



Melissa Kahl

Ohio – Central, Eastern, Northeast

OH Keystone

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Westfield's Agency Specialist provides a blend of **proactive and responsive service and support** to our agencies and internal business partners.

We're here help to with...

- Agency mergers & acquisition
- Agency prospecting and new agency appointments
- Sub locations, code consolidation, and additional line of business access
- Contract change support (legal name, tax IDs, line of business change, commission schedules, etc.)
- Agency Performance Sharing and compensation support (questions, research items, etc.)
- MarshBerry 360, Trusted Choice, other partner relationship support and advice
- Perpetuation activities
- Agency plans, etc.
- Other enterprise products or services (Westfield Bank, Westfield Services, Surety)
- Agency automation inquiries
- Coordinate/deliver agent & agency service awards
- Producer licensing, system access, on-boarding, training

About Melissa:

Missy has been with Westfield for 10 years. During her time she has held the position of personal lines underwriter, small commercial underwriter, and most recently transitioned to the agency specialist role. Prior to working for Westfield she was employed by an independent agency, and has held her P&C license for the last 15 years.

Missy earned her Bachelor's degree in business from The Ohio State University. She resides locally in Westfield Center with her husband and their two boys.

Touchpoints with your agency specialists:

- Corporate webinars
- 1-1 call – as needed to discuss successes and opportunities
- Quarterly email updates on corporate results and initiatives
- Agency visits – service anniversaries, problem resolution, training, Westfield philosophy or changes, etc.

Other questions?

Just ask – we are here for you! If you don't know where to go, start with your Agency Specialist – they'll get you the answers you need.