

# ACUITY CLAIMS PHILOSOPHY



Our people make the difference

## ✓ SINGLE POINT OF CONTACT

When you experience a claim, we assign one multi-line claims representative who will serve as your main contact for all aspects of your claim.

## ✓ KNOWLEDGEABLE TEAM

Our claims representatives are multi-line property and casualty adjusters equipped with a rich depth of knowledge to ensure you have the best customer service possible. Our claims representatives complete ongoing claims-specific education courses and certifications.

## ✓ 96% POSITIVE CLAIMS EXPERIENCE<sup>1</sup>

We know having a claim can be stressful. So, when a claim comes in, we will put your mind at ease and make sure you know you're covered.

## ✓ SAME-DAY CONTACT

We strive to provide meaningful, same-day contact. We are focused on promptly reaching you to rebuild your life.

## ✓ REAL-TIME CLAIM INFORMATION

Get real-time updates by tracking your claims process online.

## ✓ BILINGUAL CLAIM SERVICE

Callers who choose to be directed to our Spanish phone queue are connected directly to one of our bilingual claims adjusters who will help get the claim process started and may offer translation assistance at other times during the claim process as well.

## ✓ LEGAL DEFENSE

Every day our claims team works to defend our customers' livelihoods. Our representatives work closely with our network of attorneys to review each claim for its individual merits. We are not afraid to litigate and defend our customers against lawsuits.



“ This has been one of the best experiences with an insurance company I've had. You made it seamless and painless. ”

-Kellan, Policyholder

<sup>1</sup>Based on 2024 policyholder survey responses

