

We're ready to
take the call



PERSONAL LINES SERVICE CENTER



**Allied
Insurance**

a Nationwide[®] company
On Your Side[®]



Auto • Home • Business • Farm alliedinsurance.com

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Congratulations!

You've chosen to partner with Allied Insurance to provide *On Your Side*® service to your Allied clients. Your decision is an important step toward reducing your agency expenses and having opportunities to increase your revenue.

Allied's Service Centers are more than resources for you and your staff. They're extensions of your agency—expanding your business hours and freeing your staff of routine client requests. In fact, our Personal Lines Service Center is open 24/7 to provide assistance whenever your clients need it.



On the line with you

Our service centers are part of Allied's unique value proposition to your agency. They represent our ExpenseSense® approach to agency cost reduction.

So how can you best maximize your service center partnership(s)?

While our service center representatives are always ready to help your staff, you'll realize the greatest benefit by letting Allied work directly with your clients. Our professional staff is ready to handle a variety of policyholder requests including:

- Policy changes
- Amendments
- Loss payee changes
- Certificates of Insurance
- "What if" quotes, when a coverage change is being considering

But the value of these services won't reach your bottom line if policyholders continue to call your agency rather than the service center directly. Your clients can reach us in two ways: warm transfers from your agency or direct calls.

Fast—Warm transfers are calls to your agency that you forward to the appropriate service center. Your staff doesn't need to do the actual servicing when clients call. Simply forward them to your "service department." We'll take it from there.

Faster—Encourage clients who call your agency to call us directly at 800-282-1446, the toll free number on their *On Your Side*® card, for even faster assistance. Customer letters are available on the Agent Center for both Service Centers.

Calling on opportunity

When was the last time you had staff available to do thorough account reviews for your clients? The time not spent by your staff performing basic customer service can be time spent on developing customer relationships, improving retention, and producing new business through Allied programs like RevenueQuestSM.

As a service center subscriber, we recognize the confidence you've placed in us and we are committed to fulfilling that responsibility. Our service center staffs are ready to help you make the most of our relationship with you and your clients.