

## When you put our licensed, best-and-brightest small business professionals to work for your agency and your clients, you can count on:

### ✔ Superior Service

You can rest assured knowing that our professionals are providing your clients with the same kind of fast, efficient, and courteous service they would experience from your agency. We also provide extended business hours for your clients: Monday through Friday, 8 a.m. - 9 p.m. ET, with multilingual capabilities available.

### ✔ Business Made Easy

You'll maintain your relationship with your local underwriter to help evaluate new business prospects that are the right fit for your agency and Liberty Mutual.

### ✔ Branding

We'll use your agency's name in all interactions with your prospects and clients.

### ✔ Flexibility

You select the accounts you want Liberty Mutual to handle, and we give you the flexibility to maintain the personal relationships you've worked hard to establish.

### ✔ Sales Support

Our professionals are trained to address the insurance needs of small businesses, and can support your efforts to turn prospects into sales.

### ✔ Effective Delivery

We ensure timely and transparent communications with your clients, including certificates of insurance, ID cards, and email responses within 24 hours, pre-renewal calls on accounts over \$10,000, prompt quotes, follow-ups, and referrals back to you if a prospect doesn't fit our appetite.

Learn More

Service capabilities

Sales capabilities

Visit the Small Business Service Center

Add a drawer called, "Video Series: Meet our world-class service organization"

Small Business Service Center page

<https://helpingyousucceed-libertymutual.com/sm-all-business-service-center/>



Find out how intensive training, continuous quality assurance, and closed-loop customer feedback all add up to a superior client service experience.



Hear about how our small business sales capabilities, including our licensed and trained professionals, can help round out accounts and fuel your book's growth.



Learn how our commitment to constantly improving service levels, maintaining underwriting relationships, and promoting your agency's brand help us — and you — stay ahead of the competition.



See what some of our agency partners have to say about their confidence in our Small Business Service Center's ability to service their clients.