



March 2018



2017 Status of Operations – Year in Review

Greetings from American Financial! As we reflect on another great year at American Financial Warranty Corporation (AFWC), we continue to look for ways to become better at what we do, so we can assist you in achieving your goals. This past month we celebrated our 3rd anniversary at our home office at Hughes Landing in The Woodlands, TX.

Exceptional customer service will always be our number one goal at American Financial. Below are statistics from 2017 that demonstrate our commitment to you as your MasterTech™ F&I Product Suite administrator:

- Call volume increased 14% compared to 2016
- Maintained a 99% service level
- Average answer time for the year was 17 seconds
- Average call length was 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 thru 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