

About the Cincinnati Customer Care Center

Benefits for Your Client



Your **dedicated account manager** is licensed and an experienced Cincinnati Insurance underwriter

Calls with clients **enhance relationships** by reviewing existing coverages and recommending additional coverages, including life insurance, if applicable



Clients call your Care Center account manager using a local or toll free **phone number assigned to your agency**



Benefits for You



Agencies of all sizes benefit from time to focus on larger, complex accounts

We assume the **E&O liability** for service we provide on policies handled by the Care Center



We **take care of** billing questions, endorsements, certificates of insurance, warm leads and more



24-hour **turnaround target** on new business quotes; 48-hour target to issue policy after bind order



We'll offer additional appropriate coverages and you'll retain **ownership of the business**

Flexible, agent-selected care means you decide which accounts you continue to service; **no minimum commitment**





Cincinnati Customer Care Center

Helping You Save Time and Resources

Offering Convenience with a Difference

You've trusted Cincinnati to work directly with your clients, providing exceptional service when claims occur. You've partnered with our field associates to interact with potential clients and relied on our loss control services to help your clients be safe and limit risk.

We apply those same high standards of personal service to the eligible accounts that you choose to entrust to the Cincinnati Customer Care Center. Your clients will receive service and individual attention from empowered Cincinnati associates, licensed as agents, who manage policyholder requests and questions on your behalf.

The Cincinnati Customer Care Center is available to serve direct bill commercial lines, personal lines, management liability and commercial surety accounts.

Our account managers can also cross-sell products from The Cincinnati Life Insurance Company.

For more information, contact:



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