

THE FOREMOST® CLAIMS TEAM

Here's how the award-winning Foremost Claims Team¹ delivers A Better Insurance Experience®

CLAIMS ADJUSTER TRAINING

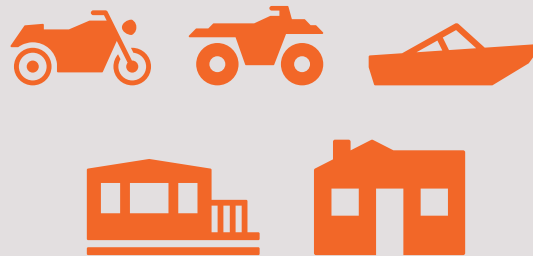


Foremost Claims Adjusters are trained on the following soft skills:

- Easy Customer Service Methodology
- Active Listening
- Critical Thinking
- Time Management
- Empathy
- And More

They participate in learning cohorts, where **they're trained on technical skills, cultural awareness and more.**

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



With multiple generations of housing construction types, **Claims Adjusters learn to evaluate many different styles of homes** in our Claims Learning Labs.



Our Claims app, augmented reality set-ups and in-person Learning Labs play an important role in how our **Adjusters effectively assess damages virtually.**

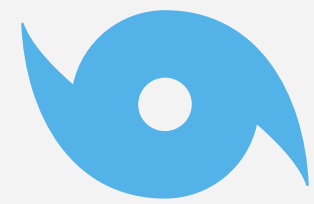
EXCELLENT CUSTOMER SERVICE



Foremost employs **over 2,600 trained claims professionals** throughout the U.S., including **over 200 Catastrophe Response Team members.**



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



Between hurricanes Hanna, Laura and Sally, California wildfires and other disasters in 2020, our **Claims Teams handled over 50,000 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 include four buses and four Customer Care vehicles. Multiple Catastrophe Response Teams operate from these Mobile Claims Centers, where they support customers after natural disasters.



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) and [ForemostAgent.com](https://foremostagent.com)

A Better Insurance Experience.®

Data from 2020. ¹<https://bit.ly/3a7JZ53>
Not all products, coverages or discounts are available in all areas. 9020661 04/21

