



April 2018



2018 Status of Operations – 1st Quarter Review

Greetings from American Financial! This past February marked our third anniversary at our Hughes Landing corporate headquarters in The Woodlands, TX. The Hughes Landing development includes an Embassy Suites hotel, several upscale shops, and restaurants on the Lake Woodlands boardwalk, all within walking distance of our office. Those of you who attend F&I University's five-day F&I School will have the opportunity to enjoy these amenities while visiting us during the week.

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 MasterTech™ F&I Product Suite administrator.

- Call volume increased 12% compared to 1st quarter 2017
- We maintained a 98% service level
- Our average answer time for the quarter was 19 seconds
- Our average call length was just over 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