



Specialty Human Services Division

Insuring those who improve our communities.

Beyond The Policy: Good Customer Service

Every day your organization fulfills its mission to the community by serving others. People rely on you. Since 1980, the Great American Specialty Human Services Division's mission has been to provide you with the insurance products, services, advice you need to protect your organization, and control your insurance costs.

We partner with our Insureds and Agents to develop a service-oriented culture. We offer our Insureds outstanding customer service in the following areas:

Quality Products

- Broad range of customized and comprehensive coverages designed to protect your organization

Professional Employees

- Responsive to customer needs
- Positive, helpful attitude
- Focused on you, the customer
- Provide individual attention, expertise and the underwriting knowledge to assist with your business needs

Beneficial Services

- Accurate and timely policy issuance and endorsement processing
- Dedicated claims professionals
- Nationwide network of loss prevention consultants
- Flexible payment plans including direct bill options with monthly installments
- Newsletters featuring important and meaningful information for social service organizations
- Website with resources and information about the social service industry at: www.SpecialtyHumanServices.com
- Technical service through our Customer Care Center to ease doing business



Here is what a few of our Agents and Insureds have to say about their customer service experience:

- One of our agents thought Customer Service Representatives (CSR) in Specialty Human Services went above and beyond his expectations in explaining insurance billing. Our agent found the SHS employee to be knowledgeable and friendly. The experience impressed our agent because the CSR really took time to make sure all questions were answered to his satisfaction.
- An SHS insured thought that Great American Loss Prevention Representatives really went out of their way to identify potentially high risk loss exposures. They also worked with our insureds to come up with several different solutions that can prove to be really cost effective for the insured organization. Our insured felt that the excellent service provided by the Loss Prevention Representatives helps our insured organizations save money and prevent future claims.
- An SHS agent wrote to let us know how pleased he was with a recent claim experience. Although the claim he presented was not covered under the Great American policy, the Claims Representative took the extra time to guide the agent in his further handling of the claim. The Claims Representative also advised the agent of additional resources available to him.

We Offer Safety And Loss Prevention Service

Our nationwide network of experienced Great American Loss Prevention Specialists will assist you with your needs. We can:

- Provide Loss Prevention Brochures and Data Guides
- Establish Loss Prevention Safety Programs
- Evaluate Premises Conditions, Hazards and Controls
- Help Institute Abuse and Molestation Controls
- Provide Driver Training Programs
- Conduct Safety Training Sessions

Call for more information **1-800-720-1354**

www.GreatAmericanInsurance.com/LossPrevention

Contact your agent or broker about the advantages of insuring with Great American's Specialty Human Services Division.

Great American Specialty Human Services has been in the business of handling such claims with a specialized Claims Department that focuses only social service claims. Our claims personnel are dedicated to earning your trust and putting your best interests first. Our Claims Department provides a rapid response: you will be in contacted within 24 hours of reporting a claim.

If you need to report a claim:

Toll Free: 888-317-4828

Fax: 888-307-3180

SpecialtyHumanServices.com



Great American Specialty Human Services has a dedicated Loss Prevention Department that will help you and your organization prevent claims. We also have a specialized Claims Department that focuses on non-profit and social service claims. Ask your agent what our Loss Prevention or Claims representatives can do for you or visit our website at www.specialtyhumanservices.com. Policies may be underwritten by Great American Insurance Company, Great American Insurance Company of New York, Great American Alliance Insurance and Great American Assurance Company, which are all authorized insurers in all 50 states and D.C. Products are not available in all states. The following registered service marks are owned by Great American Insurance Company: the Great American Insurance Group eagle logo and the word marks Great American® and Great American Insurance Group®. © 2000 - 2010 Great American Insurance Company. All rights reserved. 580 Walnut Street, Cincinnati, OH 45202. 10-SHS-0087 (6/10)