



January 2019



2018 Status of Operations – Year in Review

Greetings from the American Financial companies! Exceptional customer service will always be our number one goal at American Financial. Below are statistics from 2018 that demonstrate our commitment to you as your MasterTech™ F&I Product Suite administrator:

- Call volume increased 7% compared to 2017.
- We maintained a 99% service level!
- Our average answer time for the year was 17 seconds.
- Our average call length was just over five (5) minutes.
- Our claim payment turnaround averaged five (5) days via check and less than two (2) hours via 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