



## Synergy Coverage Solutions Introduces Web-Based Customer Service Center

Synergy Coverage Solutions is pleased to announce the launching of our newly created SCS Customer Center – a completely secure web site designed for our agency partners. The website will be available 24 hours a day, 7 days a week to provide accurate information when you need it. Since the program is web based, you simply need a computer, the internet and a password to obtain information regarding your agency and your customers.

We recently sent a request to each agency representative regarding who within the agency will be the administrator for this site. In the coming week we will send via email a password and directions on navigating the website to the administrator. We invite you to take some time to explore the website

upon your agency receiving login information.

We are confident you will find this interface user friendly. Contact your marketing representative to discuss in more detail the many aspects of this website. Our helpdesk will be available to you during business hours to assist you with any technical difficulties.

In a few short days, you will have information regarding your Synergy Coverage Solutions book of business at your fingertips. You will find access to diverse information including but not limited to:

- Premium and Loss Ratio
- Billing
- Claims Payment
- Loss Runs

The next step with our SCS Customer Center will be to present our insureds with a similar program which will enable them to view pertinent information regarding their policy. We will keep you informed on the progress of this project.

The SCS Customer Center will further enhance our automated offerings and will provide accurate information while saving you time and resources. We are excited to give you access to this information which will allow Synergy Coverage Solutions to remain a leader in outstanding service in the workers compensation market.

## Deductible and Reduced LCM Filings for Synergy Insurance Company

Synergy Insurance Company is expanding its deductible offerings. Soon we will have the ability to fulfill the needs of those employers who are interested in taking more financial responsibility in their workers compensation policy. We will offer these customers intermediate deductibles in the amounts of \$10,000, \$25,000, \$50,000 \$75,000 and \$90,000. Minimum premium requirements will apply.

Mid size deductibles work well with Synergy Coverage Solutions' philosophy of creating a partnership with our insureds to reduce their worker's compensation cost. A collaborative approach between the employer, employee, producer and Synergy Coverage Solutions has been our philosophy in reducing frequency and severity of workplace injuries; the new deductible offerings will help the insured take even more ownership of their losses thereby reducing their premium. Of course, Synergy Coverage Solutions will continue to remain committed to providing excellent services to assist in keeping the insured's deductible expenses to a minimum. Please talk to your underwriter about any potential insureds that could benefit from this new offering.

Additionally, The North Carolina Department of Insurance has approved a reduction in Synergy Insurance Company's Loss Cost Multiplier as it relates to class codes 8832, 8833, and 9040. This reduction will substantially enhance Synergy Insurance Company's competitive pricing abilities for the hospital industry. The new class code specific LCM coupled with our outstanding services will ensure exponential growth in this arena.

### Contact Information

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### Recent Success

Class Code	Class Description	Premium	Previous Carrier
7380	Drivers, Chauffeurs, Messengers	\$175,000	Everest
8864	Social Services Organization	\$95,000	AIG
9063	YMCA, YWCA, YMHA or YWHA	\$85,000	Accident Fund
2305	Textile Manufacturing	\$240,000	Zenith
8833	Hospital: Professional Employees	\$115,000	Old Republic
9083	Restaurant: Fast Food	\$60,000	Bridgefield