

Keep your team informed by sharing this information with everyone in the office



Introducing a new self-service claim tool for customers

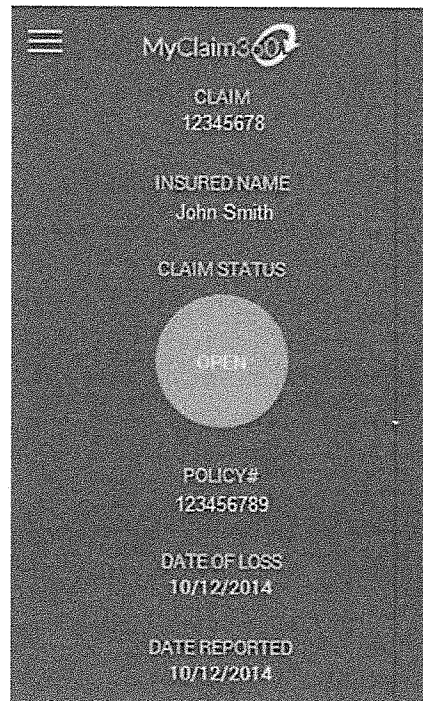
National General has launched our new claim self-service site, *MyClaim360*, where customers can access information about their open claims anytime, anywhere.

Our new tool is an internally developed, mobile-optimized website that allows all loss parties to easily view details about their claim, like their claim number, claim status, adjuster's contact info and recent indemnity payments.

Claimants and insureds will get a text with a link to their personalized website during the initial call to report their claim or during their first conversation with their assigned adjuster.

There's nothing to download and no passwords to enter, customers just click the link and can immediately view their claim info.

The link directs the claimant or insured to a website specific to their claim where they can view payments on their open exposures - including property damage (auto or homeowners), car rentals and medical claims (bodily injury, medical payments or PIP).



This new tool gives loss parties real-time updates about their claim, which saves time by eliminating a phone call to their adjuster or agent. This is another example of National General utilizing cutting-edge technology to provide world-class customer service.

This system is currently only available to claimants and insureds, but we are actively developing a way for agents to access more information about their customers' claims through natgenagency.com. We will promptly notify you once we are preparing to launch this exciting new tool.

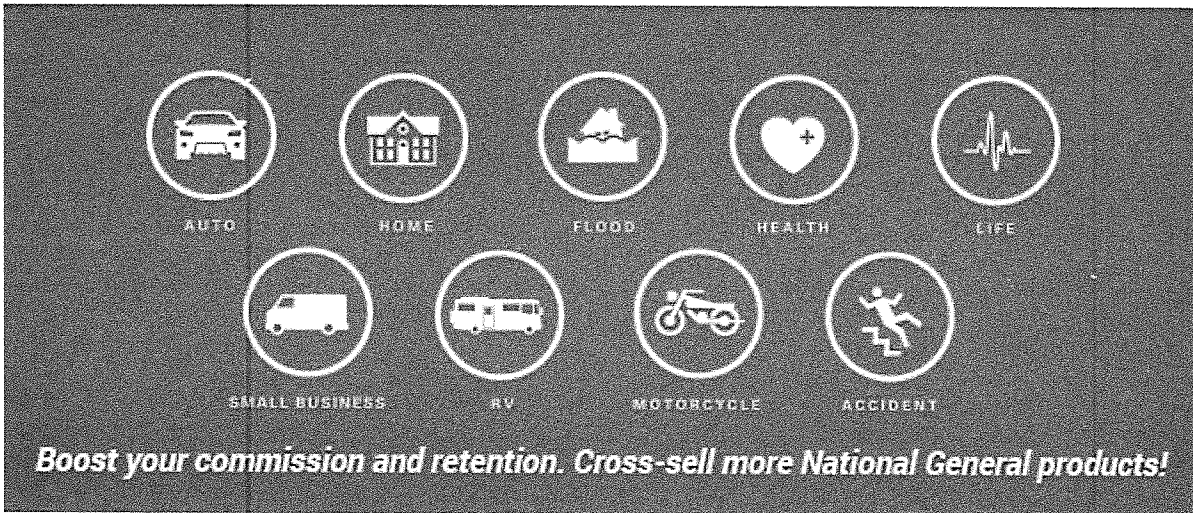
We're committed to helping you retain more business, so write your next policy with National General and you can be confident that we'll help you keep more customers by giving them a positive claim experience.

Contact us for assistance

Customer Service
1-877-468-3466

Claim Service
1-800-468-3466

If you have any questions, please reach out to your territory sales manager



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