

Why is the ACE value in the Quote Letter different from my calculated ACE?

**Answer:**

REAL-COMP uses the real property public records to provide the data elements necessary to calculate as accurate of ACE.

ACE values are influenced by many factors. Some of them are:

- **Location multipliers** are changed April 15<sup>th</sup> and October 15<sup>th</sup> of every year. If your quote letter was printed and sent just prior to a location multiplier change, there is a chance that the ACE value in the letter would be slightly different from the ACE now calculated on your computer. REAL-COMP attempts to update our data based on the new location multipliers when received, but at best, this usually a two to three week process. During that time, ACE values in quote letters may not exactly match your computerized computations exactly.
- **Square footage and exterior wall type** are major factors in ACE value. If the public record used to acquire the square footage is incorrect, or the exterior wall type (brick veneer or frame) is not readily available, your ACE value could be different than that calculated from customer supplied information. The letter contains language that explains this to the customer.
- **Certain assumptions** are used to maximize the number of potential customers to whom an agent can mail. These might include, but are not limited to, the number of bathrooms present based on the size and number of stories of a property, whether a fireplace exists based on house size, or garage size based on square footage of the improvement. Each of these things can influence ACE value. Assumptions are county specific as the public record data we receive varies widely county to county. If you question our ACE calculation of a non-luxury residential property between 1000 and 3000 square feet, please contact us at [feedback@real-comp.com](mailto:feedback@real-comp.com) providing the owner's name, address, and county in which the property resides. We will check the calculation and respond. This type of feedback will help us provide the best possible ACE values for the closest premium calculations.
- **Large or luxury homes** do not ACE well in our system or on your computer either. Basic Class 4 and Basic Class 5 homes really need a personal inspection to establish ACE. We will mail to this customer group, however, to get your phone to ring. Please understand that variations of ACE value are wide when using public records to ACE luxury or very large homes.