



The Sunrise Group  
*Meeting your worldwide insurance needs*

### **I already have a policy with you – does anything change?**

No you will continue to receive the same level of service and options to renew your policy as usual. The moratorium only impacts brand new prospects looking to open up a policy. Please contact us as usual for any of your policy service needs or questions.

### **Should I be concerned about the Financial Stability of the Carrier?**

**NOT AT ALL** – this decision has nothing to do with the health of the company – in fact the service should only continue to improve as they move to enhance their current platform

### **Will the preferred carrier start accepting new business again in the near future?**

The carrier has informed us once they go through some System platform changes/overhaul they will revisit the ability to better serve and offer insurance products to the incoming expat market

### **Does the Sunrise group have any other options for handling requests for new prospects?**

Sunrise has been working tirelessly to obtain other markets throughout the US that will be able to offer competitive and quality products to help assist you as you transition to the US. At this time we have had to scale back our offering to the following states, but will continue to explore other avenues to be able to offer insurance products wherever you end up residing. These are the states we are currently able to provide comprehensive proposal options: CA, CO, FL, IL, MD, MI, MO, NH, NC, NM, PA, OH, RI, TN, TX, and VA

### **Why is there still an advantage to working with the Sunrise Group?**

Of course Sunrise understands and has met, and continues to meet the challenges facing expatriates as they arrive in the US. We understand the documentation necessary to obtain the most favorable insurance rates and have established relationships with underwriting departments across many carriers that allow for us to ensure you are receiving the best possible coverage at the best possible rate. We are staffed to handle your requests as always in a timely efficient manner.

### **Will you be opening up more states in the near future?**

As our relationships build and extend across the US, yes we will open up new markets if we feel comfortable that we are able to serve you adequately.

### **My colleagues have referred me to you and I'm unhappy I am not extended the same type of consideration as they were when they arrive – where can I voice my displeasure?**

We would urge you to provide as much feedback as possible, you can send an email to us directly at [csr@sunriseworldwide.com](mailto:csr@sunriseworldwide.com) – include the reason you are here and the type of company or position that you are holding while in the US. Any additional comments or thoughts that you can provide will be valuable in us continuing to explore better alternatives