



Helping You Grow Your Business

TIME SERVICE PARAMETERS

Good Service is Good Business

The customer service gurus, Siebel, once used the slogan, "Good service is good business." Innovative Underwriters strives to provide good service so that we can do good business. Here are the time parameters you can expect when you do business with us.

Illustrations

Ledgers requested by 1:00pm EST will be sent to you by 5:00pm EST same day. Requests after 1:00pm will be sent by 12:00pm EST the following business day. Please allow up to 24 hours additional time for spreadsheets or complicated advanced underwriting concept material requests.

Applications

Applications receive highest priority. They are entered into our system and submitted to the respective home office within 36 hours of receipt.

Underwriting

Review of files will be completed within 5-7 business days.

Commission

Overrides are processed on or about the 15th and last day of the month

Emails

Emails inquiring about pending case status will be responded to within 24 hours or next business day.

Phone Calls

Phone messages will be returned within 2 hours. Messages left after 3:00pm EST will be returned no later than 9:30am EST the following business day.

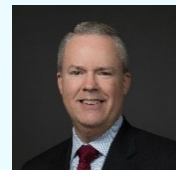
Policy Owner Service Requests

Customer service requests will be sent to the carrier for processing within 24 hours. A member of the IU team will let you know once the request has been processed.

Special Report Request

5 business days

For more information about carriers and products available through Innovative Underwriters, call us at 1-800-446-7872, or contact your [sales team](#) directly.



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