



Crop Claims Winter Update
Cole Patrick - Supervisor, Crop Claims

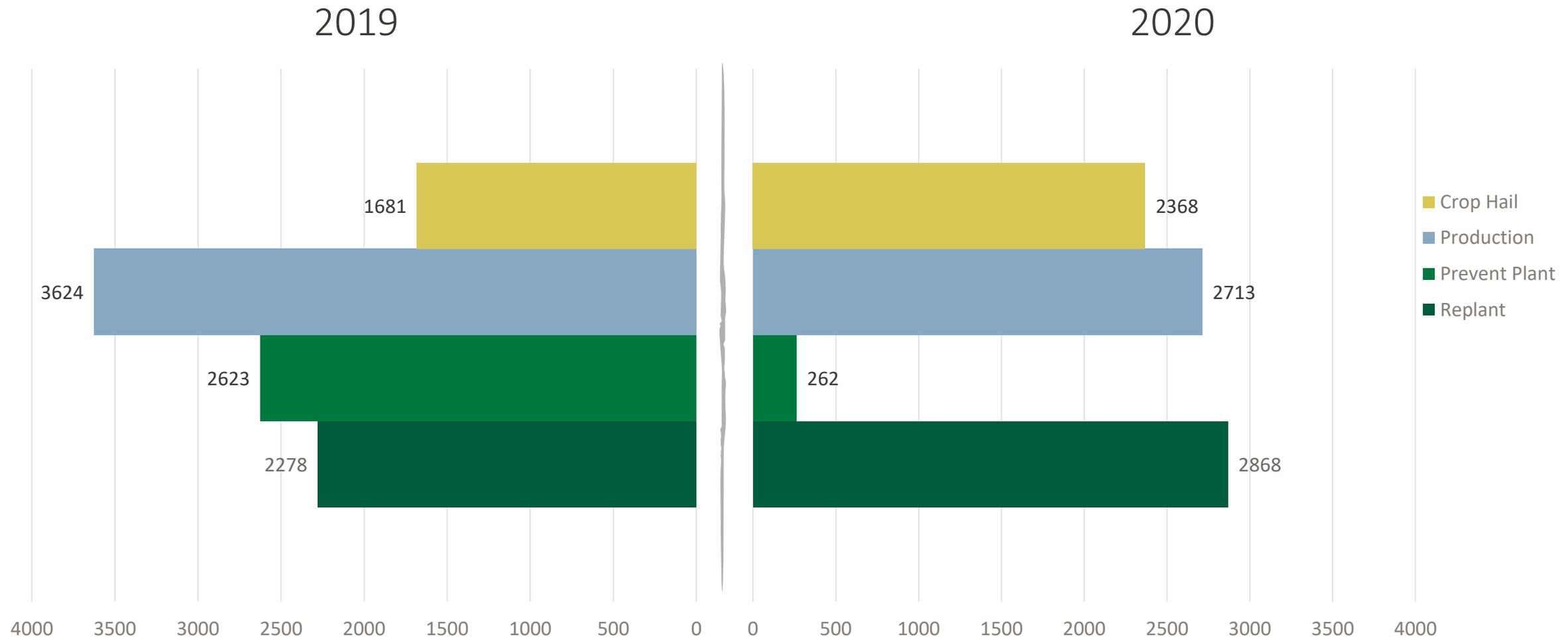
Agenda

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

Claims Overview

2019 vs 2020

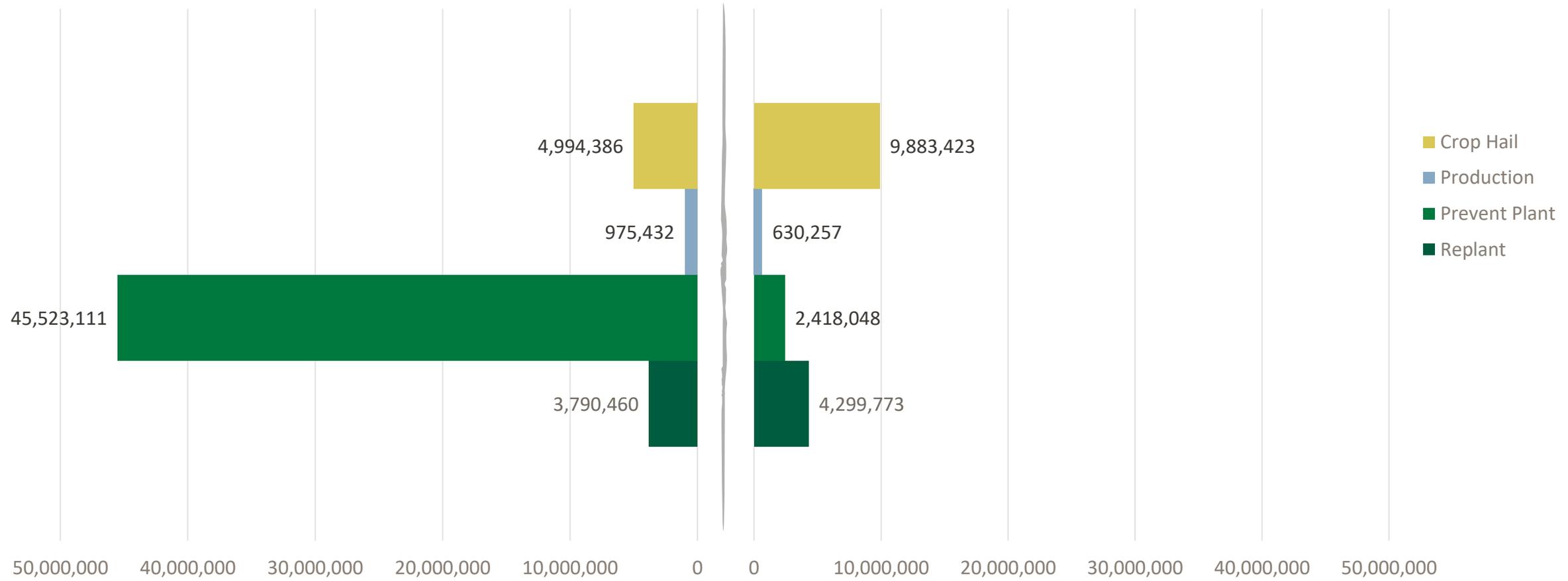
Claims Reported



Total \$ Paid

2019

2020



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 









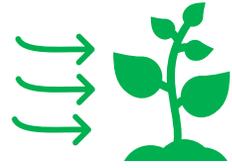








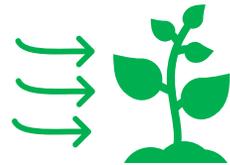
Wind



Wind



Wind



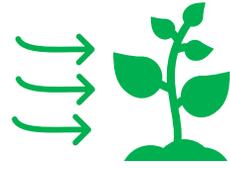
Wind



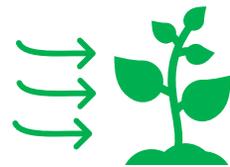
Wind



Wind



Wind / Tornado



Water



Water



Water



Water



Water



Fire



Fire



Fire



Fire



Chemical



Chemical



Chemical



Chemical



Chemical



Chemical



Vandalism



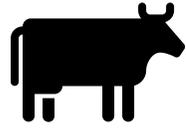
Vandalism



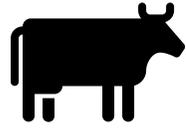
Vandalism



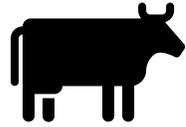
Livestock



Livestock



Livestock



The COUNTRY Difference

The COUNTRY Difference



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.

