

Synergy Coverage Solutions Buys a Downtown Building



Synergy Coverage Solutions closed on the purchased of an office building in downtown Charlotte, NC. We have again become overcrowded in our office space and this building with 27,000 square feet will give us much needed room to stretch out and handle growth. Synergy's improved headquarters will provide plenty of space to accommodate additional employees, visitors and storage needs. The downtown location, near the corner of Trade and Tryon, places us in the heart of the Southeastern financial district. Synergy Coverage Solutions will begin operating at our new address in July 2011. We look forward to you visiting us in our new home this summer!

Customer Service Center released to Insureds

The release of the Synergy Coverage Solutions Customer Service Center to our agency partners in late 2010 was a success. This secure online service center affords you the ability to review your Synergy Coverage Solutions book of business with access to information including premium and loss ratios, loss runs, billing and claims payment. The web based customer service center has proven to be a beneficial and convenient tool for our agencies.

We are continuing to move forward in our web based customer service center offerings by releasing a similar online product to each of our insureds.

This secure online system will provide valuable information regarding claims and billing. It will also give insureds who are on Monthly Self Reporting a more automated process for reporting payroll.

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Synergy Coverage Solutions offers Automated Monthly Self Reporting with Automatic Draft

We are pleased to announce that we have improved upon our offering of monthly self reporting. Now our insureds can complete an electronic form within our new Customer Service Center by simply entering their payroll amount per class code and their premium for that month is automatically calculated. After the computation is complete, payment will be automatically drafted from their designated account. This will simplify the payment process for our insureds.

The Monthly Self Reporting feature is an enhancement that will drastically reduce manual processing. With our new system, the insured will complete an electronic form which automatically computes their monthly premium each month. After the computation is complete, the payment will be drafted from their checking or savings account.

Synergy Coverage Solutions' success is largely due to our paramount services and our invaluable partnerships with our insureds. The addition of our online system underscores this philosophy by helping our insureds to stay focused on their workers' compensation program thereby increasing their knowledge, comfort level and control of their safety programs, outstanding claims and financial obligation. Synergy Coverage Solutions' continual commitment to enrich our services will assist in keeping current customers loyal and attracting new insureds.

We have reached out to each existing insured to identify appropriate personnel to receive login information. Please help us by encouraging our mutual customers to take advantage of this useful tool.

We will implement this improvement as our insureds bind coverage and are approved for this pay plan. Please contact your underwriter to be sure they are aware of any renewal or new business insured who would like this payment plan.

This enhancement keeps Synergy Coverage Solutions competitive in today's market. Our competitive pricing, superior services and multiple options in pay plans helps us to remain an attractive choice for workers' compensation coverage.

Synergy Coverage Solutions

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