



FARMERS®

Abusive Caller Policy

Farmers has a zero tolerance.

If you encounter an abusive caller (cursing or name calling) you should...

- Provide one (1) warning and advise the caller to please discontinue the language or that you will have to disconnect the call.
- If the caller continues then you need to advise the caller that you will be disconnecting the call.

Should you have any questions about this policy please see your team leader or supervisor.