

25+ CARRIER CLIENTS

AmWINS supports some of the industry's most well-known insurance companies with their outsourced administration needs.

5 AVERAGE YEARS CSR TENURE

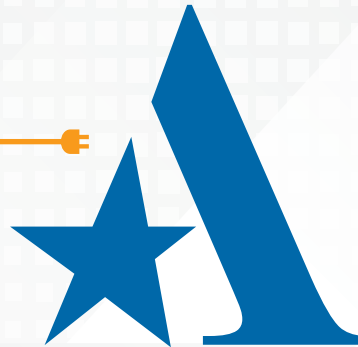
Happy employees improve customer satisfaction. Our employees receive proper training and support, but above all else, truly enjoy what they do and care for those they serve. This is reflected in part by longer tenured employees.

100% CUSTOMER CALLS RECORDED

We record every inbound phone call to ensure quality, consistency, and legality protocols are being met.

700+ EMPLOYER CLIENTS

Passionate employees combined with advanced Call Center technology allow AmWINS to support a wide range of employer clients and their members with high-touch, high tech customer care. We operate in a non-IVR environment for increased service satisfaction.



94%+ QUALITY MONITORING SCORE

We use recorded phone calls to demonstrate training opportunities as well as examples of where we have exceeded the customer's expectations. Our Call Center has achieved a 94% (or greater) monitoring score, meaning all protocols were met during the call.

500,000+ POINTS OF CONTACT

Trained, knowledgeable and empathetic representatives are ready to intake, advocate and assist members, ensuring they are well informed about their options, status and outcome.

SSAE16 SECURITY CERTIFICATION

Our high touch high tech efforts are complemented by a SSAE16 certification a leading indicator of a company's ability to comply with financial and security requirements.

92% FIRST CALL RESOLUTION

Our Representatives have the knowledge, tools and internal support necessary to resolve a caller's questions the first time, without worrying about call times. This is an important contributor to quality customer service.