



PERSONAL LINES

Service, Service, Service!

QSR

You may have noticed a change in service levels that you are receiving from Quaker. In 2018, we updated our Personal Lines service standards for you. In addition, we have added 2 new employees to the Personal underwriting team. Our entire staff is eager to deliver the exceptional service that you have come to expect from Quaker Special Risk!

- ✓ Respond to all e-mails and voicemails by end of the same business day
- ✓ New Business Quotes within 24 hours
- ✓ Renewal Quotes 60 days in advance of expiration date
- ✓ Binders and/or confirmation of coverage bound within 24 hours
- ✓ Policies issued within 30 days
- ✓ Endorsements issued within 21 days

QSR believes that service matters and our service levels are a clear differentiator for us. If you are having service issues with any of your other Surplus Lines Brokers, please give us a call.

We look forward to the opportunity of earning your business!

MARY E. ROY

Director of Personal Lines, Quaker Special Risk

Quaker Special Risk

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