

BROWN & BROWN CONTACT SHEET

ACCOUNT MANAGER			
Name	Email	Phone Number	Years of Experience
Nicole Downs	ndowns@bbempirestate.com	(315) 671-8854	10+
EMPLOYEE BENEFITS CONSULTANTS			
Name	Email	Phone Number	Years of Experience
David Sebastianelli	dsebastianelli@bbempirestate.com	(607) 624-4900	10+
Jack McGowan	jmcgowan@bbempirestate.com	(607) 624-9111	5+
OPERATIONS LEADER			
Name	Email	Phone Number	Years of Experience
Rob Duhoski	rduhoski@bbempirestate.com	(315) 671-8898	10+
ACCOUNT EXECUTIVE			
Name	Email	Phone Number	Years of Experience
Cheryl Clary	cclary@bbempirestate.com	(315) 671-8868	25+

ROLES AND RESPONSIBILITIES	
Account Manager	Responsible for providing support associated with administration of Employee Benefit policies and day-to-day inquiries including: assisting with escalated claim issues, billing issues, questions related to current policies, general compliance inquiries, open enrollment support, and the implementation of new policies.
Employee Benefits Consultants	Assumes overall responsibility for the account and specifically focuses on: strategic planning for the current year as well as future years, oversees the request for proposal process, works directly with carrier partners on renewal negotiations, leads open enrollment and educational meetings, assists with escalated issues, provides updates based on the current state of the market, and provides consultation on all Employee Benefit related plans and products.
Operations Leader	Responsible for overall client satisfaction and directly oversees the entire service team including Account Executives, Account Managers, and Marketing Specialists. The Operations Leader is also responsible for maintaining carrier relationships. When escalated issues arise and are unable to be resolved through our normal channels, the Operations Leader will work directly with the carrier at the leadership level until the issue at hand is rectified.
Account Executive	Responsible for managing key client relationships and for providing strategic consulting services using a variety of skills and knowledge of the insurance market including: compliance services, assisting with escalated issues, claims utilization reviews, presenting new topics to employees, and ensuring all Brown & Brown resources are being utilized to meet your day to day needs.