

About the Cincinnati Customer Care Center

Benefits for Your Client

24hr turnaround target on new business quotes;

48hr policy issued after bind order



Extended Service Hours

M-F 7 a.m. to 10 p.m. ET
Sat. 8 a.m. to 9 p.m. ET



Your **assigned account team** acts as account manager and underwriter



Calls with clients **enhance relationships** by reviewing existing coverages and recommending additional coverages if applicable

Your clients reach your CCCC account team through a local or toll free **phone number assigned to your agency**



Benefits for You



Agencies of all sizes benefit from focusing on larger, complex accounts



We assume **E&O liability**

We'll offer additional appropriate coverages and you'll receive **additional commission**



Flexible
You decide which accounts you continue to service; there's no minimum commitment



Additional Details



Epic® agency management system

View CCC policies and certificates through Cincinnati's agency portal



Cincinnati Customer Care Center

Helping You Save Time and Resources

Offering Convenience with a Difference

You've trusted Cincinnati to work directly with your clients, providing exceptional service when claims occur. You've partnered with our field associates to interact with potential clients and relied on our loss control services to help your clients be safe and limit risk.

We apply those same high standards of personal service to the eligible accounts that you choose to entrust to the Cincinnati Customer Care Center. Your clients will receive service and individual attention from empowered Cincinnati associates, licensed as agents, who manage policyholder requests and questions on your behalf.

The Cincinnati Customer Care Center is available to select commercial lines, personal lines, surety and management liability clients:

- Commercial lines – serving direct bill e-CLAS® accounts
- Personal lines – serving direct bill Diamond accounts
- Management liability – serving all classes of business
- Surety – serving commercial surety needs

For more information, contact:



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This is not a policy. For a complete statement of the coverages and exclusions, please see the policy contract. Products are not available in all states. "The Cincinnati Insurance Companies", "Cincinnati Insurance" and "Cincinnati" refer to member companies of the insurer group providing property and casualty coverages through The Cincinnati Insurance Company or one of its wholly owned subsidiaries – The Cincinnati Indemnity Company or The Cincinnati Casualty Company. Each insurer has sole financial responsibility for its own products. Not all subsidiaries operate in all states. Do not reproduce or post online, in whole or in part, without written permission. © 2023 The Cincinnati Insurance Company. 6200 S. Gilmore Road, Fairfield, OH 45014-5141. Mailing address: P.O. Box 145496, Cincinnati, OH 45250-5496.