



(Formerly Van Gilder Insurance Corporation)
An Affiliate of Central Bancorp

Unit Owner Packet

Designed For:

AUTUMN HEIGHTS CONDOMINIUM ASSOCIATION

09/05/2008 To 09/05/2009

24 South Weber, Suite 200, Colorado Springs, CO 80903
CentralBancorp.com
Phone: (719) 634-8807 Fax: (719) 634-2053

FREQUENTLY ASKED QUESTIONS

1. What part of the building does the Association cover?

Your unit is insured for full replacement value with no depreciation as long as repairs are made. This includes permanent attachments inside your unit, and extends to improvements or upgrades made by you. For example, the master policy covers paint, wallpaper, wall-to-wall carpeting, cabinetry, countertops, fireplaces, plumbing fixtures, doors, trim work, wood beams, recessed lighting, and ceiling fans. The master policy **does not cover** any of your personal property.

2. Are my appliances covered?

Appliances that service the unit, such as central air-conditioning, furnace, hot water heater, garbage disposal, dishwasher, range, refrigerator, washer and dryer are covered by the master policy. Appliances are **not** covered for theft or breakdown.

3. What kinds of losses are covered?

Your unit is covered by the Special Causes of Loss form, excluding theft of appliances. This form covers the same types of losses to your unit as the building coverage in a standard Homeowners policy. Some examples are losses caused by fire, lightning, wind or tornado, hail, water damage from sudden rupture of a pipe inside the building, and vandalism. Types of losses that are not covered include, but are not limited to, earth movement, earthquake, flood or subsurface water, mold, wear and tear, and defective construction.

4. What kind of insurance do I need to carry?

You are responsible for securing insurance for your own personal property, loss of use, loss assessment, your responsibility for the Association master policy deductible and personal liability. This is best accomplished through purchase of a Condominium or Townhome Unit Owners Homeowner's Policy; often times called a HO-6 policy.

5. How are claims handled?

Losses are settled through the Association, subject to the Association's **\$5,000** per loss deductible. Your Board of Directors, in compliance with the Association's governing documents and established policies, determines who is responsible for the deductible should a loss occur. Claims should be reported through the Association's Property Manager, or the Association's appointed contact person.

FREQUENTLY ASKED QUESTIONS (CONT'D)

6. Can unit owners get coverage for the Association's Deductible even if it generates a Special Assessment by the Association?

Currently there is some confusion and/or disagreement in the insurance industry about if and how unit owners can cover their responsibility for an Association's deductible in their individual Homeowners policies. Customarily, each unit owner is responsible for insuring building items that are not the Association's responsibility, their personal property, their loss of use and their personal liability. This is best accomplished by purchase of a Condominium Unit Owners Homeowners policy, commonly called a HO-6 or Form 6 Homeowners policy. Most insurance carriers' HO-6 policies include two provisions that could apply to cover a unit owner's responsibility for the deductible in their Association's master policy.

The first provision is called Coverage A – Dwelling. The Dwelling provision allows unit owners to cover "items of real property (building items) that pertain exclusively to the residence premises." This is the policy provision that many insurance carriers use to allow unit owners to cover their responsibility for their Association's insurance deductible. Many HO-6 policies automatically include a small amount of Dwelling coverage for no additional charge. If necessary, the Dwelling limit can be increased for a small additional premium.

The second provision is called Loss Assessment. Like Coverage A – Dwelling, most HO-6 policies include a small amount of coverage for Loss Assessment, customarily a \$1,000 limit. Also like Coverage A – Dwelling, the Loss Assessment coverage can be increased for a small additional premium. Some HO-6 carriers limit the amount of Loss Assessment payable for reimbursement of an Association's deductible to a maximum of \$1,000. Loss Assessment coverage only responds when the loss assessment is the result of a claim that otherwise would be covered by the Association's master policy, but is not, because of inadequate limits, or possibly because of a high deductible that must be borne by all unit owners. Loss Assessment coverage does not apply to financial assessments that are not related to insurance claims.

There are many carriers who will provide adequate coverage for a unit owner's responsibility for their Association's deductible. It is strongly recommended that each unit owner contact his/her Homeowners insurance carrier to determine what Dwelling and Loss Assessment coverage is included in their HO-6 policy and how their carrier recommends providing coverage for the deductible. Should coverage not be available through a unit owner's existing Homeowners insurance carrier, Van Gilder Insurance Corporation can provide a HO-6 policy that includes coverage for a unit owner's responsibility for their Association's deductible. Please contact CB Insurance, at 719-634-8807 for more information.

