

New Business Department

Time-Service Standards

3 Mark's New Business Department strives to process your business with the utmost speed and accuracy. While we have our own time-service standards some of the timeframes below could be affected by the carrier's current turnaround times.

Service Type	Description	Time Standards
Respond to email	Depending on time received. Could be same day.	24 hours
Respond to Phone Call	Depending on time received. Could be same day.	24 hours
Processing New Application	Initial review, Entry into Smart Office, and transmitted to Carrier.	24 hours
Initial Follow Up	Obtain policy number, Underwriter's name, and Carrier's Initial review	3 days
Subsequent Follow Up's	Status sent out on a weekly basis	5 days
Underwriting Decision	After all requirements are received. Carrier's TAT may vary.	3 days
Policy Delivery from Carrier	After approval and Issue	4 days
Policy Delivery Requirements	Agent follow-up	5 days
Placement of Case by Carrier	All delivery requirements sent to Carrier	3 days

Underwriting and New Business Department 1-(888)-533-6275

David Royse – Ext 341 Vice President - Underwriting			Sandra Hernandez - Ext 345 Director of New Business		
Sonia Garcia – Ext. 342 Case Manager		Karen Shields - Ext. 343 Case Manager		Alex Perez - Ext. 338 Case Manager	
Crystal Gonzales - Ext. 346 Case Manager		Maria Serna - Ext. 310 Case Manager		Cathy McCammon – Ext. 364 Assistant Case Manager	

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