

# THE FOREMOST® CLAIMS TEAM

Here's how the award-winning Foremost Claims Team<sup>1</sup> delivers A Better Insurance Experience®



## CLAIMS REPRESENTATIVE TRAINING

Claims Representatives go through extensive training where they learn the importance of **soft skills** and participate in learning cohorts.



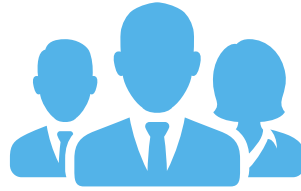
Our **Claims Learning Labs are equipped with actual things we insure** for hands-on Claims Representative training. These include mobile homes, boats and motorcycles.

With multiple generations of housing construction types, Claims Representatives **learn to evaluate many different styles of homes.**



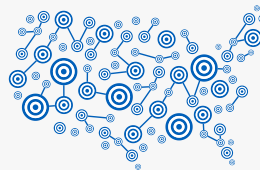
Our Claims app, virtual reality setups and in-person Learning Labs play an important role.

**Claims Representatives handle claims either virtually or by field inspection** depending on the type of claim.

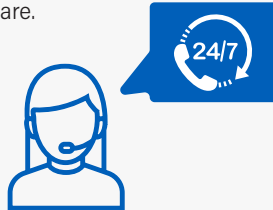


## EXCELLENT CUSTOMER SERVICE

Foremost employs over **2,400 trained Claims Professionals** throughout the U.S.



Representatives from our Claims Team and Catastrophe Response Team are ready to assist customers **24/7** with compassionate care.



Between fires, tornadoes, freeze events and hurricanes **in 2023, our Claims Teams have handled over 60,000 catastrophe claims.**



## CATASTROPHE RESPONSE TEAM

Catastrophe Response Team members remain proactive and prepared. When an urgent situation occurs, **they're ready to deploy the same day** to better serve customers.



Our **Mobile Claims Centers (MCCs) include four large response vehicles and four Customer Care trailers.**

Multiple Catastrophe Response Teams operate from these MCCs, where they support customers after natural disasters. Visit [Foremost.com/Severe-Events](https://Foremost.com/Severe-Events) to take a tour of one of our MCCs!



The **team members support those affected by natural disasters** by:

- Filing Claims
- Answering Insurance Questions
- Providing Free Access to Internet Services and Communication Methods



Learn more at [Foremost.com](https://Foremost.com)

A Better Insurance Experience.®

Data from 2023. <sup>1</sup><https://bit.ly/3a7JZ53>. Not all products, coverages or discounts are available in all areas. 9020661 11/23

 **FOREMOST**  
A Farmers Insurance® Company