

# SERVICE NETWORK OVERVIEW

## Service Levels & Tracking



### VERIFIED SERVICE TECHNICIANS

When we onboard a new servicer, they must pass a background check and have active insurance to be added to our network. We have a team dedicated to maintaining our service network.

Our on-site team of experienced technicians provides valuable insight that helps not only manage costs, but also provide a superior customer experience.

### Troubleshooting Before Dispatching Technicians

Use of comprehensive troubleshooting and system guides during call intake. Historically, 25% of claims are fixed over the phone, reducing the need to dispatch a technician.

Fortegra has access to a combined network of ~ **1,000 service providers** that are steadily growing to meet the needs of your customer's locations.



Dedicated team of service recruiters prepared close the gap



Nationwide Service Network

As we grow, we identify specific locations in which servicers would be most beneficial. Our on-site team of experienced technicians are prepared to close the gap where needed. Our system allows us to view our current network as an overview so that we may focus on high demand areas for recruiting new servicers

## Technician Background Checks

- Our Service Network Providers are **thoroughly vetted** to ensure your customer's safety and satisfaction.
- All servicers must complete an extensive background check through TransUnion's reporting services.
- If a larger service provider performs their own background checks, we require the provider notify us of their process.

## COMPREHENSIVE REPORT

### Subject Information

- Address Summary
- Address Details
  - Show Pictures
  - Property Owners
  - Active Phones
- Cities History
- Counties History
- Possible Phones
- Email Addresses
- Drivers License Information
- Possible Criminal Records
- FL Accidents
- Global Watch Lists
- Professional Affiliations
- Professional Licenses
- Pilot Licenses
- Voter Registrations
- Hunting Permits
- Weapon permits

### Asset Information

- Current & Past Property Deeds
  - Pictures
- Property Assessments
- Property Foreclosures
- Evictions
- Bankruptcy Records
- Current & Past Vehicle Information
  - Pictures
- UCC Filings
- US Corporate Affiliations
- Liens
- Judgements
- Aircraft Records
- US Business Affiliations

### Possible Relationships

- Degrees of Relatives (3)
  - Summary
- Likely Associates
  - Summary
- Possible Associates
  - Summary
- Neighbor Phones
  - Most Recent Addresses (3)
  - Phones Per Address (10)
- Possible Employers

## STANDARD REVIEW

- If there are felonies on the report that are non-violent and over 8 years old the report must be reviewed by upper management.
- If the felony is less than 8 years old, the background does not pass.
- Sexual offenses and violent felonies are an automatic fail -- no matter the age of the occurrence
- If the background passes, we are ready to proceed with Servicer Setup Standard Operating Procedure

On-site  
technicians

**25**

Years of  
Experience

Customer  
Satisfaction

Lower  
Frequency  
& Severity



# In House Technician Team

 FORTEGRA®

Our on-site team of experienced technicians provides valuable insight, manages costs and delivers a superior customer experience.

- Created customized **troubleshooting guides** to improve claims processing, increases customer satisfaction, and reduce unnecessary truck roll. Identifying the root cause of the issue during the initial call has resulted in faster resolution and lower parts costs.
- Upon receipt of the technician report from servicer, technicians validate the **parts and labor aligning with the item/issue being serviced** which results in lower program costs.
- Dedicated to maintaining and onboarding new servicers. When we onboard a **new servicer**, they must pass a background check and have active insurance to be added to our network.
- **Join our Servicer Network!** Retailers can join the Servicer Network by reaching out to Fortegra at **(844) 529-5799** or [\*\*servicer@fortegra.com\*\*](mailto:servicer@fortegra.com)