

What Happens to Your New Business at ISG?

Applications leave our office the same day that they are received and are sent to the respective Home Offices, IF we have all required and completed forms and signatures. We have made arrangements with most of our carriers to allow us to image documents directly to them, which greatly reduces our overall turnaround time.

We then set up any needed medical requirements, pre-order any necessary medical records and obtain any missing information that is needed. The initial follow up is then set for 5 business days down the road. You will continue to receive a status on the application every 5-business days OR every time a change is documented on the pending application, whichever occurs first.

Any time we are notified by an underwriter that a case is likely to be other than applied for, such as the case was submitted as Preferred Best, and the underwriter says the case is looking Standard, we go to work in finding another carrier, or pleading the case with the existing company. We have likely been working on providing you with a solution on your case, well before you are aware that it is in jeopardy. We know how important it is that you provide every customer with a reasonable offer, so we strive to place every application that comes through our doors. If an application turns into a “Not Taken”, you have wasted your time and efforts, and so have we.

Once the application is approved, and the policy is issued, the policy goes out to the producer the same day that we receive it. We encourage the producer to collect all delivery requirements and put that policy in force as soon as possible. We feel this is very important, due to the fact that your client needs to have coverage in force as soon as possible, and chances are, the producer would like to make the earliest possible commission cut-off date.

Follow up, Follow up and more Follow up!

Every application is important to us, and the “Big Cases” get special consideration. We have several systems in place to be sure nothing falls through the cracks.

Every Monday morning, any case that is over \$5,000 annual premium is reviewed by the New Business Supervisor to be sure everything is in good working order. If there is anything out of line, it is corrected immediately.

On the 1st and 15th of each month, any case that has been pending for longer than 30 days is reviewed by the New Business Supervisor and put into a “Not Good Working Order” category to be followed up on more frequently to get the case approved and issued.

In summary, we strive to have your applications approved, as applied for, within 30 days of receiving that application. Further, we strive to have that policy placed in force and paid for within 45 days of receiving the application.

Our goal is 7% or less in “Not Taken” business. Whether the application is placed with the initial company you submitted with, or we have to move it elsewhere, we want that business.