



October 2018



2018 Status of Operations – 3rd Quarter Review

Greetings from the American Financial companies! Exceptional customer service will always be our number one goal at American Financial. Below are our 3rd quarter statistics that demonstrate our commitment to you as your MasterTech™ F&I Product Suite administrator.

- Call volume increased 6% compared to 3rd quarter 2017.
- We maintained a 99% service level!
- Our average answer time for the quarter was 18 seconds.
- Our average call length was three and a half (3.5) minutes.
- Our claim payment turnaround averaged 5 days for checks and less than 2 hours for virtual credit card payment.

Hours of operation for Claims and Customer Service are 7:00 am to 6:00 pm CST Monday through Friday. Business Processing and Cancellations are open 8:00 am to 5:00 pm CST Monday through Friday.

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

Sincerely,

Mark Rau
Vice President of Operations
American Financial Warranty Corporation