



AGENTLINE BULLETIN

October 10, 2025 | DAB 13-2025

Support for Non-Renewals

Following our October 1, 2025 announcement regarding DTRIC's transition to a run-off insurance carrier, we are providing detailed instructions for handling Personal and Commercial Lines non-renewing accounts, along with the reports you'll need to assist in remarketing them.

Non-Renewal Account Management

- DTRIC will send a non-renewal notice to policyholders 60 days before their policy's expiration date. A [letter to the policyholder](#) will accompany the notice.
- If a policyholder cancels their policy mid-term, the premium will be calculated on a pro rata basis, and any unearned premium will be reimbursed.

Personal Lines In-Force Expiration Report

Please download the **Policies Expiration List** from the Agent Portal by following the instructions below:

1) Log into the agent portal.

<https://c77-prod.diamondasaservice.com/diamondweb/agency>

Or go to www.dtric.com and click on "Agent Portal" at the top navigation bar.

2) Enter your password.

- If you forgot your password, please click on the 'Forgot Password' link on the login page to reset your password.

3) Go to Reports

- Click on the POLICY_EXPIRATION LIST folder icon.
- Default Parameter Value must be changed to "yes."
- Input the start and end dates.
- Choose the line of business.
- Click on the agency name on the dropdown menu and enter.
- Keep Include Renewals as "true."



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Please Note

- Staff and authorized agency users are able to access the report.
- Policies are transitioned to new agent/agency UPON THEIR EXPIRATION date.
- For JIA and Commercial auto accounts, an in-force expiration report has been provided to each agency principal.

Personal Lines Loss History

Personal Lines Loss History will be forthcoming,

Personal Lines Underwriters and Account Servicing

Underwriters:

Morgan Hayden – 808-951-1880 | morganh@dtric.com

Leslie Rosa – 808-951-1812 | leslier@dtric.com

Account Servicing: Email service@dtric.com

Agent Portal Support:

Curtis Kwok - 808-951-1792 | curtisk@dtric.com

Shelbi Contrades – 808-951- 1822 | shelbic@dtric.com

Commercial Lines Underwriters and Account Servicing

Underwriters:

Ken Dep – 808-951-1782 | kennethd@dtric.com

Morgan Hayden – 808-951-1880 | morganh@dtric.com (for Brown & Brown only)

Policy service requests: commercial@dtric.com

Billing Inquiries: billinginquiries@dtric.com



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Commercial Lines Loss Runs

Loss Runs may be downloaded from the Loss Run Portal at <http://lossinfo.dtric.com/>.

Any staff member may access and download the report. If additional agency staff needs access to the Loss Run Portal, please send email request to commercial@dtric.com.