



AUTO GLASS PROGRAM

Improve your policyholders' views of the road & you

Berkley Human Services' 24-Hour Reporting Hotline: 888-833-9791 | safelitesolutions.com

Who is Safelite® Solutions?

You likely know about Safelite AutoGlass®, the leading vehicle glass repair and replacement company in the U.S. and a preferred provider for Berkley Human Services. In fact, you've probably seen their ads on TV. But do you know who Safelite Solutions is?

Safelite Solutions a leader in claims management grew out of the strong customer service philosophy and success of Safelite AutoGlass as their clients sought assistance in delivering that same level of service of their customers.

Now, Berkley Human Services is partnering with Safelite Solutions to offer the Berkley Human Services' Glass Program, an important tool for you that reflects our company's culture, brand and desired policyholder experience.

How does Safelite Solutions help you provide excellent service to your policyholders?

Through the Berkley Human Services' Glass Program, Safelite Solutions manages auto glass claims from beginning to end.

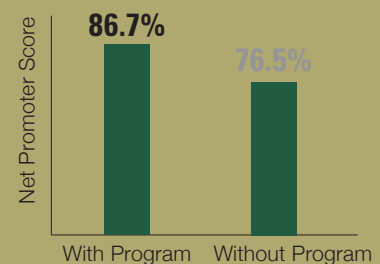
- ✓ Handling the first notice of loss (FNOL) 24/7/365
- ✓ Managing a robust network of nearly 9,000 highly qualified glass shops that must adhere to stringent safety, quality & service standards
- ✓ Scheduling mobile or in-shop service with a glass shop of the policyholder's choosing (Note: policyholder preference is **always** honored)
- ✓ Sending an appointment confirmation email to the policyholder
- ✓ Providing four, strategically located, world-class contact centers in three U.S. time zones
- ✓ Invoicing Berkley Human Services & paying glass shops in a timely manner
- ✓ Managing the policyholder service process if any concerns should arise
- ✓ Facilitating a national lifetime warranty good for as long as the policyholder owns or leases the vehicle
- ✓ Conducting a follow-up Customer Delight Survey to monitor service levels
- ✓ Analyzing survey results & reporting them back to Berkley Human Services

Policyholders who file a glass claim are more satisfied than those who have not filed a claim*

Net Promoter Score® (NPS®): 86.7% for program shops vs. 76.5% for non-program shops** (NPS is based on a 10-point customer survey scale)

*Source: 2010 J.D. Power National Auto Insurance Study

**Source: Safelite Solutions 2014 Customer Delight Survey Data



SAFELITE SOLUTIONS AT A GLANCE



Nearly 9,000 highly qualified glass shops in all 50 states offering mobile or in-shop service



Berkley Human Services' Glass Program benefits to agents:

- Seamless, turnkey policyholder reporting & scheduling
- Repair-first approach when possible
- High policyholder service & retention
- Ease of doing business for policyholder



Berkley Human Services' Glass Program benefits to customers:

- One-call 24/7/365 reporting & scheduling
- Nearly 9,000 highly qualified glass shops across all 50 states
- Convenient mobile service
- Windshield repairs covered at no cost with qualifying comprehensive endorsement
- National lifetime warranty good for as long as the policyholder owns or leases the vehicle



Using the Berkley Human Services' Glass Hotline

When a policyholder's glass breaks, simply have them call the Berkley Human Services' Glass Hotline at 888-833-9791, where a friendly representative will help:

- Start the claim process
- Explain the options for proceeding with a claim or paying out of pocket
- Schedule service



Berkley Human Services' Glass Program national lifetime warranty

- National lifetime warranty against defects in the material and/or workmanship for as long as the policyholder owns or leases the vehicle
- Guarantee that the repaired damage will not spread further and that the repair will pass any state vehicle inspection; if it spreads or does not pass an inspection, the cost of the repair will be applied toward the cost of a replacement
- Only vehicle glass program manager to have the national backing of Safelite AutoGlass to honor warranties if needed



Reporting a warranty issue

If a policyholder has a problem that is covered by this warranty, please direct them to call the Executive Services Team at 1-888-238-4527 Monday through Friday 8 a.m. to 8 p.m. and Saturday 9 a.m. to 1 p.m. (ET). They will replace or repair the warranted product or correct the service issue without charge. After-hours callers can leave a voicemail that will be returned promptly the next business day.

Products and services are provided by one or more insurance company subsidiaries of W. R. Berkley Corporation. Not all products and services are available in every jurisdiction, and the precise coverage afforded by any insurer is subject to the actual terms and conditions of the policies as issued.

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