



Crop Claims Winter Update  
Cole Patrick - Supervisor, Crop Claims

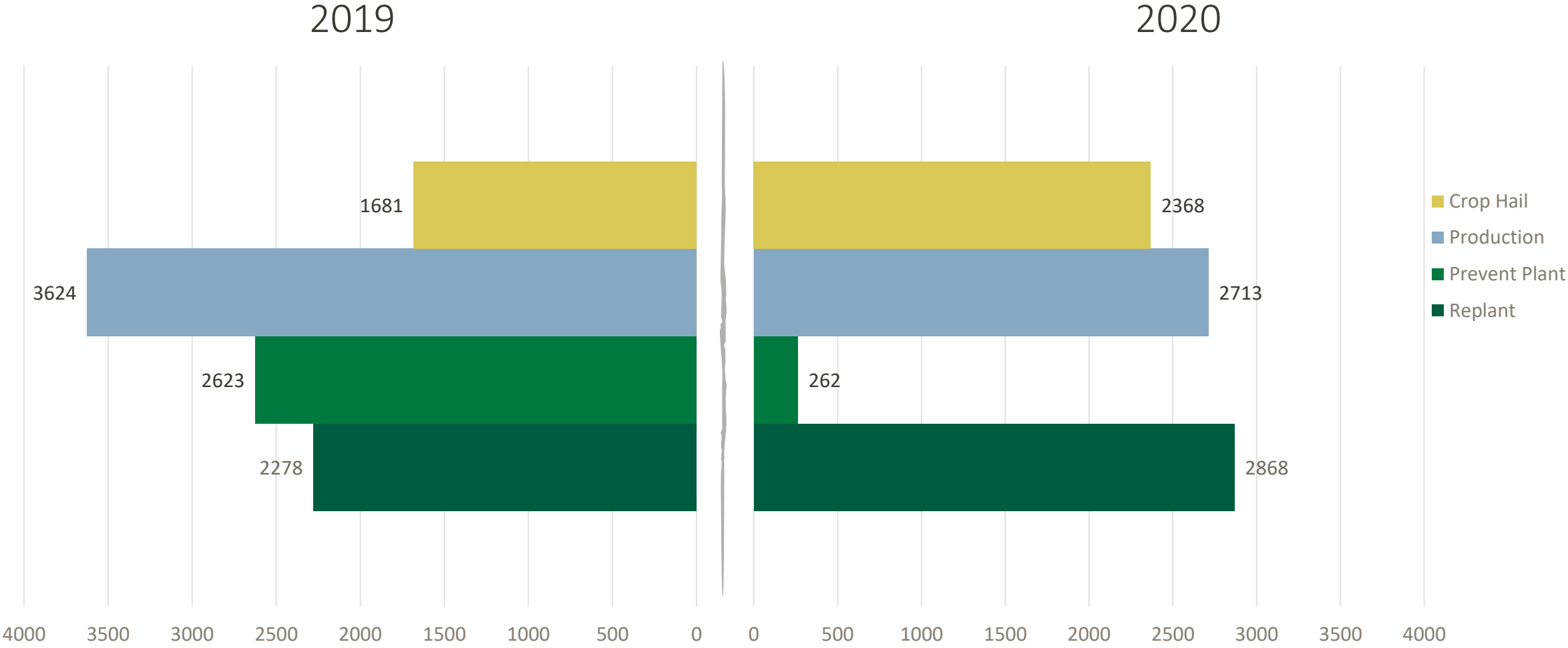
# Agenda

- 2020 Claims Overview
- Drones at COUNTRY
- The COUNTRY Difference

# Claims Overview

2019 vs 2020

# Claims Reported



# Total \$ Paid



# 2020 Customer Satisfactory Survey

	% Satisfied
Ease of reporting my claim	99.8%
Response time from the company after reporting the claim	99.7%
Explanation of what I should expect after reporting claim	99.6%
Amount of help and courtesy I received from the adjuster	99.9%
Speed of which my claim was settled	99.3%
Overall satisfaction with how my claim was handled	99.6%
Fairness of the settlement	99.5%

# Drones at COUNTRY



# Drones at COUNTRY

- 20 Certified Pilots
- Phantom 4 Pro
- Mavic 2 Pro



# Drones at COUNTRY

	2018	2019	2020
Total Flights	496	493	645
Total Acres	44,186	37,773	67,853
Total Hrs	330	122	142
Avg Acres/Hr	134	309	477



# Drones at COUNTRY

Wind  

Chemical 

Water 

Vandalism 

Fire 

Livestock 









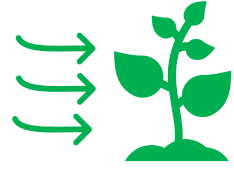




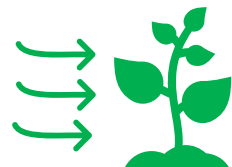




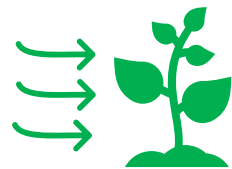
# Wind



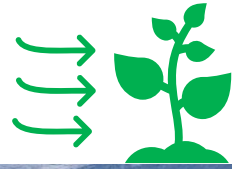
# Wind



# Wind



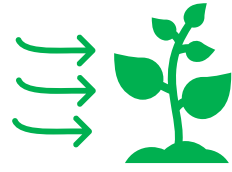
# Wind



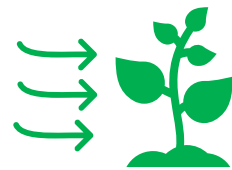
# Wind



# Wind



# Wind / Tornado



# Water



# Water



# Water



# Water



# Water



# Fire



# Fire



# Fire



# Fire



# Chemical



# Chemical



# Chemical



# Chemical



# Chemical



# Chemical



# Vandalism



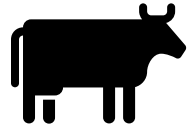
# Vandalism



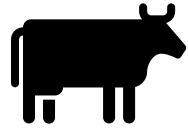
# Vandalism



# Livestock



# Livestock



# Livestock



# The COUNTRY Difference

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## Coverage To Fit Your Needs

- Soil Type Plus
- Added Value Enhancement
  - Replant on acre one
- Stored Grain Coverage



## Direct Communications

- Timely Announcements that can assist in Farm Management decisions
  - RMA announcements
    - Reminders



## Fast, Local Claims Service

- Adjusters in every county
  - Immediate Response
- On Farm Crop Hail payments
  - APH Certifications

# The COUNTRY Difference

- Money-Saving Discounts
  - Early Pay Discount
  - Premium Volume Discount
  - Group Discount
  - Corn Bundle Discount
  - Farm & AgriPlus® Discount

# Our Vision

To Enrich Lives in the Communities We Serve

# Our Mission

Grow our core clients by protecting what they have and providing planning throughout their lives.

