

# COMMERCIAL INSURANCE

## CLIENT SERVICES

### Policy Endorsements and Changes

Our Commercial Services Team efficiently advances each client's policy endorsements and changes with the insurance carriers to maintain the integrity of the insurance policies.

### Claims Management

We employ a staff of highly-skilled commercial insurance claims professionals who aggressively work with each employer on claims prevention and any open claims. Each claim's professional works to protect the business interests of Armstrong's clients.

### In-House Certificate Issuance

Our staff understands the importance of insurance certificates and the impact on client operations. The Certificate Issuance Department processes all certificate requests within the same business day. As a convenience, clients have multiple methods of requesting certificates.

### Insurance Package Administration

For clients with multiple lines of insurance, we offer a complete Commercial Insurance Administration manual. This manual is utilized by our clients as a simple reference and administration tool. When employed in tandem with our comprehensive Commercial Insurance Services, clients find simplicity in the day-to-day administration of their risk management program.



Armstrong & Associates Insurance Services Commercial Division offers a comprehensive menu of products and services to meet the needs of any business. Small or large, public or private, Armstrong is ideally positioned to provide competitively-priced programs for every type of business. With access to the most recognized insurance carriers in the country, we offer individualized programs tailored to fit each company's specific needs.

Even within a specific industry each client's risks are unique. Each broker is a student of their specialty and provides an exhaustive review of their client's current policies, identifying gaps and excess, before performing a search for the perfect program. A thorough analysis of a client's risks is paramount prior to retrieving proposals from insurance carriers.

Upon receiving a variety of customized quotes, we assess each option and further negotiate on behalf of the client. All relevant quotes and policy information are then compiled into an easy-to-understand proposal for client review. A dedicated Account Manager acts as an on-going liaison between the client and various insurance carriers and related organizations.

YOUR PROFESSIONAL INSURANCE PARTNER

800.632.2777 | [www.armstrongprofessional.com](http://www.armstrongprofessional.com)

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