

SUCCESS STORIES

PERSONAL ISSUE

A client started directly working with OVD because they were experiencing low customer service, minimal attention from their prior insurance provider. This specific client was seeking better guidance and communication on best pricing for their personal insurance.

ACTION PLAN

The Personal Lines team from OVD Insurance immediately sprung into action with the (now) client. Our role was to develop and implement a strategic plan of action. Working closely with the client, we quickly triaged what next steps were needed.

The Plan :

- _01** Dedicate one point of contact (Personal Lines Agent) to provide high level customer service
- _02** Gather all necessary information to discover best prices and coverage possible for clients unique needs
- _03** Continue to monitor account for increases and evaluation for a deeper review to guide them through changes
- _04** Continue relationship on what coverages are needed to be able to provide better advice throughout the years.

An OVD Personal Lines Agent created a consistent line of communication to provide the best pricing, coverage, and service which included:

- Learning about clients individual unique needs to help guide them through the year with coverage that may be needed
- Extensive research to find the best possible coverage prices
- Recurring renewal reviews to monitor rate changes and suggest possible coverage upgrades

RESULT

After providing the client with the attention and energy they deserve, the (now) client was able to obtain better coverage at a better price. Since switching insurance agencies, they are now OVD Insurance clients for life. OVD is committed to providing you with one PL Agent from the beginning, you will never be bounced around agent to agent. We cultivate a culture of caring with your best interest at the forefront. With this mindset we are able to provide the best service and coverage possible for our clients throughout the years.