other insurance benefits.

Option	Income Continuation		Essential Services		Premiums***	
	Maximum Weekly Benefit	Maximum Benefit	Maximum Daily Benefit	Maximum Benefit	First Car	Additional Cars
1	\$100	\$10,400	\$12	\$8,760	\$5	\$3
2	\$125	\$13,000	\$20	\$14,600	\$10	\$6
3	\$175	\$18,200	\$20	\$14,600	\$12	\$7
4	\$250	\$26,000	\$20	\$14,600	\$15	\$9

Option	Income Continuation		Essential Services		Premiums***	
	Maximum Weekly Benefit	Maximum Benefit	Maximum Daily Benefit	Maximum Benefit	First Car	Additional Cars
5	\$400	\$41,600	\$20	\$14,600	\$26	\$15
6	\$500	\$52,000	\$20	\$14,600	\$38	\$22
7	\$600	\$62,400	\$20	\$14,600	\$46	\$26
8	\$700	\$72,800	\$20	\$14,600	\$55	\$32
9	\$100	**	\$12	\$8,760	\$15	\$9
10	\$125	**	\$20	\$14,600	\$30	\$17
11	\$175	**	\$20	\$14,600	\$36	\$20
12	\$250	**	\$20	\$14,600	\$45	\$26
13	\$400	**	\$20	\$14,600	\$78	\$44
14	\$500	**	\$20	\$14,600	\$114	\$65
15	\$600	**	\$20	\$14,600	\$138	\$78
16	\$700	**	\$20	\$14,600	\$165	\$94

**For period of total disability, as long as the disability results in loss of earned income.

***Additional Premiums for "Additional Car" apply to individual policies only. The Additional Premiums under Drive Other Car Coverage is the "First Car" amount per person.

For each option, the Funeral Expense Benefit is \$2,000 and the Death Benefit is \$10,000.

Extended Medical Expense Benefits

Provides benefits if you are injured while riding in a motor vehicle that is not an "automobile" as defined by State law. Some of these vehicles are buses, taxicabs and commercial vehicles not available for your regular use. A limit of \$10,000 is provided.

LAWSUIT OPTIONS

The choice you make affects how much your insurance will cost and what claims will be paid in the event of an accident.

The choice you make regarding your right to sue another driver applies to you, your spouse, children and other relatives living with you who are not covered under another automobile insurance policy.

The No Limitation on Lawsuit and Limitation on Lawsuit options only cover lawsuits for "pain and suffering" or non-economic losses. Your medical expenses and some economic losses for injuries in auto accidents will be paid up to the limits of your PIP coverage and are not affected by the choice you make here.

Limitation on Lawsuit Option – By choosing the Limitation on Lawsuit Option, you agree not to sue the person who caused an auto accident for your pain and suffering unless you sustain one of the permanent injuries listed below: (Choosing this option does not affect your ability to sue for economic damages such as medical expenses and lost wages.)

- Dismemberment (loss of a body part);
- Significant disfigurement or significant scarring;
- A displaced fracture;
- Loss of a fetus;
- Permanent injury (Any injury shall be considered permanent when the body part or organ, or both, has not healed to function normally and will not heal to function normally with further medical treatment based on objective medical proof.); or
- Death.

No Limitation on Lawsuit Option – Under the No Limitation on Lawsuit Option, you retain the right to sue the person who caused an auto accident for pain and suffering for any injury.

If you do not make a choice, you will receive the Limitation on Lawsuit Option. The Limitation on Lawsuit Option will decrease your premium.

WARNING: Insurance companies or their producers or representatives shall not be held liable for your choice of lawsuit option (Limitation on Lawsuit Option or No Limitation on Lawsuit Option) or your choices regarding amounts and types of coverage. You cannot sue an insurance company or its producers or representatives if the Limitation on Lawsuit Option is imposed by law because no choice was made on the Coverage Selection Form. Insurers and their producers or representatives can lose this limitation on liability for failing to act in accordance with the law. See N.J.S.A. 17:28-1.9 for more information.

DRIVE OTHER CAR COVERAGE AND NAMED INDIVIDUALS BROADENED PERSONAL INJURY PROTECTION

Provides Covered Autos Liability, Uninsured/Underinsured Motorist and No-Fault coverage for named individuals who operate your private passenger automobiles.

Note: If requested, coverage will be considered for individuals who meet our underwriting guidelines. NJM will not offer Drive Other Car Coverage to individuals insured through another automobile or motor vehicle policy.

Refer to the PIP Non-Medical Benefits section (see page 8) for an explanation of the options. A Coverage Selection Form must be completed and signed for each individual requesting this coverage.

DIVIDENDS

New Jersey Manufacturers Insurance Company only

Dividends have provided substantial savings for more than nine decades to policyholders voluntarily insured by New Jersey Manufacturers Insurance Company. We strive to maintain the high underwriting standards and operational efficiencies that will continue to permit the Directors of the Company to declare dividends in the future. Such dividends have been paid every year since 1918.

