



goosehead[®]
INSURANCE

A Service Team Dedicated to Scaling Your Growth

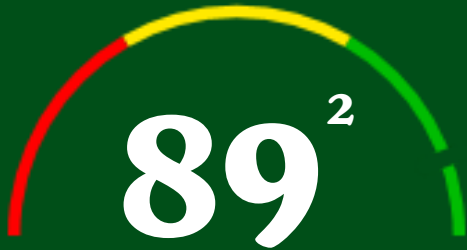
Who to Contact!

Morris shamouni

(310) 901-5611

morris@generalfranchise.com

Net Promoter Score



Omnichannel Approach



Client Portal



Chat



Text

The purpose behind the 5-Star Service Program is to create a more **collaborative, efficient, & client-centric outcome**. We believe that by investing in key areas, we can streamline operations, reduce unnecessary complexity and errors, & foster an organizational culture that helps Service Agents grow & thrive.

We carefully monitor:



Call abandonment rate



Call back rate



Speed of answer



Agency Owner Testimonials

"Goosehead offers me a lot of strength because our service team is available 12 hours a day. They are always there to help change a policy, and they are always there to make sure you have everything you need whenever you need it."

Lee Plummer - Philadelphia, PA

"What I like about Goosehead is it gives me the freedom to do whatever I want without worrying about the backend. I can focus on what's fun, go out on sales calls, and sell people what they need without taking care of the documents or backend work."

John Dean - Spring Branch, TX