



# SERVICE EXCELLENCE RESULTS

## WE CONTINUALLY STRIVE TO EXCEED YOUR SERVICE EXPECTATIONS

4<sup>TH</sup> QUARTER 2016 RESULTS:

|                                                                                                   |                |
|---------------------------------------------------------------------------------------------------|----------------|
| Turnaround time on small business quotes                                                          | <b>10 days</b> |
| Turnaround time on all new business quotes                                                        | <b>13 days</b> |
| Policy issuance                                                                                   | <b>11 days</b> |
| Endorsement processing                                                                            | <b>13 days</b> |
| Acknowledgement of new claims                                                                     | <b>1 day</b>   |
| Average for policyholder Auto settlement                                                          | <b>10 days</b> |
| Billing accuracy                                                                                  | <b>97.0%</b>   |
| Policyholders would refer us to prospective customers<br>*Source: 2016 Customer Experience Survey | <b>94.5%</b>   |

### Philadelphia Insurance Companies' Vision Statement

To be the leading provider of specialized insurance products & services.

### Philadelphia Insurance Companies' Mission Statement

PHLY is a team of motivated, high achievers committed to delivering innovative products and unsurpassed service to niche insurance markets. By maintaining a disciplined approach to business, we provide greater security for our policyholders and superior value for our shareholder. We believe that integrity and mutual respect are the foundation of long-term and fulfilling relationships with our employees, customers, and business partners.

Think**PHLY** | 800.873.4552 | **PHLY.com**

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