

HAVE JEWELRY - WILL TRAVEL, TOP 5 QUESTIONS MEMBER AGENCIES ASK ABOUT CALL ANSWERING SERVICES & QUOTE COALITION EVEN FASTER WITH A DIRECT LOGIN

Have Jewelry - Will Travel

Many high net-worth individuals gave expensive jewelry this Christmas. Were your clients among them? Now is the time to reach out to your clients and see if they have any newly acquired expensive jewelry (and other expensive items) that need to be addressed with regards to their home insurance.

Do your affluent clients travel (a lot or a little) and take their jewelry with them? Chubb has put together a Jewelry Travel Survival Sheet for traveling with jewelry. It covers; before they leave, while traveling, once they've arrived and finally, what to do once when they get back home.

Why Chubb Private Risk Services?

Expertise:

PRS has knowledge and expertise to properly service successful individuals and families and they were the first company to specialize in this area more than 30 years ago.

Client Service:

Chubb PRS is always looking for ways to do more and say yes. Client Services, Billing Services and Chubb's Customer Center all scored above 4.8 out of 5 in a 2017 Chubb satisfaction survey.

Claims:

Industry-leading claims payment reputation, long-standing culture handling claims with empathy, fairness and speed.

- 96.5% "High Satisfaction" handling rate for several years running.
- 2,400 in-house claims professionals across three service centers in North America.
- During the 2017 CAT period, the Chubb Claims call centers maintained average three-second answer speed on approx. 62,000 calls.

The Chubb Masterpiece Program is available to registered members in all states except auto in HI, KY, MA, NC, SC and VA as those are being placed in the legacy-ACE system. Additionally, NJ auto and NC home business are being written in the Chubb Non-Masterpiece environment. Learn more by logging into www.bigimarkets.com and clicking on "**Affluent Program - New Business.**"

SPECIAL FEATURE

The Top 5 Questions Member Agencies Ask About Call Answering Services

Micheal Hunter CEO, Insure Response

1. How Does Insure Response Work?

It's really pretty simple. Upon registration, together we will build your agency's custom scope of support. You fill out a quick form and we contact you to fill in any details. We generally prefer to have at least one call with the agency principal to help us establish which services will be included how those services will be handled. Once the scope is complete, a phone number will be assigned and you can begin rolling-over your phones to us whenever you need us; after-hours, weekends, holidays, weather events, lunchtime or when you're just too busy. Calls that would normally go to voicemail or unanswered will be routed to Insure Response and be branded with your agency name by the Insure Response CSR. Our CSR will then proceed to handle the call exactly as you indicated on your scope of support. We are here for you, 24/7!

2. How Are Our Calls Answered?

Our professionally trained receptionists will answer your calls in a friendly and cheerful manner using your company's customized answer phrase. From there they will call screen / transfer the call, take messages, provide company FAQs, directions to offices, and collect demographic and other contact information for marketing purposes. We are able to provide services based on your specific agency's needs. Insure Response can capture basic caller information for lead generation and set expectations for the caller of what will happen next. With proper system access they can answer billing questions, post payments, print and send certificates and much more...giving you

more time to focus on growing your book.

3. **Do You Employ Licensed Insurance Agents?**

Yes! We specialize in insurance call answering. Our team consists of licensed agents and unlicensed CSRs backed up by licensed management staff. All of our agents (even those without licenses) go through an insurance training course so they better understand the industry and are confidently able to answer questions.

4. **Will My Calls Be Outsourced?**

Never! All receptionists are employees of Insure Response and all calls will be answered in one of our two redundant U.S.-based locations (South Carolina and Missouri).

5. **Do Big "I" Members Receive a Discount?**

Yes! Big "I" members receive up to 40% off our monthly call answering center rates which can save you over \$2,000/year! With special pricing for Big "I" members, you enjoy a low monthly minimum of \$99/month and only pay for the actual time CSRs spend on the phone with your customers. Insure Response records all calls and provides you with call notes and daily, weekly and monthly service level reports.

[Click here to read answers to all our FAQs.](#)

For more information about how your agency can quickly and affordably become a 24/7 agency, contact Insure Response at clientrelations@insureresponse.com or 866-466-7891 or visit insureresponse.com/iiba.

Quote Coalition Even Faster with a Direct Login

Author: Carla McGee, Cyber Insurance Program Manager

After authenticating credentials through Big "I" Markets, agents can receive instructions to set up a direct Coalition login.

Big 'I' members currently quoting Coalition cyber simply need to click "Forgot Password?" from Coalition's login page and enter their email address to receive instructions.

First-time users will log into Big 'I' Markets one time to create a new Coalition quote which will immediately authenticate credentials and generate a Coalition Dashboard. The user can then click "Forgot Password?" from Coalition's login page and enter their email address to receive instructions.

If a Coalition account is bound, a "Quote Detail" will be created in Big 'I' Markets for the agent. Creating a login for Coalition's website will not affect the "Request a Quote," "Manage Quote or Policy" features found in Big 'I' Markets. Agents will continue to be able to access their Coalition Dashboard by current means.

Reach out to Carla McGee, your dedicated Cyber Liability Program Manager, if you have any questions or would like to walk through a quote!

WEBINARS

Virtual University

WEBINARS - Two-hours with CE in select states.

- January 21 or 23 - 1:00 p.m. EST - **NEW** Condominiums and How to Insure Them
- January 23 - 10:30 a.m. EST - **NEW** Why Certificates of Insurance – Just Why?
- January 23 - 5:00 p.m. EST - **NEW** Workers' Compensation: 5 Mistakes Every Agent Makes

View the complete calendar, registration links and see what states have CE approval online. Registration includes live webinar, on-demand recording and a transcript.

E&O Risk Management

WEBINARS

- January 22 - 2:00 p.m. EST - **NEW** Let's Talk Limits: How Much is Enough for You AND Your Customer?

TWO FOR TUESDAY TRIVIA

Prizes will be to the first response with the correct answers and then four selected at random from all received by 6 p.m. EDT on Friday. Win a \$5 gift card (Starbucks, Dunkin' Donuts, Baskin Robbins, or Krispy Kreme).

Don't forget to answer the Tie Breaker!

1. In the Chubb jewelry traveling tips link above why does it suggest not wearing jewelry to the pool and beach?
2. On this date in 1988, what occurred during the NFC Divisional Playoff game (Bears vs Eagles) which led to it being called "The _____ Bowl"?
3. What is the percentage discount Big "I" Members enjoy with the Insure Response Call Answering Service?

TIE BREAKER

TB - In Siberia what do some people do with a tree trunk to celebrate the new year?

LAST WEEK'S MOST CLICKED LINKS

Here are the top three items that got BIM agents clicking from our last edition... see what you missed!

1. Commercial Auto - Monoline
2. Condominiums and How to Insure Them - Webinar link
3. Jewelry Insurance

BIG "I" MARKETS SALE OF THE WEEK

Congratulations to our agent in New Mexico on a Cyber Insurance - Coalition sale of **\$3,664** in premium!