



CUSTOMER RESPONSE CENTER

State Farm's commitment to meeting the changing needs of our customers and employees began the minute we opened our doors for business in 1922. Our ability to anticipate and embrace change has made us a leader in the insurance industry and will serve us well on our journey to becoming a leader in financial services. Our commitment to the best interests of our associates and customers fosters loyalty and nurtures opportunity.

A great place to work. That place is State Farm®, and the opportunity is yours.

Customer Response Center Representative

A Peek at What Employees or Associates Do

Talk on the phone to customers, agents, and State Farm employees using scripted responses:

- Answer insurance-related questions from callers
- Explain processes for claims and provide emergency assistance
- Take detailed messages for agents/claims personnel
- Provide emergency customer assistance

While on the phone, you will utilize computer technology:

- Use an online job aid
- Use the State Farm intranet to locate information
- Send detailed messages to agents and claims personnel
- File claim reports using a computer

Apply State Farm policies and procedures to unique situations.



Other Things to Know

- Work non-standard shifts, including weekends, holidays, and evenings
- Complete an extensive, paid training program to learn policies and procedures
- Manage a variety of customer service situations
- Receive additional on-the-job coaching and training

Here's What Employees or Associates Say About the Job

“It is an exciting and ever-changing environment where you are always getting trained on how to do things better.”

“Every day at the CRC is fun because it never actually feels like you're coming to work. The people are great and the atmosphere is so inviting.”

“Every customer that you work with is unique and sometimes challenging. You must meet their needs in a way that satisfies both the customer and State Farm policies.”

“We alternate between very busy times and very slow times; the continual change of work levels can be challenging.”

“You feel important when you have been called upon to help out in a crisis situation, such as a hurricane, Sept. 11th, or an earthquake; however, this can be stressful.”

“The CRC is a structured environment, you always know exactly when to be at work, have meetings, and take breaks.”

“I enjoy talking to policyholders from all over the country and assisting them when they need us the most. It makes me feel good knowing that I am able to help them when their agent is unavailable.”



Customer Response Centers

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