

Claims



Delivering on our commitments to American producers



RCIS' Claims team delivers when it matters most

\$3.9B Claims paid out in 2012-13 due to the historic drought¹

1,000 Approximate number of highly-trained, claim professionals located nationwide

314 Active Catastrophe Team (CAT) responders in Nebraska in 2014-2015, including response to major hail events²

78 The RCIS Claims team had an overall Transactional Net Promoter Score (TNPS) of 78 from surveys of farmers who had a claim in 2018. This is a leading TNPS score.³

“ At RCIS, we invest heavily in our people and technology to deliver with excellence on each and every claim.”

Chuck Eldredge, Head of RCIS Claims

Our Claims capabilities are aimed at driving clarity, consistency and efficiency

LEADING-EDGE TOOLS & RESOURCES

RCIS Online Claims Center allows agents to file a notice of loss, track claims, view adjuster notes and more

RCISQuest® Mobile App helps adjuster document photos and details to support a claim

Daily Claim Status Emails – Mobile Friendly – provide prior day activity including new notices of loss, changes to status of a notice of loss or claim, and new claim notes

COMPREHENSIVE TRAINING PROGRAMS

- Claims adjusters average 25-35 hours of training annually
- All RCIS claims professionals are trained by a dedicated team that helps drive consistency in our delivery
- Combination of classroom, on-site, and online training
- Interactive, customer service classes including role-playing and problem solving scenarios

DEDICATED, LOCAL PROFESSIONALS

- Claim professionals are knowledgeable about local crops, conditions and marketing concerns
- Catastrophe Team (CAT) is a mobile and experienced team of adjusters focused on claim turnaround time in areas with heavy losses

About RCIS



We are the #1 crop-hail insurance provider and #2 federal crop insurance provider based on market share⁴



We offer private and federal crop insurance solutions for over 130 crops across all 50 states



We work with nearly 3,600 agents and are committed to hiring veterans

¹Source: BI Data Warehouse

²Source: RCIS Claims Admin Site

³The Transactional Net Promoter Score (TNPS) is a measure of customer advocacy. TNPS gives a view of the company's performance according to customer perspective. TNPS is based on asking customers "How likely are you to recommend RCIS to a colleague or peer?" using a 0-10 scale.

Source: Zurich Customer NPS® 2018. NPS (Net Promoter Score®) measures the willingness of customers to recommend a company's products or services. Net Promoter, NPS, and Net Promoter Score are trademarks of Satmetrix Systems, Inc., Bain and Company, Inc., and Fred Reichfeld.

⁴Source: 2018 National Crop Insurance Services industry data

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