

Jill Hamilton

From: Greg Shireman [e3dsbounce@ethreemail.com] on behalf of Greg Shireman [gshireman@deltadentalia.com]
Sent: Thursday, November 17, 2011 4:04 PM
To: Jill Hamilton
Subject: Delta Dental Introduces New Service Model



Delta Dental Introduces New Service Model

You have come to expect great customer service from Delta Dental. And now, we are working to make your experience with Delta Dental even better with a new service model!

From new business quotes and renewal of existing business, to on-going account management and administrative service, Delta Dental teams will provide support to you, your clients, and Delta Dental's Account Executive and Account Management team.

To expedite your requests going forward, we have created a [contact sheet](#) that you can print and keep for easy reference.

Please note, after the initial introduction of the new service model on October 6, we received feedback on the name Team Acquisition. This team has been renamed Team ReNew and the email address has changed to more accurately reflect the responsibilities of this team.

Your Delta Dental Account Executive and Account Manager representatives will continue to be the primary contact for you and your large group clients as dental and vision benefit plan selections are being determined.

We will be sending a survey in 2012 to measure your experience with the new service model. The entire team at Delta Dental appreciates your business and we are committed to helping you provide your clients with the outstanding service!

Best regards,

Greg Shireman
Vice President Sales & Marketing

Delta Dental of Iowa
9000 Northpark Drive, Johnston, IA 50131

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