

# 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 *Added cars not included
Travel Incentive & Exotic Travel	Travel Incentive <ul style="list-style-type: none"><li>• Must achieve Monthly Commission Requirements 10/12 periods.</li><li>• 4 paid days vacation, 5 nights/6 days, transportation and lodging expense</li></ul> Exotic Travel <ul style="list-style-type: none"><li>• Must achieve Monthly Commission Requirements 12/12 periods.</li><li>• 5 paid days vacation, 6 nights/7 days, transportation and lodging expenses</li></ul>
Salary Raise and Promotion Eligibility	Must Achieve Travel Incentive, PTO, and 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	Minimum expectations must be met Policies must be issued and paid

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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	100% up to tax deductible limit after 1 year of employment with 18 month look-back
Company Car	Use for appointments and outside marketing only