



Client Relations at Your Service

Benefits

- Hands-on service approach ensuring customers receive individualized support
- New customer onboarding, including service schedule for claim reviews, mid-term reviews and quarterly touch points
- Training and support for systems and tools, including risk management information system, loss trend and analysis reports, location coding, claim reporting and more
- Cost of risk analysis helping to positively impact customers' bottom line
- Expertise in multi-jurisdictional service needs and accountability
- Continuous communication with policyholder and agent for ongoing engagement and improvement opportunities

As the central point of contact, our client relations consultants (CRC) and client relations specialists (CRS) serve as the conduit between policyholders, agents and our workers' compensation division to ensure continuity of care, effective communication and top-notch service. We identify the nuances of each customer to best serve their needs and foster long-term relationships.



Contact your dedicated United Heartland, Third Coast Underwriters, Accident Fund, CompWest or National Accounts production underwriter to see if your account qualifies for this service.

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