

Customer Service Center

PMA's Customer Service Center (CSC) is the main contributor to the **low turnover and improved productivity** of our claims professionals.

Our CSC goes beyond simply fielding calls. It actually improves the customer experience – and enables positive claims outcomes – by removing administrative inquiries from our claims professionals' desks and providing outstanding administrative support to our staff across all functions and disciplines.

What Makes our CSC Different?

The personnel in our CSC are experts in PMA's systems and processes. By having direct access to PMA's claims system, they handle inquiries from injured workers and medical providers to give our claims professionals more time to focus on their customers and create positive claims outcomes.

 <p>We operate our own call center with 24/7 availability</p>	<p>Calls answered on average within 20 seconds</p> 	 <p>1,000 customer service calls & inquiries removed from each adjuster's desk annually</p>
<p>45,000+ customer service calls answered every month</p>	<p>Highly effective call center  Productive, results-driven claims professionals</p>	
<p align="center">PMA Customer Service Center: 1-888-476-2669</p>		

Our culture of collaboration and teamwork allows us to retain top industry talent and ensure stability of our staff so that we can do more for our clients.

To learn more, call us today at 1-800-222-2749 or visit pmacompanies.com