

MediaRoom

Farmers Insurance HelpPoint Centers Celebrate 10 Years of Customer Service!

PRNewswire

Congratulations to Farmers HelpPoint on celebrating 10 years of service!

(Logo: <http://www.newscom.com/cgi-bin/prnh/20080605/LATH062>)

When the leaders at Farmers Insurance Group of Companies® in the Home Office at Los Angeles, CA wanted to see if the company could handle customer claims faster, yet in an affordable way, a team was put together in the late 90s to study how to make it happen.

The result: HelpPoint! Or Customer Care Center as it was first called.

Employees at all four HelpPoint locations in Oklahoma City, OK; Olathe, KS; Grand Rapids, MI; and Lake Mary, FL celebrated with a luau themed lunch and other activities on January 15, 2010. The first customer service group of employees was hired in Oklahoma City on January 17, 2000.

"HelpPoint has grown far beyond the original vision and scope", said vice president of HelpPoint Operations Vince Donofrio. "No one could have foreseen just how successful the HelpPoint model would be and how much it would evolve and grow in just 10 short years. It's been an amazing experience!"

HelpPoint has certainly grown since the early days. Now housing more than 2500 employees in over a dozen departments, HelpPoint has shown that its outstanding results are the result of hard work and dedication by its employees in serving Farmers' customers, claimants, agents and the entire Claims organization.

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