



A MEMBER BENEFIT!

## A Staffing Solution...

in partnership with the Massachusetts Association of Insurance Agents



Work At Home Vintage Employees

### What is WAHVE?

Work At Home Vintage Employees (WAHVE) is an innovative remote staffing solution for insurance agencies to optimize their workforce. They help agencies realign business strategies to focus on **customer service, customer retention and growth by providing the right talent** to perform support work at a **significant savings**.

#### Did You Know That In Today's Agency...

The average insurance professional is age 55 1/2 and will retire in ten years.

There is a consistent shortage of trained insurance-literate employees.

Back office processes done every day by highly paid customer service staff.

Higher staff costs for salary & benefits

Declining Margins

#### MAIA Members Who Use WAHVE Will ...

Save 40%-50% on staff and overhead

Gain highly experienced & knowledgeable talent at a lower cost — **NO COSTLY TRAINING TIME**

Free up highly-paid staff for more time with clients and prospects thus increasing retention, new business and revenue

**PLUS ... the \$2,500 one time set-up fee will be WAHVED for MAIA Members!**

**Do the math! Lower costs + higher revenue = better margins and revenue per employee.**

### Who are WAHVEs?

WAHVES are technologically savvy, retired insurance industry baby-boomers, who want to continue to work from home to supplement their retirement income on a full-time, part-time or project basis. They will work the hours you choose!

WAHVEs have...

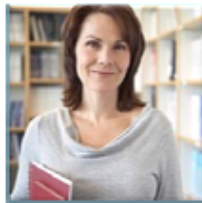
**25+ years of insurance experience**

**Multiple designations, degrees and licenses**

**Expertise in their field**

WAHVEs must undergo rigorous interviews and vetting:

- ✓ Complete an in-depth application identifying *current* skill sets (very detailed)
- ✓ A series of in-depth interviews
- ✓ Employer reference checks
- ✓ On-line timed insurance, E&O, and technology tests
- ✓ Background checks before hiring



### What Can WAHVEs Do for Your Agency?

#### Back Office Support including:

- Preparation of new and renewal business applications
- Quoting and Proposal Preparation
- Loss Run Ordering & Analysis
- Policy Checking
- Premium Audits
- Certificates & Evidence of Insurance Issuance
- Change Requests/Endorsements
- Carrier Document Retrieval & Distribution
- Indexing of Scanned Documents
- Claims Support
- Accounting & Finance

#### Full Service Staffing including:

- Live Commercial Lines Customer Service Representative
- Live Personal Lines Customer Service Representative
- Live Sales & Marketing Assistant
- Live Claims Representative
- Live Underwriter
- Mentors and Trainers
- Consultants

**To learn how you start the process to hire a WAHVE — or to see if you can become a WAHVE — visit [www.wahve.com](http://www.wahve.com) or call 646.807.4372 and tell them you are a MAIA Member!**