



About Megan:

Megan started her career with Westfield as an intern in 2006 and has served as Personal Lines Market Underwriter. She has worked with agencies throughout Ohio, Kentucky, Pennsylvania, Michigan and Indiana. Megan holds the CIC designation and completed her Bachelor's degree in Financial Services from the University of Akron. Megan works out of the home office.

Megan Zarlenga

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KY & TN 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

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.