The following is an excerpt from Section 5-1 of the Bylaws of New Jersey Manufacturers Insurance Company: "After setting aside the necessary reserves and providing for adequate surplus, the Board of Directors may from time to time, in its discretion, order distribution to policyholders of dividends based upon net premiums received and to be received on policies written in a specified period of time. The Company shall not become obligated to pay a dividend to a policyholder in respect of his policy until after its termination, the completion of any payroll audit necessary to determine the amount of premium for it, and the receipt of all balance of premium due in respect of it."

FILING A CLAIM

Notify us **immediately** if you are in an accident or if your car is damaged or stolen. To make the first report of a loss, contact our Claims Department at 1-800-FOR-NJMI (1-800-367-6564). All other calls to us regarding claims should be made to the number listed on the Claim Acknowledgement that will be sent to you.

For Collision and Comprehensive claims, we may inspect the car and must offer a settlement to you within a reasonable period of time. We will provide an opportunity for you to utilize our Premier Car Care network of preferred auto repair facilities, which features prompt service and a two-year warranty on quality of the insurance-covered parts and labor, or you may select any State-licensed repair shop of your choice.

We also must give to you a written, itemized list of any damage estimates which we have made, all deductions based on the condition of your car, and the deductible applicable to the settlement figure. If we require you to provide more than one repair estimate, we must pay the reasonable cost of all additional estimates. If the car is stolen or damaged, we will inform you whether your policy includes coverage to pay for a rental car and, if so, the daily rate and the length of time.

If you are dissatisfied with the way your claim is being handled, please discuss your concern with a claims representative and his or her supervisor. If, after doing so, the matter is not resolved to your satisfaction and you do not wish to pursue the Internal Appeals process described above, you may write to the Office of the President, NJM Insurance Group, 301 Sullivan Way, West Trenton, NJ 08628. If you are still dissatisfied, you can write to the Consumer Inquiry and Case Preparation Unit, New Jersey Department of Banking and Insurance, PO Box 471, Trenton, NJ 08625-0471.

CLAIMS INTERNAL APPEALS PROCESS

If the final offer of claim settlement is unacceptable, you may seek review from an Internal Appeals Panel by providing a written explanation, and any supporting documentation not previously sent, of why you disagree with the decision. Such explanation should be sent by mail, electronic mail or facsimile to the following individual:

Internal Appeals Administrator
NJM Insurance Group
301 Sullivan Way
W. Trenton, NJ 08628-3496
Phone Number: 609-883-1300, Ext. 7015
Fax Number: 609-671-4004
E-mail: InternalAppeals@NJM.com

The assigned claims representative can also provide assistance with information pertaining to the Internal Appeals process.

Controversies arising from automobile Personal Injury Protection (PIP) coverage claims are not governed by the Internal Appeals process, and all questions regarding PIP dispute resolution should be referred to the assigned PIP claims representative.

If you are dissatisfied with the response of the internal appeals panel, you may also contact the Insurance Claims Ombudsman.

Office of Insurance Claims Ombudsman
20 West State Street – 9th Floor
P.O. Box 472
Trenton, New Jersey 08625
Phone Number: 609-292-7272 or 800-446-7467
Fax Number: 609-292-2431
Webpage: <http://www.state.nj.us/dobi/ombuds.htm>
E-mail: ombudsman@dobi.nj.gov

PERSONAL LINES COVERAGE

The NJM Insurance Group offers coverage for personal automobiles and homes in New Jersey and Pennsylvania. The types of policies available are:

- Personal Auto;
- Homeowners;
- Condominium-Unit Owners;
- Renters (Contents Coverage);
- Dwelling – Fire (one- and two-family units only);
- Flood; and
- Excess Personal Liability ("Umbrella" Coverage).

Each policy has its own underwriting requirements. This means that the premium you would be charged, or the possibility that you may not qualify for coverage, would depend on many risk characteristics, including the type of car or home, the amount of coverage you buy, your driving record or the home's condition, and other factors. Details are explained in our insurance request packets and by our Personal Lines Call Center representatives, who are available by toll-free telephone at 1-800-232-6600.

Forms for insurance may also be obtained by submitting your name and mailing address via our website (www.NJM.com).

NOTICE OF INFORMATION PRACTICES

Pursuant to 15 U.S.C. § 1681 et seq. (1982)
and N.J.S.A. 17:23A-1 et seq.

The information you provide to us is important. We review it in our evaluation of your request for coverage and in determining rates. It may not be the only information about you or persons to be insured under your policy that we consider. In accord with the Federal Fair Credit Reporting Act and New Jersey's insurance information privacy law, we would like to briefly describe our practices as they relate to information gathered in connection with insurance transactions.

We may need additional information from you or other individuals proposed for coverage. Motor vehicle records, court records or other public records might be reviewed. A photo of any property to be insured might be taken. We also might obtain information from third parties, such as other insurance companies or a consumer reporting agency. A consumer report from such an agency may contain information as to creditworthiness, credit standing, credit capacity, character, general reputation, hobbies, occupation, personal characteristics or mode of living. An investigative consumer report containing the same type of information may be obtained through personal interviews with neighbors, friends, associates, acquaintances, or others who may have knowledge concerning those items of information.

