



1-800-277-9703

Client  
Sure-Track™  
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## PRODUCTS / SERVICES

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### Excellence in Customer Care

FICOR offers excellence in customer care and commitment. We use our experience to take the burdens of insurance concerns off of your shoulders.

#### Our insurance products include:

- [Collateral Protection Insurance](#)
- [Blanket VSI/LSI Coverage](#)
- [Forced Order Fire \(Real Estate\)](#)
- [GAP Insurance](#)
- [Flood Hazard Determination Services](#)
- [Bond, Directors and Officers Liability Insurance](#)
- [Sure-Track](#)

#### Our services include:

- Comprehensive Insurance Services (see [Why Use FICOR?](#))
- Insurance Monitoring
- Personal Care Team
- Direct Access to Information via [Sure-Track](#)
- Management of Telephone Calls and Inquiries
- Custom Database Design
- Custom Order Process

### Full Service Insurance Center

At FICOR, we leave no stone unturned when it comes to servicing our customers' needs. Our reliable, comprehensive service includes:

- End-to-end insurance monitoring and consistent follow-up. Follow up phone calls can be made in advance of notices being issued.
- Managing and processing inbound telephone inquiries via uniquely assigned phone numbers · Direct access to FICOR's support team
- Instant access to your borrower's insurance status and other critical data via [Sure-Track™](#)
- Establishing a communication link between FICOR and each of your locations/branches
- Customizing the ordering process to reduce processing time and streamline identification.
- Designing and implementing custom databases to increase response times and efficiency.

“

FICOR has been very responsive to the needs of the credit union, especially in the area of providing training to both the insurance coordinator and general staff. Furthermore, your availability has been impressive, even on short notice.

I recommend FICOR to any financial institution that is considering making a change in its collateral protection insurance program, especially if it values service.

”

United Consumers Credit Union  
Independence, MO

### **In-House Automated Insurance Tracking Program**

FICOR can install a fully customizable, state-of-the-art automated insurance tracking program at your premises, which will enable your personnel and other authorized users to stay on top of the entire notification and certificate issuance process prior to distributing notices or charging premiums. This program, backed by advanced technology, can be customized to incorporate your specific needs.

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