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Published by **THE MOBERG GROUP (TMG)**, the leading provider of E&O Risk Management Services and Consulting Services including: Operations, Procedures, and Automation Evaluation, exclusively for Independent Agents and Brokers.

***This manual is complete, and includes the following:***

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- Claims Processing Procedures
- E&O Risk Mgmt Procedures
- E&S/Residual Market Procedures
- Telephone & Fax Procedures
- E-Mail & Internet Procedures

#### **Commercial Lines Work Flow & Procedures:**

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

#### **Personal Lines Work Flow & Procedures:**

- 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

#### **Job Descriptions:**

- Agency Manager
- Producer
- Marketing Manager
- Customer Service Rep.
- Technical Asst./Processor
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