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## SPECIAL FEATURE

### Why does your agency need a call answering service when you can just use voicemail?

The Big "I" has endorsed Insure Response as its preferred agency call answering center. Big "I" members now enjoy deeply discounted rates on packages, **\$200 off their one-time set-up fee (\$450 \$250) and over \$150 off their monthly minimum fee (\$250 \$99)!**

**WE GOT THIS.**  
The Big "I" has partnered with agency call answering center **Insure Response** to offer members up to 40% off monthly fees!  
[insureresponse.com/iiaba](http://insureresponse.com/iiaba)

Insure Response, LLC  
**BIG i**™

Need licensed agents in the USA to answer new and existing client phone calls 24/7, after hours, or when you're busy? Insure Response can answer the calls you've been missing like an in-house CSR.

### "Why does my agency need a call answering service when I can just use voicemail?"

In a recent market study, we found that 86% of inbound calls into TrustedChoice.com that went to voicemail ended in a hang-up. In another after hours outbound call campaign to over 400 independent agencies performed between 7-9 PM, 94% of calls went to voicemail or were not answered at all. [Learn more about our research here.](#)

Customers expect a human to answer. If they get voicemail, they hang up and your agency misses out on a chance for a new sale or to active service an existing client when it's convenient for them.

### Insure Response Offers Big "I" member agencies:

- Two fully redundant locations in the USA: Missouri and South Carolina
- CSRs with insurance training including some licensed P&C agents
- Licensed management and supervisory staff
- Customized agency profile including a pop-up screen at call center with the agency's profile information, location address, names of staff, office hours etc.
- Branded greetings: they answer as the agency for more transparency
- All calls recorded and available to agency upon request
- Detailed reports available in real time via email and online reporting site
- E-mail support
- Bilingual staff

[View our flyer](#) with detailed service offerings and pricing, or visit [www.insureresponse.com/iiaba](http://www.insureresponse.com/iiaba) to register online.

Questions? Contact Insure Response at [clientrelations@insureresponse.com](mailto:clientrelations@insureresponse.com) (866)466-7891.

*The product and eligibility may have been revised or discontinued since the original article was written. Review the Information page for each product on Big "I" Markets for current content and instructions.*