

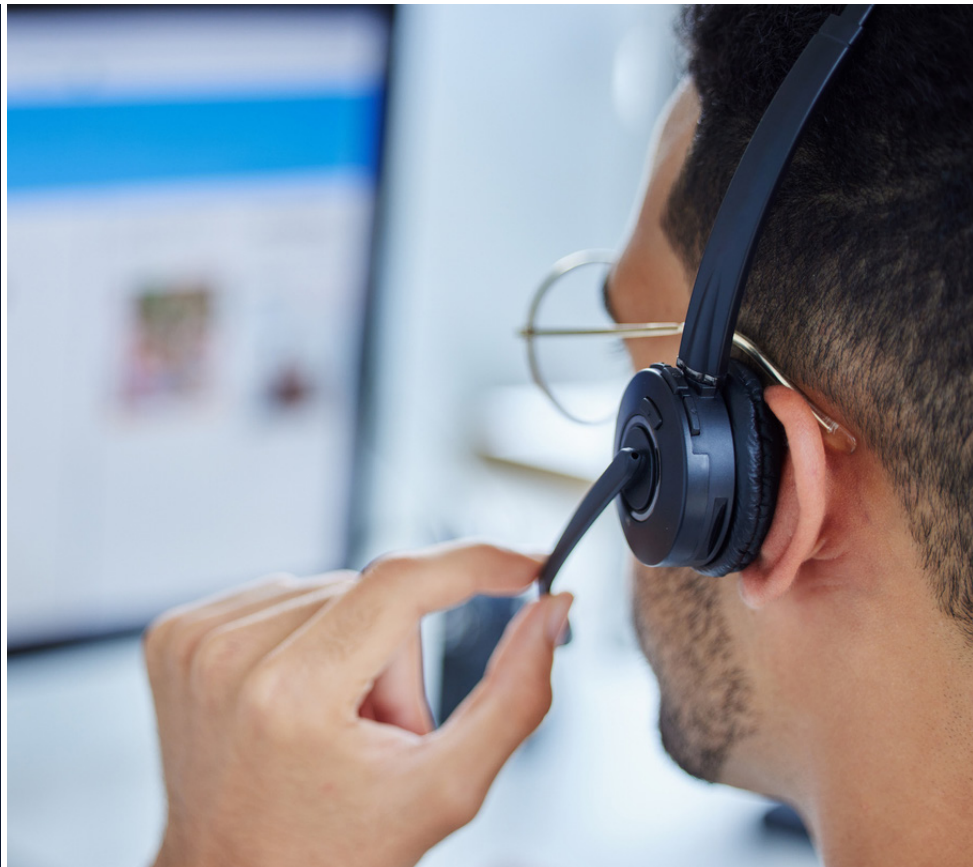
Who We Are

We are a dedicated team of licensed professionals who are ready to support you and our mutual policyholders. With an average of 16 years of insurance industry experience and expertise in Western National's personal line products, coverages, terms, and conditions, we are uniquely qualified to answer service requests and provide solutions quickly and efficiently.

How We Can Help

Think of us as an extension of your team! By partnering with our Service Center, you are able to spend less time on transactional processing for your client's day-to-day needs and focus more time and resources on growing existing business and acquiring new customers. Here are just a few examples of how we can help:

- Quoting / issuing policy changes and endorsements on existing policies
- Resolving billing inquires and taking payments
- Providing insurance certificates and replacement ID cards
- Answering coverage questions
- Providing insurance counseling
- Answering other general inquires
- And more



Service Standards

We are dedicated to providing exceptional service experiences and hold ourselves to high service standards, which includes answering most calls within 20 seconds or less, returning voicemails within the same business day (for messages left before 5:30 p.m. CT), responding to after-hour voicemails by 10:00 a.m. CT the following business day, and responding to emails within four business hours. We are also committed to completing endorsements within 24 hours of receipt unless additional information is required.

Phone
(877) 675-4391

Email
service@wnins.com

Hours
7:30 a.m. CT to 6:30 p.m. CT, Monday through Friday

If you have questions about the Service Center or want to hear more about our services, **please contact your Regional Agency Manager.**