

## SPECIAL FEATURE

### The Top 5 Questions Member Agencies Ask About Call Answering Services

Micheal Hunter CEO, [Insure Response](#)

#### 1. How Does Insure Response Work?

It's really pretty simple. Upon registration, together we will build your agency's custom scope of support. You fill out a quick form and we contact you to fill in any details. We generally prefer to have at least one call with the agency principal to help us establish which services will be included how those services will be handled. Once the scope is complete, a phone number will be assigned and you can begin rolling-over your phones to us whenever you need us; after-hours, weekends, holidays, weather events, lunchtime or when you're just too busy. Calls that would normally go to voicemail or unanswered will be routed to Insure Response and be branded with your agency name by the Insure Response CSR. Our CSR will then proceed to handle the call exactly as you indicated on your scope of support. We are here for you, 24/7!



#### 2. How Are Our Calls Answered?

Our professionally trained receptionists will answer your calls in a friendly and cheerful manner using your company's customized answer phrase. From there they will call screen / transfer the call, take messages, provide company FAQs, directions to offices, and collect demographic and other contact information for marketing purposes. We are able to provide services based on your specific agency's needs. 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.

#### 3. Do You Employ Licensed Insurance Agents?

Yes! We specialize in insurance call answering. Our team consists of licensed agents and unlicensed CSRs backed up by licensed management staff. All of our agents (even those without licenses) go through an insurance training course so they better understand the industry and are confidently able to answer questions.

#### 4. Will My Calls Be Outsourced?

Never! All receptionists are employees of Insure Response and all calls will be answered in one of our two redundant U.S.-based locations (South Carolina and Missouri).

#### 5. Do Big "I" Members Receive a Discount?

Yes! Big "I" members receive up to 40% off our monthly call answering center rates which can save you over \$2,000/year! 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.

[Click here](#) to read answers to all our FAQs.

For more information about how your agency can quickly and affordably become a 24/7 agency, contact Insure Response at [clientrelations@insureresponse.com](mailto:clientrelations@insureresponse.com) or 866-466-7891 or visit [insureresponse.com/iiaba](http://insureresponse.com/iiaba).