RCIS Claims Service

RCIS®

RCIS.com

Delivering on our commitments to American producers



The RCIS Claims team delivers when it matters most.

1,000 Approximate number of highly-trained, claims professionals located nationwide. The Claims team is led by a group of 70 managers, who bring an average of 22 years of crop insurance claims experience from varying levels of the process.[2]

79 2024 TNPS score, derived from RCIS producer customer responses to "*How likely are you to recommend RCIS to your colleagues or peers?*" [3]

These customer responses help to inform RCIS and enhance the customer experience.

> **"Everyone is easy to work with and work is done quickly ... everyone shows great compassion to us when we are facing tremendous financial losses."**
>
> *RCIS customer response from TNPS survey of policyholders who've had a claim*[3]

LEADING-EDGE TOOLS & RESOURCES

RCIS Online Claims Center. Allows agents to file a notice of loss (NOL), track claims, view adjuster notes and more.

Daily Claim Status Emails. Mobile-friendly emails, provide prior day activity including new notices of loss, changes to NOL or claim status and new claim notes.

Claims Mobile Tool. Helps adjusters document photos and details to support a claim.

Automated Texts. We'll inform customers that we have received their notice of loss, have assigned an adjuster to their claim, and that a claim has been processed and closed. In addition to automated texts, policyholders and adjusters can also text each other using this service.



Professional and Focused Team. Our Claims team is comprised of dedicated and professional local adjusters, knowledgeable about local crops and conditions.

About RCIS

We are one of the nation's leading crop insurance providers with over $2.7 billion in premium in 2024[1]

We offer private and federal crop insurance solutions for about 130+ commodities across all 50 states and insure 135 million

RCIS Claims professionals work in excess of 100,000 claims per year[2]

[1]Statistics from National Crop Insurance Services Industry Release, December 3, 2024 | [2]Source – based on internal RCIS data; claims statistics compiled and reported by RCIS Claims Administration | [3]The Transactional Net Promoter Score (TNPS) is a measure of customer advocacy. TNPS gives a view of the company's performance according to customer perspective. TNPS is based on asking customers "How likely are you to recommend RCIS to a colleague or peer?"using a 0-10 scale. Source: Zurich Customer NPS® 2024. NPS (Net Promoter Score®) measures the willingness of customers to recommend a company's products or services. Net Promoter, NPS and Net Promoter Score are trademarks of Sametrix Systems, Inc., Bain and Company, Inc., and Fred Reichfeld.

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