



As a Customer of The Starr Group

You are provided a product that minimizes the likelihood an accident or loss will cause you and your family economic harm.

You will receive a personal insurance package that provides great value, backed by great service and fast claims resolution.

What you can expect from us:

- **The Starr Group Promise**, this includes annual monitoring of your policy. Should you receive a premium increase above the industry average, our licensed service staff will provide you with additional choices and options.
- **A phone call after six months.** This phone call is to see if you have any questions on your new policy. We will verify that you know who to call and know how to reach us.
- **An annual renewal reminder.** We will send a postcard via U.S. mail that your policy is due to renew. We'd like to review your policy, making sure the customized plan still fits your needs. There may have been changes that would give a reason to alter your policy.
- **A confirmation email.** We will send you an email immediately after we have requested a change to your policy. We will confirm changes with you at the time the change is made.

If you should have a claim:

- A dedicated claims advocate in our office will help you through the claim process when a loss occurs.
- This individual will review the claim notes to make sure your claim is being handled smoothly and timely.
- If you are in need of immediate claim assistance beyond our standard office hours, you will be directed to our after hours answering service. A service representative will follow-up as soon as possible.



Insurance & Risk Solutions

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Visit us at StarrGroup.com

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