

Agency quick facts

## Customer Service Center

Why using Zurich's Customer Service Center for small business is a sound business decision.

### Important benefits to your agency

- **Increases the agency's bottom line.**  
We provide services to customers on average five times per year.
  - Frees valuable CSRs to work on larger accounts, to sell and cross sell
  - Reduces paper handling and postage: we mail documents directly to the customer
  - Provides free service for new business and Builders Risk
  - Provides free customer service until renewal
- **Provides better service.** Agents tell us their retention of small commercial customers has actually increased with the Customer Service Center.
  - Outbound customer contact once or more per year
  - Account rounding
  - Non-PC products available
  - Expanded service hours: weekdays, 7:30 a.m. – 7:30 p.m., Eastern
  - CSRs licensed — phones answered live
  - Warm transfers from agency encouraged
  - Service standards maintained and results published to the agency
  - Dedicated toll-free service line for agents
- **Minimizes agents' E&O exposure**
  - Customer Service Center carries E&O coverage and is responsible for the service we provide
- **Uses CSR resources better**
  - CSRs spend 75 percent or more of their time servicing existing business
  - CSRs prefer working with larger accounts
  - CSRs available to work on new business opportunities
  - Revenue per employee increases
- **Additional key benefits**
  - All small business accounts eligible — no size limitation
  - Service of key accounts can be retained by the agency
  - Use of the Customer Service Center is optional for agents
  - Easy to implement; we do the work
  - Service of accounts starts on a common "live" date

Contact your  
Sales Executive today or call  
**800-800-3907**

**Zurich**

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