



**FARMERS®**

## **Supporting a Farmers Agent**

### **If you receive a call from a Farmers Agent you should...**

- Provide White Glove Treatment. Provide an excellent customer experience as with any customer.

### **If you encounter a caller that is unhappy with their Agent, and has requested to change their agent or file a formal complaint you should...**

- Never agree with the caller or speak negatively about Farmers or a Farmers Agent, but you can express sympathy such as apologizing for the situation.
- Please try to assist the caller to the best of your ability for situations that you have been provided training.
- If unable to assist inform the caller that you will transfer them to Consumer Solutions.

### **If a customer wants to have a message left with the agent, you should...**

- Attempt to call the Agent's office. If you reach their voicemail you can offer to transfer the caller through.
- You also have the option of having your team leader or Supervisor send an email the agent with the message from the customer.

### **If you encounter an Agent being abusive (cursing or name calling) you should...**

- Provide one (1) warning and advise the Agent to please discontinue the language.
- If the Agent continues then you need to advise them that if the conversation continues you will no longer be able to assist them and will need to get a supervisor involved.

**Should you have any questions about this policy or unable to handle the caller, please seek immediate assistance from your Team Leader or Supervisor.**