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**If an insurance company suffering from high level customer dissatisfaction how will the process has to improve in achieving customer satisfaction again.**

**1. Find another comfortable position for you:**

* Develop a thorough understanding of an industry's hazards. The dangers are often evident. However, when you gain experience in a particular field, your ability to assess hazards improves.
* Obtain a competitive advantage. Clients are much more inclined to select an insurance agent who is knowledgeable in their field.
* Raise your profile. Getting clients, the right policy at a reasonable price is a good way to establish a reputation as the industry's go-to agent.
* Make money by referring others. As your reputation grows, you may acquire more business referrals.
* If a position opens up and you think is more suited to you, grab the opportunity and switch to a more convenient position for you. This will make your job easier and less stressful.

**2. Connect with Your Clients**

* No one likes filling out repetitive insurance forms. Make it easy and even enjoyable to get insurance coverage by designing a communication platform for customers. You may consider implementing a chat on your site that asks conversational questions. Understanding what is important to customers and what their plans are for the future, can build lasting relationships.
* Customer experience isn’t just about a single interaction with the brand. Create a cohesive experience so that customers are pleased no matter how they connect with the company.
* Understand what is best for the clients. Identify their wants and needs with regards to services and create a better atmosphere at work for them to set their minds at ease.

**3. Always meet new people:**

* You already know how important networking is for attracting new clients. Attending the same activities, on the other end, may put you in contact with the same people. Attend the following events to mix things up a little:
* Try volunteering for nonprofit organization.
* Interact with other people outside of work. This will create a network for you that could be vital in the business in the future.

**4. Give time for Prospects each day:**

* Read the newspapers. Pay attention to the business sector, as well as the announcements of engagements. Both things could lead to sales.
* Creating new leads. Use features like a newsletter registration or a "Get a Quote" button on your website to collect email addresses.
* I'm making phone calls to business owners. Cold calling isn't dead; it's simply a lot of work. For advice on how to make it easier, see the post "4 solid strategies to enhance insurance cold calling results."
* Take time to read blogs, posts, and watch TV to find potential clients

**5. Meet other professionals or partnership:**

* There are no disadvantages to this as the both of you will benefit even more when partnering with slightly different profession as the both of you will learn from each other
* Your clients will appreciate your ability to refer them to an expert who can provide what they require if you create relationships with other professionals in your industry. When another professional refers their clients to your company, it's a win-win situation.

**6. Your leads should be nurtured:**

* As humans we tend to always forget something that does not interest or not important to us that is why taking care of a prospect that is why it is very important to nurture your leads building a system that allows prospect to see your expertise, educational videos about different policies, webinars for their questions/concerns, and last but not the least emails that regularly sends risk management tips once a month.

**7. Provide the Right Tools**

* Customers want to keep their insurance premiums as low as possible while still having the protection they need. Create programs that track customers’ patterns and use that information to develop incentives for lower premiums. Show your dedication by giving your customers the tools for self-efficiency.

**8. Reply to all feedbacks**

* When customers offer their viewpoints and opinions, be open-minded and accept them with understanding. Their feedbacks may help optimize the business for better work and can increase customer satisfaction in the future.
* Encourage your customer to actively send their feedbacks about the business.

**References:**

[**https://www.insureon.com/blog/how-to-get-more-clients-for-your-insurance-business**](https://www.insureon.com/blog/how-to-get-more-clients-for-your-insurance-business)

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