



July 2017



2017 Status of Operations – 2nd Quarter Review

Greetings from American Financial & Automotive Services, Inc. We hope everyone had an enjoyable Fourth of July celebrating our nation's independence. Summer is the perfect opportunity to spend quality time with friends and family. If your summer plans include a vacation, please be safe and have a great time.

Exceptional customer service will always be our number one goal at American Financial. Below are the 2nd quarter statistics that demonstrate our commitment to you as your vehicle service contract administrator.

- Call volume increased 4% from the 1st quarter in 2017
- Maintained a 99% service level
- Average answer time for the quarter was 15 seconds
- Average call length was under five (5) minutes
- Claim payment turnaround averaged five (5) days via check and less than two (2) hours via virtual credit card payment

The Claims and Customer Service departments are open 7:00 am to 6:00 pm CST Monday through Friday. The Business Processing and Cancellations departments are open 8:00 am to 5:00 pm CST Monday through Friday.

Thank you for your time and business. Please call me if we can do anything to help or if you have any questions.

Sincerely,

Mark Rau
Vice President of Operations
American Financial Warranty Corporation