

Trophy Club Consulting

Customer Care Representative



Customer Care Representative	Description and Expectations
Monthly Commission Production Requirements	Auto/Fire Total: 12 Life/Health Total: 4 Google/FB Reviews: 2 PTO: Cannot exceed 75% before end of May Compliance: Cannot Exceed 2 returned quotes, policies, or undelivered
Travel Incentive & Exotic Travel	Travel Incentive <ul style="list-style-type: none">• Must achieve Monthly Commission Requirements 10/12 periods.• 4 paid days vacation, 5 nights/6 days, flight and hotel in the Bahamas. Exotic Travel <ul style="list-style-type: none">• Must achieve Travel Incentive plus 60 issued life policies.• 5 paid days vacation, 6 nights/7 days, flight and hotel in Santorini Greece.
Salary Raise and Promotion Eligibility	Must Achieve Travel Incentive, PTO, compliance, remain in good standing with Office Code of Conduct

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Commissions	Customer Care Representative
Property and Casualty (Raw new and transfers only)	Auto - \$25 Commercial Auto - \$50 Apartments - 2.5% Workers Comp - 2.5% Business - 2.5% Home/Farm - \$25 Renters - \$1 RDP - \$15 Condo/RCUP - \$10 Mobile Home - \$10 PLUP/CLUP - \$10 Trailers/ATV - \$5 Pet Insurance - \$20 PAP - \$5
Life	Tier 1 - <=5 policies Term 10% Limited Pay & GIFE 10% Whole 15% Universal 15% Tier 2 - 6-10 policies Term 15% Limited Pay & GIFE 15% Whole 20% Universal 20% Tier 3 - >10 policies Term 17% Limited Pay & GIFE 17% Whole 22% Universal 22%
Deferred Annuity & SPIA	1%
Health	Disability 25% Medicare Supplement 5% Hospital Indemnity 25%
Commission Qualifications	Must be met to be commission eligible

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Benefits	Customer Care Representative
Simple IRA	100% match up to 3% of compensation
Health Insurance	50% of premiums paid for employee on Silver plan Optional Dental & Vision
Paid Time Off	12 - 18 days (based on tenure)
Tuition Reimbursement	50% up to tax deductible limit
Company Car	Use for appointments and outside marketing only
Monthly Promotions	Prize wheel, Plinko, breakfast meetings Value \$0 - 100
Birthday Promotion	Birthday Card & Massage