agencyport

presents

TOP AGENT AGGRAVATORS

A carrier's ability to make it easy for agents to do business online and off wins business. Period. Yet, many carriers still—unwittingly—make it unnecessarily hard for their agents. Here are some important pitfalls for carriers to avoid:

Upload That Doesn't Work

- Data that doesn't integrate from AMS
- Limits and codes that don't convert

Inability to Bind Online

- No straight through processing for simple lines of business
- Unnecessary referral to Underwriters

No Real Time Form Access

- Supplementary forms requested at the end of a quoting process

Poor Communication

- Inefficient email practices
- Unhelpful field reps

Ambiguous Premium Opportunities

- Vague renewal proposals
- No cues for coverage upselling

Inefficient Online Quoting

- Unclear coverage offerings
- Vague endorsement details

Lack of Data Prefill

- Insufficient use of data services
- No defaults to previously-entered data

Too Many Passwords

- Overwhelming password management
- Insecure password tracking

No Up Front Eligibility

- Ineligibility indicated after significant data input

Download That Doesn't Work

- Missing or poor quality data
- Inconsistent use of ACORD Standards

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