If coverage is declined or the charge for coverage is increased either wholly or partly because of information contained in a consumer report, we will tell you. We will also give you the name and address of the consumer reporting agency making the report.

It is possible that an investigative consumer report may be made. Within a reasonable time after receiving this notice of our information practices, you have the right to file a written request for and promptly receive a written disclosure as to the nature and scope of the investigation. You also will have the right to ask to be personally interviewed. Information you give during the interview will be included in the report sent to us. Upon written request and identification, you have the right to receive a copy of your investigative consumer report. Information about you gathered by the

agency in making a consumer report or investigative consumer report may be kept by the agency and provided to others to the extent allowed by law.

Information about you in our records may be kept and may be referred to for purposes relating to the issuance and servicing of coverage and settling claims. We usually will not disclose information about you to others without your written consent unless the disclosure is necessary to conduct our business. The law permits us to share information about you without your prior consent under certain circumstances. Examples of these include disclosures to:

- Parties who perform a business, professional or insurance function for our company, including companies from which we purchase reinsurance coverage;
- Adjusters, appraisers, investigators and attorneys who need the information to investigate, defend or settle a claim involving you;
- Businesses that help us with data processing or marketing;
- Businesses that conduct scientific research, including actuarial or underwriting studies;
- Other insurance companies, agents or consumer reporting agencies as reasonably necessary in connection with any application, policy or claim involving you;
- Insurance support organizations which are established to collect information for the purpose of detecting and preventing insurance crimes or fraudulent claims;
- Medical care institutions or medical professionals to verify coverage or conduct an audit of services;
- State Insurance Departments in connection with the regulation of our business;
- Law enforcement or other governmental authorities to protect our legal interests or in cases of suspected fraud or illegal activities;
- Authorized persons as ordered by a subpoena, warrant or other court order or as required by law;
- Certificate holders or policyholders for the purpose of providing information regarding the status of an insurance transaction; or
- Lienholders, mortgagees, assignees, lessors or other persons shown on our records as having a legal or beneficial interest in your policy.

You have the right to know what kind of information we keep in our files about you, to have reasonable access to it and receive a copy. Write to us if you have questions about what information we may have on file. Tell us what information you would like to receive. Provide your complete name, address, date of birth, type of policy held or applied for and all numbers of any policies issued to you by us. Certain types of information generally collected when evaluating claims or possible lawsuits need not be disclosed to you.

Within thirty (30) business days of receipt of your request, we will inform you in writing of the nature and substance of locatable and retrievable recorded personal information about you in our files. You may review this information in person or receive a copy at a reasonable charge. We will also identify the person or organizations to whom we have disclosed this information within the past two (2) years. In addition, you will be given the name and address of any consumer reporting agency which prepared a report about you so that you can contact them for a copy.

After you have reviewed the personal information about you in our file, you can write to us if you believe it should be corrected, amended or deleted. Tell us what you think is wrong and why. We will consider your request and within thirty (30) business days either change our files, or tell you that we did not and the reason. If we do not make changes, you will have the right to insert in our file a concise statement containing what you believe to be the correct, relevant or fair information and explaining why you believe the information on file to be improper. We will notify persons designated by you to whom we have previously disclosed the information of the change or your statement. Subsequent disclosures we make will also include your statement.

Correspondence about this notice or requests for information in accord with your rights under the law should be addressed to us as follows:

**NJM Insurance Group
Attn: Underwriting Division
301 Sullivan Way
West Trenton, NJ 08628**

WHERE TO GET MORE INFORMATION AND HELP

This Buyer's Guide is intended to provide general information to help you make coverage choices. It is not a substitute for the policy language, which governs. Additional information regarding coverage or premiums is available from the NJM Insurance Group.

CONTACTING THE NJM INSURANCE GROUP

- If you have questions about insurance coverages, call us at 1-888-656-4467, ext. 4016.
- To report a claim, call 1-800-FOR-NJMI (1-800-367-6564).
- See our website at www.NJM.com.

OFFICE LOCATIONS

West Trenton Campus

301 Sullivan Way
West Trenton, NJ 08628-3496

Parsippany Campus

1599 Littleton Road
Parsippany, NJ 07054-3803

Hammonton Campus

840 12th Street
PO Box 6010
Hammonton, NJ 08037-6010

CONTACTING THE DEPARTMENT OF BANKING AND INSURANCE

on the web:
www.njdoabi.org

by phone:
(609) 292-7272
or the Consumer Hotline at 1-800-446-7467

by mail at:
NJDOBI
P.O. Box 471
Trenton, NJ 08651-0471

or in person at:
NJDOBI
20 West State Street
Trenton, NJ 08608



RECYCLABLE

To reach our Customer Service Department,
please call: [1-888-656-4467](tel:1-888-656-4467) ext. 4016
More information about our Company is available at njm.com