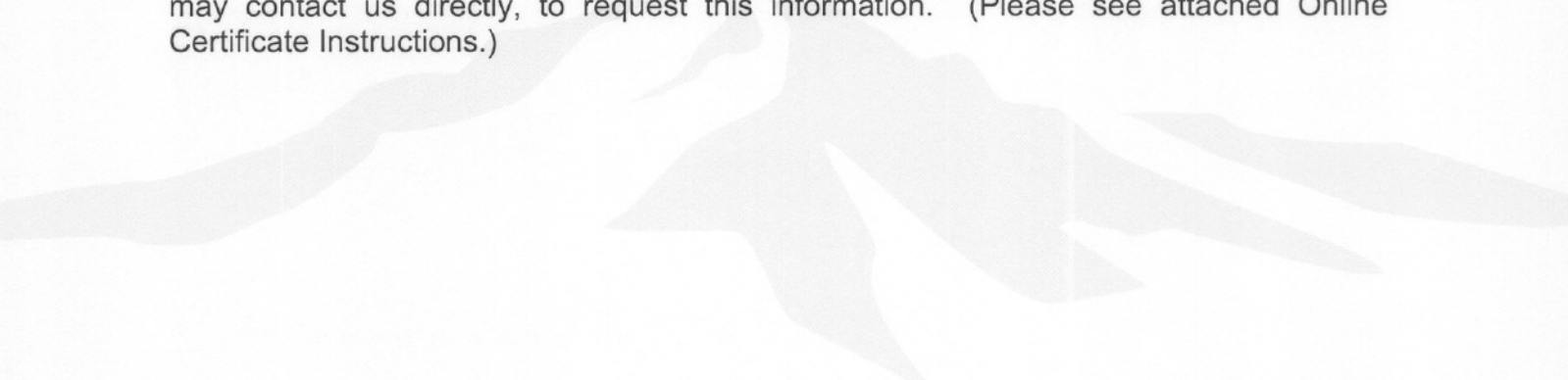
FREQUENTLY ASKED QUESTIONS (CONT'D)

7. Who pays the insurance premium?

Like other common expenses, the Association budgets for, and pays the premium from the dues paid to the Association by unit owners.

8. What is a certificate of insurance?

A certificate of insurance is a document that identifies those insurance coverages and limits that have been purchased by the Association. The information provided includes, but is not limited to, policy effective dates, policy numbers, insurance carriers, limits of insurance and deductibles. A certificate of insurance is routinely required when a loan exists on your property. Your mortgage holder may ask that you contact us, or they may contact us directly, to request this information. (Please see attached Online Certificate Instructions.)



Online Certificate Instructions

The easy to follow directions are indicated below. If you have questions, please do not hesitate to contact Kristen Wickersheim at 719-477-4283, or toll-free at 877-855-8442.

Please be advised if you have a pop-up blocker installed on your computer you will NOT receive your certificate. Please disable your pop-up blocker by going to the TOOL menu in Internet Explorer. In the Popup Blocker section, choose DISABLE POPUP BLOCKER prior to issuing the certificate in order to receive it. Also, some pop-up blockers give you the option to add specific websites that will allow pop-ups, please add your website.

- Step 1: Go to **www.vgic.com**
- Step 2: Click on **Client Resources** located at the very top of the screen.
- Step 3: Click on **Certificates.**
- Step 4: Click on **Community Association Certificate.**
- Step 5: Enter login ID: **VGA**
Password: **cert**
- Step 6: Click on **Community Association** to access certificate
- Step 7: Enter association name (or part of the association name) and click on the **Select** button
- Step 8: Click on the Association desired
- Step 9: Click on the current certificate name (i.e. **07/08 certificate** or **08/09 certificate**)
- Step 10: Enter Mortgagee Clause in the **Cert Holder Information** field. The required fields (*) must be completed.
- Step 11: Scroll down to the **Certificate Specific Portion**, complete the Unit Owner Name, Address and Loan Number.
- Step 12: Scroll down to the bottom of the page and click on **Submit Request** to create the certificate (**this will generate a pop-up box**).
- Step 13: Click on **Certificate** to build the certificate
- Step 14: The Certificate will immediately appear in .pdf form (Acrobat), which can be emailed or printed in your office.
- Step 15: To select another association, click on the **Service Menu** or to exit hit **logoff**.



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Your CB Insurance Service Team

When you have changes in insurance, require claim service, and/or have questions, our team of professionals are qualified and prepared to assist you.

Producer	Board Meetings, Annual meetings, Coverage Questions
Andrew W. Cobb, CIC	719.477.4277, or andrew.cobb@centralbancorp.com
Account Executive	New business Quotes, Coverage Questions
Linda A. Engle, CIC, AAI, CPSR	719.477.4272, or linda.engele@centralbancorp.com
Account Manager	Renewal Questions, Policy Changes, Accounting
Mary F. Russo, CISR	719.477-4243, or mary.russo@centralbancorp.com
Account Associate	Certificate of Insurance
Kristen Wickersheim	719.477.4283, or kristen.wickersheim@centralbancorp.com
Personal Lines	Quotation of Personal Policies
Personal Lines Department	719-634-8807
Claims	Reporting Of Claims
Kris Marshek	719.477.4257, or kris.marshek@centralbancorp.com
Toll-Free Service Number	1.877.855.8442

NOTE It is CB Insurance's policy not to follow up on premium/payments due, late notice or non-payment cancellation notices.