

# INSURANCE SERVICES SOLUTIONS

## We Provide:

- Inbound Customer Care
- Outbound Customer Acquisition
- Information Retrieval
- Benefits Processing Support
- Inbound Enrollment Processing
- Inbound Transfers for Up-sells & Cross-sells
- Lead Generation & Appointment Setting
- Welcome Calls
- Portal Help Desk
- Market Research & Surveys
- Application Follow Up
- Agent Consultation Programs - Benefits Analysis
- Inbound Transfers for Application Processing
- Inbound & Outbound Verification Calls
- Products Serviced:
  - Medicare Part D
  - Medicare Supplemental
  - Health Insurance
  - Life Insurance
  - Credit Insurance
  - Rider Plans
- HIPAA & CMS Compliant

## Synergy Solutions = Power of Team + Innovation

***Synergy Solutions markets and supports a variety of insurance products for our clients. We offer both licensed and non-licensed agents for one-tier and two-tier sales and enrollment support, as well as lead generation, customer care and technical support.***

Headquartered in Scottsdale, Arizona, Synergy specializes in “high-end, high-touch” programs in which the customer experience is essential to success. We are committed to providing our clients with solutions to increase sales, decrease attrition, enhance customer delight and drive consumer loyalty.

Utilizing flexible technology to enable speed to market in a dynamic environment, we partner with leading companies across a variety of industries to provide efficient, value-added solutions that lower costs and elevate the customer experience.

***Synergy offers the expertise, pricing and technical/analytical resources of a large corporation, while maintaining the innovation and agility typically found only in small, boutique companies.***

Synergy Solutions was founded by a team of industry veterans, each with an average of 20+ year’s industry experience and proven results driving solutions at all levels of the organization.

This expertise is enterprise-wide and extends to every corner of the company.

Our Mission is based on the concept of “Synovation.” Synovation can be defined as combining synergy and innovation. Our commitment to continuous improvement and our continual focus on systems, processes and people enable Synergy to lead our clients and employees into the next generation of customer contact solutions.

Our Vision is to bring together the best people in the industry to provide superior service and valuable expertise, which propels our client partners to exceed their strategic goals in the insurance services industry.

## Service Centers

Synergy operates from six contact center locations, all strategically located in the US, with a redundant, secure data center in Dallas, Texas.

Synergy boasts a fully bilingual (English-Spanish) contact center in Phoenix, Arizona.

## Service Options

Synergy Solutions offers a wide array of inbound and outbound customer interaction solutions in English, Spanish and French.

Our vast experience in all aspects of contact center management allows us to provide scalable, quality, cost-effective solutions for our prestigious client base. Synergy prides itself on its high customer retention which is earned through our commitment to customer delight.

Synergy offers both dedicated and shared services staffing models and expanded coverage hours. Synergy has partnered with premier technology providers to offer a secure and stable work at home environment in addition to our traditional “brick and mortar” centers.

Synergy provides client interaction solutions for many of the nation's largest organizations including many Fortune 500 companies.

### *For More Information:*

**Lori Fentem, President**

602.296.1601 ph; [lfentem@callsynergy.com](mailto:lfentem@callsynergy.com)

**Steve Moak**

602.296.1643; [shmoak@callsynergy.com](mailto:shmoak@callsynergy.com)

Visit us at: [www.synergysolutionsinc.com](http://www.synergysolutionsinc.com)

