

# Committed Service Team

Your Market Financial service team is charged with the task of implementing your unique service plan. The following is a list of the qualified personnel that make up your service team.

## Broker / Consultant

*Responsible for the overall handling of your insurance and risk management needs including program analysis, marketing negotiations, coverage placement and service deliverance.*

Anthony Parato [aparato@marketfinancialgrp.com](mailto:aparato@marketfinancialgrp.com) 815.526.4111

## Sr. Account Manager

*Responsible for the day-to-day management of your account; answering coverage questions, negotiating with markets, checking policies and reviewing audits.*

Sandra Heinzelmann [sheinzelmann@marketfinancialgrp.com](mailto:sheinzelmann@marketfinancialgrp.com) 815.526.4108

Dan Kien [dkien@marketfinancialgrp.com](mailto:dkien@marketfinancialgrp.com) 815.526.4115

## Client Service Representative

*Responsible for issuing certificates of insurance, updating and maintaining your automobile and equipment schedules and requesting endorsements.*

Dawn Siegel [dsiegel@marketfinancialgrp.com](mailto:dsiegel@marketfinancialgrp.com) 815.526.4104

Sandy Seivert [sseivert@marketfinancialgrp.com](mailto:sseivert@marketfinancialgrp.com) 815.526.4103

## Claims

*Responsible for assisting you in filing claims, enhancing carrier communication and helping facilitate prompt claim payment.*

Sandra Heinzelmann [sheinzelmann@marketfinancialgrp.com](mailto:sheinzelmann@marketfinancialgrp.com) 815.526.4108

George Canavan [gcanavan@marketfinancialgrp.com](mailto:gcanavan@marketfinancialgrp.com) 815.459.3300

## Value Added Services

*Responsibilities includes showcasing, marketing, training, and servicing our Value Added Services including Certrax, CSR24, and MFG Live.*

Mel Kin Chew [mchew@marketfinancialgrp.com](mailto:mchew@marketfinancialgrp.com) 815.526.4074

Lucy Bischoff [lbischoff@marketfinancialgrp.com](mailto:lbischoff@marketfinancialgrp.com) 847.695.8256

## Bond Services

*Responsible to assist you with all your bonding needs*

Mike Rabe [mrabe@marketfinancialgrp.com](mailto:mrabe@marketfinancialgrp.com) 815.526.3300

## Financial Services

*Available to educate & assist clients and employees on products such as 401k, Micro Captives, Stocks, Bonds, and Private Placement investment opportunities.*

Ed Ducett [educett@aretewealth.com](mailto:educett@aretewealth.com) 815.526.4081