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SPECIAL FEATURE Call Center Survey

In an effort to better understand Big "I" member utilization of agency call answering services, we are gathering some anonymous data through a [brief survey](#).

Will you take just 1-2 minutes of your time to let us know if and how your agency uses a third-party live answering service to pick up your agency's phones (24/7, during lunch, after hours, etc.)?

Thank you for your participation and please feel free to contact brett.sutch@iiaba.net with any questions or additional comments.

