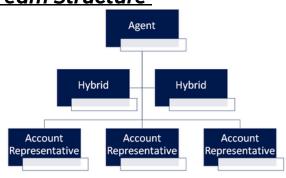
TROPHY CLUB CONSULTING



Team Structure



<u>Agent</u>

Customer Care Duties Claims Retention **Sales Duties**

Simple Conversations Office Duties

Team Meetings Reports

Supplies Marketing Material Equipment Maintenance

Janitorial

Marketing Duties Apartments Mortgage Brokers Realtors

Microsite and Google **Self-Prospects** Referrals

Social Media Content

Administrative **Bills and Accounting**

HR Pavroll

<u>Hybrids</u>

Hybrid One Claims Retention **Customer Care Folder**

SF Connect BOD

General Service Self-Prospects Referrals

Hybrid Two General Service Self-Prospects

GIOs and Reinstatements**

After-Hours Quotes**

Call-Ins** Walk-Ins** State-to-State**

Referrals

In-Book Marketing Lists**

Direct Connects** Internet Leads**

<u>Account Representatives</u>

Account Rep One **Simple Conversations GIOs and Reinstatements**

After-Hours Ouotes Call-Ins Walk-Ins

State-to-State **In-Book Marketing Lists**

Self-Prospects

Referrals

Direct Connects*** Internet Leads***

Account Rep Two Self-Prospects Referrals **Direct Connects Internet Leads**

Account Rep Three Self-Prospects Referrals **Direct Connects Internet Leads**

Marketing Assistant & Contact Representatives

Marketing Assistant Direct Marketing COI Development Social Media Marketing **Event Planning & Marketing** **Contact Representative Outbound Calls to list views for Live Transfers** Outbound Calls to list views for in-book

<u>Summary</u>

Customer Care Duties

Claims Retention

Customer Care Folder

SF Connect BOD

General Service

Sales Duties

Simple Conversations GIOs and Reinstatements

After-Hours Quotes

Call-Ins Walk-Ins

State-to-State **In-Book Marketing Lists**

Self-Prospects Referrals **Direct Connects** Internet Leads

Office Duties

Team Meetings Reports

Supplies **Marketing Materials**

Equipment Maintenance

Janitorial Opening the Office

Mail

Marketing Duties In-Book Marketing Lists

Apartments **Mortgage Brokers**

Realtors

Microsite and Google Self-Prospects

Referrals

Social Media Content

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Administrative

Accounting

Payroll

Bills

HR

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