

Our client promise



INTERMEDIARY SERVICES



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OFFER ATTENTIVE SERVICE AT ALL TIMES, CHARACTERIZED BY PUTTING THE CLIENT FIRST AND SUPPLYING THE APPROPRIATE INFORMATION AND ADVICE.

At La Capitale, we're committed to establishing a solid **RELATIONSHIP OF TRUST** with our clients and remaining responsive to all their needs. You have access to a team of highly qualified **EXPERTS** devoted to managing your clients' group insurance plans.



FULL SUPPORT SERVICES FOR YOUR CLIENTS

GROUP ADMINISTRATORS HAVE ACCESS TO RESOURCE PERSONS FROM ALL LA CAPITALE DEPARTMENTS FOR GETTING ANSWERS TO THEIR QUESTIONS.

ORGANIZATIONAL CHART OF SERVICE

- SALES ACCOUNT EXECUTIVE
- CLIENT EXPERIENCE REPRESENTATIVE
- GROUP SALES ANALYST
- CUSTOMER RELATIONS
GROUP INSURANCE
DEDICATED TECHNICIAN
- ACTUARIAL ANALYST

➤ SALES ACCOUNT EXECUTIVE

Main resource person for:

- Business development
- Negotiation of financial and contractual terms and conditions
- Management of performance and plan costs
- Presentation of the service offering



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► CLIENT EXPERIENCE REPRESENTATIVE

- Support when implementing a new group of 51 employees or more
- Policyholder training (in particular for the Group Administrator's Centre)
- Pan-canadian
- Personal service and guidance
- Involvement in particular situations



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➤ GROUP SALES ANALYST

- Processing, analysis, investment decisions (groups of 50 employees or fewer)
- Implementation of groups of 50 employees or fewer
- Coordination of activities with La Capitale personnel

➤ CUSTOMER RELATIONS GROUP INSURANCE DEDICATED TECHNICIAN

Support in all administrative procedures such as billing, Group Administrator's Centre, etc. and technical questions about benefits

➤ ACTUARIAL ANALYST

Analysis of factors explaining and justifying costs (based on group size)

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