

Farmers Insurance Launches All-New Claims Filing Platform to Maximize Ease of Use for Customers Nationwide

WOODLAND HILLS, Calif., April 7, 2016 /PRNewswire/ -- Farmers Insurance®, one of the nation's largest multiline insurer groups, today announced the launch of the company's all-new Enterprise First Notice of Loss (EFNOL) system to provide customers with a single platform to more easily capture new loss information and advance the claims process.

By accessing EFNOL through Farmers.com, Farmers Personal Lines customers can now report a loss and schedule needed services such as rentals, emergency services, and more. When the loss reporting process concludes, the system delivers a summary of key information, including selected repair facilities, the assigned claims representative's contact information, and any scheduled services, to the customer's computer or mobile device.

Customers also can work with their local Farmers Insurance agent to access EFNOL together to report a claim.

"The new platform is a big win for our customers and agents," said Keith Daly, chief claims officer for Farmers Insurance. "EFNOL reinforces our commitment to investing in new technology to enhance our customer experience and makes it much easier for customers to report a claim and have up-to-the-minute insight into the progress of their settlement."

Designed with customer-ease top-of-mind, the EFNOL platform provides a streamlined process for customers who want to keep their agent involved in the claim process or who are looking for a self-service option through Farmers.com. For Farmers agents, the new platform allows them to easily report a loss, secure pertinent loss details, and help set up services for Farmers customers.

About Farmers

"Farmers Insurance®" and "Farmers®" are trade names for a group of affiliated insurers providing insurance for automobiles, homes and small businesses and a wide range of other insurance and financial services and products. Farmers Insurance is proud to serve more than 10 million households with over 19 million individual policies, across all 50 states, through the efforts of more than 48,000 exclusive and independent agents and approximately 21,000 employees. Farmers Insurance Exchange, the largest of the three primary insurance insurers that make up Farmers Insurance, is recognized as one of the largest U.S. companies on the 2015 Fortune 500 list.

For more information about Farmers Insurance, visit Farmers.com, Twitter and Instagram, @WeAreFarmers, or Facebook.com/FarmersInsurance.

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