

## HOW WE HANDLE YOUR SUBMISSIONS



### OUR SERVICE PROMISES FOR YOUR SUBMISSION:

- New business submissions acknowledged within 15 minutes and contacted within 8 hours
- Respond to your submission in 8 hours
- Immediate response to your bind request
- Forward Policies in 5 business days
- Forward Mid-term endorsements in 5 business days
- Renewal process starts 90 days prior to expiration to ensure your requirements are fulfilled
- We will forward any report of a claim to our carrier the same day we receive it
- During business hours (EST) reach a live account manager by phone by pressing "A" for assistance
- Return calls / e-mails the same day we receive them

### NEW BUSINESS

New business submissions are acknowledged within 15 minutes. Our team will qualify the risk and develop a comprehensive, succinct strategy to approach our market underwriters. We'll contact you within 8 hours to discuss a marketing plan to include a submission review, carriers we're approaching and an expected timeline to receive your quotes. On smaller, easy to place risks, quite often we can obtain a quote within the 8 hours or sooner.

### RENEWALS

Renewal process starts 90 days prior to expiration to ensure that your requirements for coverage, price and need by dates are fulfilled. We continually monitor and review existing market conditions to optimize your coverage and price. As with new business, we'll work with you to develop a strategy to maximize retention levels.

### ADDITIONAL SERVICE PROMISES:

- Return calls / e-mails the same day we receive them
- Immediate response to your bind request
- During business hours (EST) reach a live account manager by phone by pressing "A" for assistance

## **CUSTOMER EXPECTATIONS**

“We Work for You”

Two way communications is important to our mutual success. We ask the following of our retail partners:

- Allow us to earn the right to be your only professional liability broker
- Respond back to us when we need additional information
- Provide feedback to us on our performance in meeting and exceeding your expectations
- Willingness to work with us and be open to new ideas in selling and marketing professional liability

Our clear, customer focused vision will be proven by our relentless attitude towards service and results that will benefit you. Call us today and send us your next professional liability submission and put Apogee to work for you.

We provide solutions; not just quotes

## **OUR PRODUCTS:**

- Miscellaneous Professional Liability (some with BOP)
- Directors & Officers (Public Private, Non-profit)
- EPLI
- Attorneys, Accountants, Architects & Engineers
- Public Entity, Public Officials, Law Enforcement Hospitals, Clinics, Physicians, Allied Health & Managed Care, Miscellaneous Medical Excess & Umbrella, Products, Kidnap & Extortion, Technology & Cyber Risk and Environmental.

## **OUR MARKETS:**

Chubb, Lloyd's, Admiral, AIG, Lexington, National Union, United National, Colony, Beazley USA, ACE Global (Safe-On-Line), Monitor, Houston Casualty, Philadelphia, RLI, Scottsdale, USLI, Darwin Professional, CNA, ACE and Many others...