

Small Business Service Center

Small Business Sales Professionals That Help Your Agency Grow

FOR AGENTS AND BROKERS



Liberty Mutual's licensed sales professionals provide:

- Extensive experience in successfully meeting the unique needs of small businesses
- Outstanding response levels
- Support growing your small business book

Our Small Business Sales Capabilities

Liberty Mutual Insurance understands that the success of your agency starts with meeting new prospects, learning about their business concerns, and discussing how the products and services you offer can help. We also understand the time and resources required to assemble policy quotes and respond to follow-up questions. Fortunately, our licensed small business sales professionals can manage all phases of the sales process from first inquiry to policy issuance on your behalf. The Small Business Service Center can support your sales efforts and help your agency grow.

Branding

To help enhance your reputation in the marketplace and provide your clients with the comfort that comes from dealing with a local agency, our sales professionals use your agency's name during all interactions with your prospects and clients.

Business Made Easy

We make it easy for your agency to land new small business accounts that will provide added revenue year after year. Our licensed professionals are trained in the insurance needs of small business and to help turn a prospect into a sale.

Effective Delivery

Effectively communicating with prospective clients is essential to the success of a sale. To help ensure timely and transparent interactions, we commit to the following levels of service:

- Issue quotes within 1-2 business days
- Receive warm phone transfers from your agency
- Make initial contact with email leads within 24 hours
- Follow up on proposals within two business days
- Prequalify risks in eCLIQ® for all new submissions
- Notify your agency if a prospect doesn't fit our appetite and refer the customer back to you

Transparency

You'll receive an email confirmation every time we close a sale for you. Monthly activity reports, including close rates and new business premium, are available to help track our support of your agency's growth.

Experience

Our highly tenured sales professionals are licensed in all 50 states and trained to support the needs of small businesses of every type. They will leverage their years of experience to service your clients and help drive growth for your agency.

For more information about our sales capabilities, contact your territory manager or visit us at libertymutual-sbsctour.com.



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