

State Farm®

State Farm is a family of insurance and financial services companies that together service 81 million policies and accounts throughout the U.S. and Canada. State Farm is ranked No. 43 on the Fortune 500 list of largest companies. State Farm Mutual Automobile Insurance Company is the largest auto insurer in the U.S. since 1942.

State Farm Life Insurance Company was founded in 1929 and is a wholly-owned subsidiary of State Farm Mutual Automobile Insurance Company. State Farm Life Insurance is one of the largest life insurers offering a broad, competitive product portfolio that meets multiple customer needs.

Products

State Farm Life Insurance Company offers a full suite of life insurance products including term life, whole life, and universal life insurance, as well as deferred and immediate annuities. State Farm Life regularly updates its product offerings, and in the past two years has introduced six new Life and Annuity products and product enhancements.

People

State Farm is committed to continuing education and development for employees through industry education designations and pursuit of associate's, bachelor's, or master's degree from an accredited university.

State Farm offers a combination of wellness programs and resources for nutrition and weight management, exercise, tobacco cessation and preventive care benefits. It was recently selected as a Platinum winner for the 2012 Best Employers for Healthy Lifestyles awards.



State Farm Life Insurance Company (Not licensed in MA, NY or WI)
State Farm Life and Accident Assurance Company (Licensed in NY and WI)
Bloomington, IL
MPC #130167

More than 10 State Farm employee resource groups foster employee growth and development and meet the need for a more diverse customer base and employee workforce. The State Farm Hispanic Employee Resource Organization (HERO) was the first recipient of the LATINA Style Employee Resource Group of the Year award.

Bloomington Life Operations Center

The State Farm Life - Bloomington Operation Center is one of four offices that house our Life Insurance operations. The four offices have 1,389 employees; Bloomington houses 256 employees. State Farm Life has more than 7.8 million policies in force that are distributed by over 18,000 State Farm agents. Bloomington employees underwrite applications, service policies and process claims in support of policies and agents.

Continuous Improvement Philosophy and Results

Our continuous improvement philosophy is rooted in the State Farm mission. Our mission is to help people manage the risks of everyday life, recover from the unexpected, and realize their dreams. We are people who make it our business to be like a good neighbor; who built a premier company by selling and keeping promises through our marketing partnership; who bring diverse talents and experiences to our work of serving the State Farm customer. Our success is built on a foundation of shared values -- quality service and relationships, mutual trust, integrity and financial strength. Our vision for the future is to be the customer's first and best choice in the products and services we provide. Our customers' needs will determine our path. Our values will guide us.

Through an intense focus on driving value from the customer lens, Lean principles have been systematically applied across the office environment to transform the State Farm Life Operation over the past several years. Our focus on helping our employees build capabilities to think and act differently in order to

maximize customer value has been driven by the following:

- 25 percent reduction in labor expense while growing over 250,000 policies in force
- Creation of centralized Process Design & Consulting Team
- 27 percent improvement in productivity
- Since 2007, a total of \$35 million has been saved as a result of Kaizen and Process Redesign
- Creation of ongoing educational program for all employees focused on Lean principles
- Successful delivery of transformational process redesign efforts across all value streams, including the implementation of Lean single piece flow processing
- Introduction of employee-driven Kaizen Program
- Implementation of consistent, standardized processes and procedures
- Formal strategy deployment process which creates line of sight from front-line associates to Executive leadership
- Creation of defined targets and ongoing monitoring of cost, quality, and service metrics supported by a visual workplace

Environmental Achievements

- Electronic billing options for State Farm customers have resulted in 46 million fewer notices each year, equating to nearly 2 million pounds of paper saved.
- Ranked 41st in the 2009 U.S. EPA's ranking of the top Fortune 500 purchasers of power generated from renewable resources.
- Illinois Recycling Association's Excellence in Recycling Award – 2009 Outstanding Corporate Recycling Program.

Awards & Recognition

- Named one of FORTUNE Magazine's World's Most Admired Companies – 2009 to 2012
- State Farm Life 2009 Embrace Life campaign awarded a Communicator Award of Distinction, Gold Aurora Award, and 3 Bronze Telly Awards

- Received American Cancer Society Corporate Impact: Award of Excellence – 2011
- For the ninth consecutive year, G.I. Jobs magazine recognized State Farm as a Top 100 Military Friendly Employer in 2013
- Diversity Employers Magazine recognizes State Farm as one of the Top 100 Employers for active recruitment of college graduates.
- Named one of BLACK ENTERPRISE 40 Best Companies for Diversity – 2012, 6th Straight Year
- Recognized by Working Mother Magazine as a Best Company for Multicultural Women - 2012
- American Heart Association (AHA) Start! Fit-Friendly Company – 2012, Fifth Straight Year
- Asian Enterprise Magazine Best Companies for Asian Americans and Pacific Islanders – 2012
- 2012 LATINA Style named State Farm as one of 50 Best Companies for Latinas to Work for the 15th consecutive year, ranking 25th.
- Ranked #46 on the Corporate Social Responsibility Index by the Center for Corporate Citizenship and Reputation Institute
- State Farm has participated in the Human Rights Campaign – Corporate Equality Index since 2002. In 2013 we received a score of 95 out of 100 on the index.

For More Information

Sheila Montney
State Farm Life Insurance Company -
Director
Phone: (309) 766-5670
Fax: (309) 735-6873
sheila.montney.bqwx@statefarm.com