



# Travelers Select Accounts Service Center

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WE CAN HELP

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The Travelers Select Accounts Service Center provides a skilled service team to work with your agency. Our dedicated insurance professionals work to ensure a superior customer experience for your clients.

## Endorsement team

- Review and process policy changes and cancellations (mail, fax and e-mail) for accounts in the Service Center
- Process centralized Service Center audit endorsements
- Research requests and gather missing information when applicable

## Inbound team

- Respond to all agent and customer incoming calls on Service Center accounts
- Review and process endorsements, cancellations and certificates
- Handle questions regarding coverage, general inquires and billing questions

## Counseling team

- Explain coverage to insureds and agents when asked
- Quote and add new lines of business to existing accounts
- Handle renewal pricing questions
- Counsel customers driven by returned Renewal Questionnaires

## Certificate team

- Respond to all certificate requests (phone, fax and email)
- Contact customers and/or agents for missing information
- Coordinate and create all renewal certificates

## Agency Program Managers

- Focal point for Service Center concerns
- Pro-actively promote the benefits of the Service Center and how we assist in agency growth
- Liaison for your agency on Service Center accounts

### Travelers Select Accounts Service Center

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### Faustine Ball Agency Program Manager

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