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SPECIAL FEATURE

Selective Streamlines Phone Menu

Big "I" Flood program carrier partner Selective continually aims to improve its service experience for flood insurance customers and for you, our valued agent partners.

Selective is streamlining its telephone menu (for the Selective Flood service number 877-348-0552) to help get calls answered faster. Users will find:

- A reduction in the number of menu choices (five, down from nine) for quicker response.
- A change in the menu order to improve service - especially for claimants.
- An enhancement to the phone system: We'll automatically transfer your calls to your underwriting team based on your area code (when you select option 4 and then option 3 for Underwriting).

If you have any questions, please contact your [Territory Manager](#) or the Selective Flood service team at (877) 348-0552.

Learn more about the Big "I" Flood program at www.independentagent.com/Flood.

