



July 2019



## 2019 Status of Operations — 2<sup>nd</sup> Quarter Review

Greetings from the American Financial companies! Exceptional customer service will always be our number one goal at American Financial. Below are our 2<sup>nd</sup> quarter statistics that demonstrate our commitment to you as your MasterTech™ F&I Product Suite administrator.

- Call volume increased over 5% compared to 1<sup>st</sup> quarter of 2019.
- We maintained a 99% service level!
- Our average answer time for the quarter was 19 seconds.
- Our average call length was just over five (5) minutes.
- Our claim payment turnaround averaged five (5) days for checks and less than two (2) hours for virtual credit card payment.

Hours of operation for Claims and Customer Service are 7:00 am to 6:00 pm CST Monday through Friday. Business Processing and Cancellations are open 8:00 am to 5:00 pm CST Monday through Friday.

Thank you for your time and business. If we can do anything to help, or if you have any questions, please call me.

Sincerely,

Mark Rau  
Vice President of Operations  
American Financial Warranty Corporation