

[Date]

[Policyholder Name]

[Address]

[City, State, Zip Code]

Subject: Digital Submission Guide: Senior Citizen Defensive Driving Discount Renewal

Dear [Policyholder Name],

Your senior citizen defensive driving discount is set to expire on [Expiration Date]. To keep your insurance premium discount active, you must complete a certified refresher course and submit your new certificate to us.

We now offer a digital submission process to make your renewal faster and easier. Please follow the steps below to submit your documents online:

Step 1: Complete Your Course

Ensure the course is approved by the State Department of Motor Vehicles and specifically designed for drivers aged [55/60/65] and older.

Step 2: Save Your Certificate

Once you receive your completion certificate, take a clear photo of it with your smartphone or scan it as a PDF file.

Step 3: Upload Digitally

Visit our secure portal at: [Insert Website URL]

1. Log in to your account.
2. Navigate to the "Discounts" or "Documents" section.
3. Click "Upload New Certificate."
4. Select your file and click "Submit."

Step 4: Email Alternative

If you prefer email, you may send your certificate as an attachment to [Insert Email Address]. Please include your Policy Number [Insert Policy Number] in the subject line.

Important Note: To avoid a gap in your discount, please submit your certificate no later than [Submission Deadline Date].

If you have any questions or need assistance with the digital upload process, please call our support team at [Insert Phone Number].

Sincerely,

[Agent/Company Name]

[Customer Service Department]