

Customer service by the numbers



To some these might just be numbers. To us, they show how dedicated we are to providing manufactured home and all policyholders with a positive customer service experience!

 <p style="font-size: 2em; font-weight: bold; margin: 0;">288,241</p> <p style="font-size: 0.8em; margin: 0;">Customer/agent calls we fielded during January to April 2016.¹</p>	<p style="font-size: 1.5em; font-weight: bold; margin: 0;">89% of calls</p> <p style="font-size: 0.8em; margin: 0;">were resolved with the first rep – with no need to transfer.¹</p>  <p style="font-size: 1.5em; font-weight: bold; margin: 0;">5.3 minutes per call</p> <p style="font-size: 0.8em; margin: 0;">We take the time to answer your questions and resolve any issues the first time.¹</p>
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<p style="font-size: 2em; font-weight: bold; margin: 0;">26,551 hours</p>	 <p style="font-size: 0.8em; margin: 0;">Total hours we devoted to customer and agent needs.¹</p>
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Customer satisfaction

95%	<p>Customers who are satisfied with American Modern's customer service.²</p> <p>Customers who are satisfied with their experience when working with an American Modern representative.²</p>
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89%	<p>Calls handled by the first representative with no need to transfer or escalate calls to another resource.²</p> <p>Policyholders who rate the process of renewing their coverage as hassle free.⁴</p>
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90%	<p>Customers who would recommend American Modern to family and friends.³</p>
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Customer service representative ratings⁵

 ★★★★★	from customer	from agent
Friendly	99%	98%
Responsive	97%	96%
Helpful	95%	96%
Caring	95%	94%
Knowledgeable	91%	93%
Thorough	95%	94%

Sources:

- ¹ Based on American Modern's Customer Service data, 2016
- ² Q2 2015 data
- ³ American Modern website (<http://agents.amig.com/Whattotell-customers.html>)
- ⁴ Policy Renewal Survey – 4th Quarter 2015
- ⁵ American Modern Policyholder Satisfaction Q1 2016



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