



**EASILY CUSTOMIZED FOR YOUR AGENCY**

- General Agency Procedures
- Commercial Lines Procedures
- Personal Lines Procedures
- Employee Benefits Procedures
- Job Descriptions
- TMG Industry Forms included at no extra charge



After years of trying to write a manual for your office, you can now buy a complete manual and with very little time and effort customize it to fit your agency using basic word processing skills. Whether processing a non-premium endorsement, or the most complex reporting form policy, the easy to follow workflow make the process simple. Provided on USB Drive for ease of editing, this manual is ideal for training new employees, reinforcing procedures to existing employees, and to meet the requirements of the "Rules of Evidence".

**THIS COMPLETE MANUAL INCLUDES:**

**General Agency Procedures**

- Automation Policy
- Binding Procedures
- Mail Handling Procedures
- Claims Processing Procedures
- E&O Risk Management Procedures
- E&S/Residual Marketing Procedures
- Telephone & Fax Procedures
- E-Mail & Internet Procedures

**Personal Lines Work Flow & Procedures**

- Quotation Procedures
- New Business Procedures
- Renewal Procedures
- Endorsement Procedures
- Cancellation Procedures

**Job Descriptions**

- Agency Manager
- Producer
- Marketing Manager
- Customer Service Representative
- CSR Assistant/Processor

**Commercial Lines Work Flow & Procedures**

- Lead Development
- Quotation Procedures
- New Business Procedures
- Renewal Procedures
- Endorsement Procedures
- Cancellation Procedures

**Employee Benefits Procedures**

- Prospecting
- Quotation Procedures
- New Business Procedures
- Renewal Procedures
- Individual Life & Health Procedures

**GET STARTED TODAY!!!**

**TMG IS ALSO AVAILABLE TO HELP YOUR AGENCY WITH CUSTOMIZATION. CALL OR EMAIL FOR A QUOTE.**

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INFO@MOBERGGROUP.COM**

To order your manual, complete the order form below and mail with your check today.  
You will receive your USB drive within two weeks.

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| Agency Operations & Procedures Manual (IIABL Members Only)       | \$ 224.95 |
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