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## SPECIAL FEATURE

### Give Yourself a Break!

This holiday season, give yourself the gift of some unplugged time by trying a call center service.

Having a trained professional answer your calls at all hours gives the customer what they want. Not having to be on call all the time is what you want. Not paying more than you have to is what your agency needs.

Big "I" partner Insure Response operates two call centers located in the USA with insurance trained staff, many of whom are licensed and can answer your calls with a branded greeting and take care of your customers according to your instructions.

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.

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.

For more information, call 866-466-7891  or visit [insureresponse.com/IIABA](http://insureresponse.com/IIABA).

