

May 2017



2017 Status of Operations – 1st Quarter Review

Greetings from American Financial! This February marked our second anniversary at our Hughes Landing corporate headquarters in The Woodlands, Texas. The Hughes Landing development includes many great amenities for our employees and guests to use, and continues to grow! There is an Embassy Suites hotel and several upscale restaurants and shopping along the lake and boardwalk within walking distance from our office. Those of you who attend our F&I University's five-day intensive F&I School will have the opportunity to enjoy these amenities while visiting our state-of-the-art training facility.

Exceptional customer service will always be our number one goal at American Financial. Below are our 1st quarter statistics that demonstrate our commitment to you as your vehicle service contract administrator:

- Call volume increased 17.5% compared to the 1st quarter in 2016
- Maintained a 98.9% service level
- Average answer time for the quarter was under 12 seconds
- Average call length was just over 3.5 minutes
- Claim payment turnaround averaged five (5) days for checks 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. Please contact me directly if we can do anything to help, or if you have any questions.

Sincerely,
Mark Rau
Vice President of Operations
American Financial Warranty Corporation