



# TEQUESTA

## INSURANCE ADVISORS

### OUR PROACTIVE SERVICE PROMISE TO YOU:

#### 1. COMMUNICATION

- ALL EMAILS AND PHONE CALLS FROM OUR INTERNAL AND EXTERNAL CLIENTS WILL BE RETURNED THE SAME BUSINESS DAY.
- ALL OF OUR COMMUNICATION WILL BE:  
TIMELY  
PROFESSIONAL  
PLEASANT  
ACCURATE

#### 2. ADVISOR

WE DON'T QUOTE, WE ADVISE BY:

- EDUCATING
- EVALUATING YOUR NEEDS BY GETTING TO KNOW YOU AND YOUR RISK EXPOSURE
- PROVIDING OPTIONS
- MEETING TIMELINE COMMITMENTS

#### 3. CLAIMS

- IN HOUSE TECHNICAL CLAIMS EXPERTISE
- PROACTIVE CLAIMS REVIEW
- ADVOCATE/LIAISON FOR YOU

#### 4. EDUCATION

- COMMITTED TO FURTHERING EDUCATION OF OUR TEAM; CLIENTS; BUSINESS PARTNERS
- CALENDAR OF EDUCATION ACHIEVEMENTS

#### 5. LEADERSHIP

- CONTINUOUS IMPROVEMENT
- WE EARN THE RIGHT TO HAVE OUR INTERNAL AND EXTERNAL CLIENTS FOLLOW OUR LEAD; TO CARE ABOUT THEM MORE THAN WE CARE ABOUT OUR OWN SUCCESS.
- WE CREATE AN ENVIRONMENT FOR OTHERS TO ACCOMPLISH ON THEIR OWN.

#### 6. EVERYONE OFFERS...

- THE "RIGHT" ATTITUDE
- INTEGRITY AND HONESTY
- KNOWLEDGEABLE IMPARTIAL ADVICE
- COMMUNICATION AND FOLLOW THROUGH
- FORWARD THINKING IDEAS