



Cary's Corner

Sponsored by Levinson & Associates

From the desk of Cary A. Levinson

Cary's Corner – Volume 21

"Cary Is Here For You When You Need Him The Most"

To Our Valued Friends and Agents:

Summer is upon us and in sunny South Florida, it's already apparent with 90% humidity and temperatures in the mid-nineties however, there's nowhere else I'd rather live. OK, now down to business in this edition of "Cary's Corner." The truth of the matter is, that when many of you call our office in Coral Springs, it's not to tell our Case Managers a joke or tell our Contracting team about a vacation you've recently been on. It's typically to complain about a specific carrier and why a case is taking so long to get issued. Or, many times, it's about a doctor's office or hospital which hasn't sent the applicant's medical records in 4-5 weeks. In fact, we've even gotten calls from agents complaining to us their proposed insured hasn't taken his exam, or the para-med couldn't find a vein to draw blood from. And as strange as it may sound, we've even gotten phone calls complaining that various carriers are taking longer than 2 minutes to pay them after the case goes into force. If I'm painting a picture that many of you feel that everything that could go wrong, or get delayed, is our fault, then I'm succeeding. And incidentally, several of you have been known to raise your voices just a little bit and use words I haven't heard since I lived back in Brooklyn over 50 years ago. However, a real IMO who considers you a true partner, takes these calls and then attempts to solve your problem as quickly as possible.

As most of you already know, your calls to our Marketing team, Contracting staff and Case Managers of this content are referred to me. If your voice is a bit higher than usual and the words you're using wouldn't be found in a Disney children's book, our staff's response would be, "Hold on, you really need to speak to Cary." And this is not to take anything away from our fantastic Levinson team. Everyone is compassionate, caring and wants to help. However, when the time comes to get Cary involved, they know exactly when to do that too. You see, a real IMO is your partner, your friend and an organization who helps you when you need it most. When a Standard offer on your prospect just won't do, call me and I'll fight for

Preferred. It doesn't matter if the premium is \$25.00 or \$1,000.00 monthly, I love going to battle for you. The premium is unimportant, I will fight for principal. And unlike some of our competitors, we don't have Banker's hours or close at noon on Fridays. Nor do we set up office notifications that we're "out of the office" while we're still at work. And like I said, we certainly do not lack office staff to help you. In fact, we've grown to 23 full time Levinson & Associates employees. And because I was an agent 52 years ago living on commission only, struggling financially, driving a 15 year old car from appointment to appointment and a newlywed, I can relate to most problems agents are having today. I remember eating Campbell's Chunky Chicken noodle soup for dinner many more nights than I care to remember. And I remember backing out of a prospect's driveway after an appointment and the muffler fell out of my car. Do you really want to talk about being embarrassed?

The point here is that I can relate to your frustration and pain, and I want nothing more than to help. I know which Underwriters to call, which Marketing V.P.'s and which Commission Managers to call to expedite whatever you may need. Hopefully, it takes less than a day for me to get your answer and solve your problem so that you can lower your voice, clean up the language and sleep that night. And, what most of you already know, is that I love to help. I want that policy approved and issued as much as you do, and I want you to be paid as quickly as possible even if I have to ask for a special check or eft for you. So in the end, the entire Levinson team is here to help you on a daily basis. But when your language begins to get a bit off-color and the tone of your voice begins to elevate, Cary is here for you.

Thank you all for your continued partnership and helping us celebrate 50 years as your IMO.

Cary A. Levinson, President,
Levinson & Associates