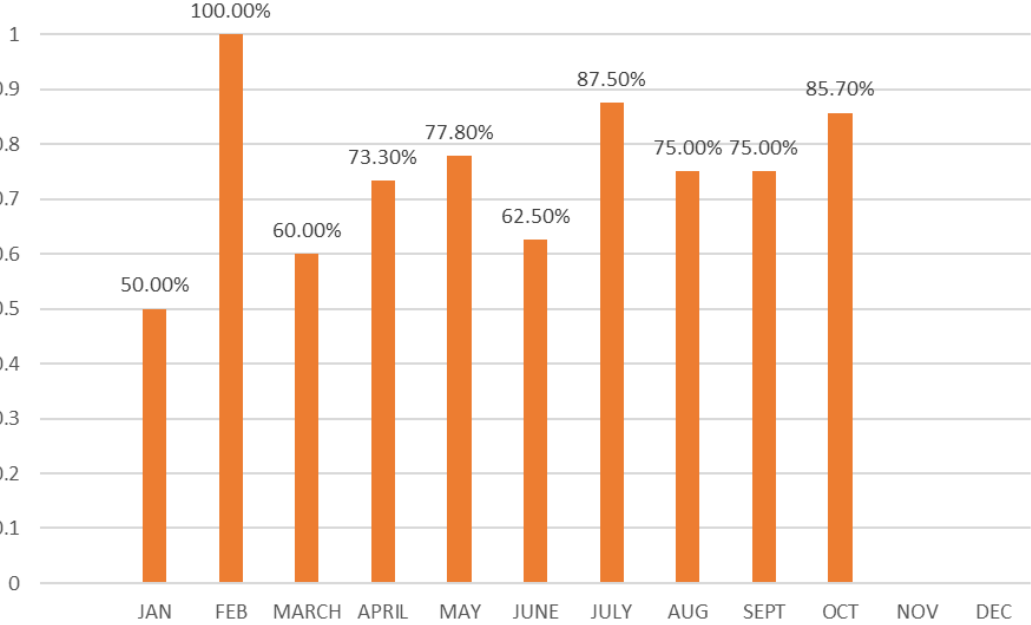




START OFF STRONG 2021!

	<u>Target</u>	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	YTD
CLF - Restoration	79 - 85%	50.00%	100.00%	60.00%	73.30%	77.80%	62.50%	87.50%	75.00%	75.00%	85.70%			76.50%
Production	60-65	-40	-38	62	115	135	41	62	64	27	148			610
Field Cycle Time	.5 - 1.25 days	0.50	1.00	0.30	1.10	0.40	1.20	1.90	1.30	1.10	1.90			1.00
Package Cycle Time	30 - 75 hrs	34.8	34.3	31	33.8	41.7	46.9	40	51.3	51.7	40.9			39.2
Digital Payments	80 - 84%	75.60%	84.30%	94.70%	84.50%	88.90%	77.70%	84.40%	86.70%	87.90%	84.40%			85.30%
File Reviews- QA	88 - 92%		95.90%	91.10%	92.10%	94.40%	95.50%	92.30%	95.80%	98.20%	97.20%			94.70%
File Reviews- CV	89 - 93%		95.50%	87.50%	94.10%	94.40%	89.60%	87.50%	81.30%	87.50%	96.40%			90.40%
REIs	90 - 94.4%	83.50%	95.80%	97.10%	92.80%	92.50%	94.60%	96.40%	96.20%	86.60%	90.40%			92.80%
REI - Econ Opp	5 - 5.5%	11.90%	2.30%	0.50%	1.00%	4.70%	1.70%	1.00%	1.30%	5.80%	1.10%			2.20%

CLF - Restoration 79 - 85%



HOW DID WE DO LAST YEAR???



CLF REVIEW

- ▶ Solidify that 8!

Overview

- Customer has seven days to complete survey from receipt.
- Sent to 100 percent of our qualifying customers.
- Survey Question – "Based on your recent claim, how satisfied are you with your experience?"

Criteria

- \$100 minimum paid loss required (can include partial denials).
- Email address for insured in NextGen.

Insured will not qualify for survey:

- Primary Insured Attorney Represented
- Public Adjusters listed as a participant
- Fatality on Claim
- Glass Only Claim
- SIU Accepted

Property Triggers

- Triggered 30 days after the Dwelling or UPP coverage is closed.

TIPS FOR POSITIVE SURVEY RESULTS

- Claims and pending management
 - Set expectations for insured
 - Return calls and emails, constant communication
 - Follow up calls
- Agent involvement
- Avoid giving the insured homework
- Identify solutions
- Any other ways?

