



FARMERS

Seamless Service Calls

The Seamless Service Department was established to assist with the "East Coast Expansion" growth. The Seamless Service/Consumer Solutions Team handles policyholder service/sales calls from a select group of agents in Pennsylvania. The offices are called "Agency Points". Participating agent codes and typical area codes are listed below. The Agent Number will begin with "06" for this program. Anytime the policyholder/prospect calls the agent's number, the call is routed to either Seamless Service or Consumer Solutions depending on the time in which the call is placed. The hours in which these calls are serviced are listed below:

Seamless Service: 7:00 AM - 6:00 PM (CDT) Monday - Friday

Consumer Solutions: 6:00 PM - 10:00 PM (CDT) Monday - Friday and
9:30 AM - 6:00 PM (CDT) Saturday and Sunday

Reminder: The calls that we handle are Consumer Solutions calls so we may receive an Agency Point policyholder/prospect call occasionally.

How to handle these calls:

1. White Glove Treatment.
2. Gather the caller's information and state they are located.
3. For calls that come in during normal business hours 7am-6pm:
 - Transfer the caller to the Seamless Service Team at (877) 327-6389
 - Follow the current Transfer Procedures.
4. For calls that come in mainly between 5pm-8pm:
 - Transfer the caller to Consumer Solutions via the CSG Transfer Back line of (877) 327-6681, Option 1.
 - Follow the current Transfer Procedures.
5. Use disposition "Other" and comment with "06Agent code and include question.
6. ***If it is a situation that CSG has been trained on and we can handle, such as taking a payment we should handle the call and process the transaction.***

The Seamless Service Team launched a pilot on Monday, August 6th for GA. We will be taking calls from the 888-96-Farmers number for new customers. We anticipate the call volume to be fairly low at 30 calls per day.

Area Codes from where calls will originate from:

Area codes
215
610
484
267
724
412
304
814

Agent Codes:



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Pittsburg	Philadelphia
06112V	06014G
06115G	06011X
061192	060180
06116G	06011N
061143	06011T
06111M	060127
061157	060172
061128	060153
061137	060140
06112A	060128
06113G	06011V
061140	06012C
06115M	060122
061168	060111
061182	060126
061115	060157
061194	060183
061126	060115
061134	06011W
06111A	060151
06111X	060135
061127	060181
06111L	060175
06111K	060179
06112H	060146
061125	060193
061158	060112
061117	060964
061172	060154
061123	060162
061113	060198
06112J	060160
06111P	060144
061114	060185
061198	060178
06111F	060116
06116R	060136
06112X	06011F
06111R	06011C
061160	060114
061151	06011G
06112L	060132



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06112E	06011K
061141	06012M
06112P	060121
061155	060123
06113C	060131
061122	060141
06112K	060118
061132	060168
061163	06012A
061165	060119
061188	060188
061120	060190
06111J	060130
061119	06012X
061130	060103
06114G	060147
06112F	060177
061166	060196
06112M	060189
06111V	060184
061121	060152
061147	060107
061159	06013G
061156	060174
06111N	060158
061106	060173
061145	060125
06111C	060117
061171	060197
061191	06011H
061148	060110
	060113
	060187
	060145
	060129
	060148
	060133
	060143
	06011E