

ANPAC American National Property and Casualty Companies

SM

FIVE STAR



Claim Service



Ninety-five percent of ANPAC customers say they would recommend ANPAC to a friend.

With ANPAC's Five Star Claim ServiceSM you can be sure that your premium dollars will buy the protection you need and the prompt, courteous service that you deserve. If you've suffered a loss, whether it's from a minor fender-bender or a major house fire, the last thing you need to worry about is unnecessary delays or conflict with your insurance company.

Results from a recent Claims Satisfaction Survey completed by Flaspöhler Research Group revealed that ANPAC Claims customers scored ANPAC higher than major competitors in 10 of 11 categories.

"Put simply, when compared against satisfaction levels of all insurers nationwide, ANPAC is superior both in satisfaction with Insurer and in Claims experience."

— Rick Flaspöhler, Flaspöhler Research Group

No one wants to think about being in an automobile accident, or having fire or storm damage destroy your home. But statistics show that for most of us, it's not a matter of if, but when. ANPAC's Five Star Claim ServiceSM is designed to provide assurance and confidence throughout the claims process. Our focus is on what you need and when you need it.


ANPAC's commitment to excellence is not only revealed by our customer satisfaction ratings, but by independent rating organizations such as A.M. Best and Standard and Poor's. A.M. Best has issued an A+, Superior rating and Standard and Poor's gives ANPAC an AA+, Very Strong rating*.

ANPAC has been recognized for superior service by Ward's Benchmark 50, as well as the 2003 Missouri Quality Award, which is based on the national Malcolm Baldrige Criteria.



*Ratings reflect the publisher's opinion as to the relative financial strength and performance of each insurer in comparison with other insurers, based on their analysis of the information provided to them. These ratings are not a warranty of the insurer's current or future ability to meet its contractual obligations.

www.anpac.com



From the initial phone call to the end result, my claim was handled very professionally and promptly. I can't imagine how service could be improved.

— J.G., Trout, LA

Just one of the many examples of
FIVE STAR CLAIMS SERVICE
IN ACTION

24-HOUR HOTLINE 1-800-333-2860