



## Lisa Otero

Senior Executive Sales Consultant

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We've assembled a respected team of insurance industry experts who will not hesitate to roll up their sleeves and do whatever it takes to get the job done right. We approach every task with specialized expertise, hard work, and an unwavering CAN DO attitude. All business is personal, so we strive to create personalized solutions. Our primary goal is always to ensure that the quality of our service makes our relationship a long-lasting one.

## Providing First-Class Service and Support — Let's Work Together!

### Pre-Sale Broker Support

#### Tina Zoeller

[Tina.Zoeller@warnerpacific.com](mailto:Tina.Zoeller@warnerpacific.com)

#### Yasel Gomez

[Yasel.Gomez@warnerpacific.com](mailto:Yasel.Gomez@warnerpacific.com)

Your dedicated resources for benefit questions, quoting, underwriting guidelines and overall sales assistance on new groups.

### Post-Sale Broker Support

#### Karen Gomez

[Karen.Gomez@warnerpacific.com](mailto:Karen.Gomez@warnerpacific.com)

#### Claudia Bunge

[Claudia.Bunge@warnerpacific.com](mailto:Claudia.Bunge@warnerpacific.com)

Trusted advocates for providing knowledge, superior service and excellence for group employee benefit plans. Karen and Claudia are here to assist you with your post-sale and in-force group service needs. They will go above and beyond in to allow you to shine for your clients.

### Case Advocate

#### Lemys Lopez

[Lemys.Lopez@warnerpacific.com](mailto:Lemys.Lopez@warnerpacific.com)

Underwriting questions, case submission, processing, including pre-submission review and case status.

### Large File Upload Link

<https://tools.warnerpacific.com/sdu>

Want to send your large files safely and securely to us? Please use our complimentary large file transfer system, SDU.

### Ancillary Support

#### Rick Krout

[Rick.Krout@warnerpacific.com](mailto:Rick.Krout@warnerpacific.com)

Rick offers consultative ancillary plan and carrier recommendations, reviews and compares contract provisions. He can help you increase your revenue through employer sponsored and/or voluntary products.

### Large Group Account Manager

#### Terri Lemus

[Terri.Lemus@warnerpacific.com](mailto:Terri.Lemus@warnerpacific.com)

Support for large group questions, marketing, spread-sheeting, and large group strategies

### Renewal Account Manager

#### Vanessa Ouriques

[Vanessa.Ouriques@warnerpacific.com](mailto:Vanessa.Ouriques@warnerpacific.com)

#### Michelle Castillo

[Michelle.Castillo@warnerpacific.com](mailto:Michelle.Castillo@warnerpacific.com)

Support for renewal questions, marketing, spread-sheeting, and renewal strategies.

### Sales Technology Support

[onlineenrollmentsupport@warnerpacific.com](mailto:onlineenrollmentsupport@warnerpacific.com)

Get assistance learning and then utilizing the Warner Pacific sales technology solutions that work best for you and your brokerage. Our suite of products include: PRO Quote, PRO Apply, PRO Census, PRO Provider, our Carrier 411, Document Toolkit and EASE support services.