

# STATE NATIONAL FIRE INSURANCE COMPANY

## Privacy Promise To Our Customers

While information is the cornerstone of our ability to provide superior products and services, our most important asset is our customers' trust. Protecting the confidentiality of customer information, keeping it secure and using it only as our customers would expect is a top priority for all of us at State National Fire Insurance Company. As a result, we will abide by the following principles that constitute our Privacy Promise To Our Customers:

- We will safeguard, according to the highest standards of confidentiality and security, any information our customers share with us.
- We will limit the collection, retention, and use of customer information to the minimum required to administer our business and to ensure delivery of superior service to our customers, which includes advising our customers about our products, services, and other opportunities.
- We will endeavor to keep customer information accurate, current, and complete. We will respond timely to requests to correct inaccurate information in a customer's file.
- We will permit only authorized employees, who are trained in the proper handling of personally identifiable customer information, to have access to such information. Employees who violate our Privacy Promise will be subject to disciplinary measures.
- We will maintain appropriate security standards and procedures regarding unauthorized access to customer information.
- We will not reveal specific information about current or former customer accounts or other personally identifiable data to unaffiliated third parties for their independent use unless we have previously informed the customer in disclosures or agreements, have been authorized by the customer, or are allowed or required by law. We will exchange information about our customers with reputable reference sources and clearinghouse sources for purposes of risk management, credit reporting, and verification.
- When we hire third parties to provide support services, we will insist that they conform to similar privacy principles and allow us to audit them for compliance.
- We will provide a copy of this policy when we establish a customer relationship and thereafter on at least an annual basis.
- The public and nonpublic information we receive from you on insurance applications, claim forms or other forms such as your name, address, date and location of birth, marital status, sex, social security number, medical information, beneficiary information and other transactions is used in the routine course of business.

If you have any questions concerning our Privacy Promise or if you wish to review or correct any of your personal information in our file, please write to our Customer Service Department, PO Box 55, Shreveport, LA 71161.