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SPECIAL FEATURE

Insure Response Answers Calls For Big "I" Members



You're the boss...or are you?

Independent insurance agents tend to have something in common: a sense of independence! They like to do things their way and enjoy the control over career and life that being an independent agent offers. Many agents will tell you that it was hard to get started and build their businesses, then over time the hard work paid off. But at some point, many say that they stopped running their business and it started running them! A frequent complaint is that agents can't find time for friends, family and "down time" because there are so many details that have to be handled. The customer demands just never stop. Does this sound familiar?

Summer is drawing to a close and hopefully you got a chance to take a vacation, but did you find yourself working part of the time? Were you checking email and voicemail, and logging in to your AMS to take care of something for a customer while your family waited or wondered where you were? Now the holidays approach and most of us plan to take some time off to celebrate. Do you plan to enjoy it completely, or will you be splitting your time between work and family again?

There is a way to have your cake and eat it, too. You can sign up with Big "I" partner [Insure Response](#) and outsource your customer service calls on an as-needed basis, ensuring that your business will continue to run efficiently during after hours, weekends and holidays.

InSite's Insure Response has 20 years of experience taking calls for agencies and handling a wide range of billing and customer service issues. Hire Insure Response's staff of insurance-trained CSRs at a fraction of the cost of hiring permanent staff. Your dedicated team can take detailed messages, customized to capture the information you need. Or with access to your AMS, Insure Response staff can post payments, refer calls to the appropriate carrier, send out certificates of insurance, and more on your behalf. You define the scope of what they do, and then Insure Response provides you with detailed notes, customized escalations, detailed service level reports. In addition, every call is recorded so you can have access as needed.

Big "I" members save up to 40% on monthly pricing and \$200 off the one-time set-up fee. Find out more or sign up at the [Insure Response website](#), [email](#) the Insure Response team or call (866) 446-3555.

Work smarter, grow faster and start enjoying your business and your life again!