



## EASILY CUSTOMIZED FOR YOUR AGENCY

- General Agency Procedures
- Commercial Lines Procedures
- Personal Lines Procedures
- Employee Benefits Procedures
- Job Descriptions
- TMG Industry Forms included at no extra charge



After years of trying to write a manual for your office, you can now buy a complete manual and with very little time and effort customize it to fit your agency using basic word processing skills. Whether processing a non-premium endorsement, or the most complex reporting form policy, the easy to follow workflow make the process simple. Provided on USB Drive for ease of editing, this manual is ideal for training new employees, reinforcing procedures to existing employees, and to meet the requirements of the "Rules of Evidence".

## THIS COMPLETE MANUAL INCLUDES:

### General Agency Procedures

Automation Policy  
Binding Procedures  
Mail Handling Procedures  
Claims Processing Procedures  
E&O Risk Management  
Procedures  
E&S/Residual Marketing  
Procedures  
Telephone & Fax Procedures  
E-Mail & Internet Procedures

### Personal Lines Work Flow & Procedures

Quotation Procedures  
New Business Procedures  
Renewal Procedures  
Endorsement Procedures  
Cancellation Procedures

### Job Descriptions

Agency Manager  
Producer  
Marketing Manager  
Customer Service  
Representative  
CSR Assistant/Processor

### Commercial Lines Work Flow & Procedures

Lead Development  
Quotation Procedures  
New Business Procedures  
Renewal Procedures  
Endorsement Procedures  
Cancellation Procedures

### Employee Benefits Procedures

Prospecting  
Quotation Procedures  
New Business Procedures  
Renewal Procedures  
Individual Life & Health  
Procedures

**GET STARTED TODAY!!!**

**TMG IS ALSO AVAILABLE TO  
HELP YOUR AGENCY WITH  
CUSTOMIZATION. CALL OR  
EMAIL FOR A QUOTE.**

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Agency Operations & Procedures Manual (IIAV Members Only) is \$224.95

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