

2023 STATE REPORT

COMPANY NAME: Indiana Farm Bureau Insurance

LOGO:



BACKGROUND INFORMATION:

Address: 225 S. East St
Indianapolis, IN 46202
Phone Number: (800) 723-3276
Website: www.infarmbureau.com
Senior Executive: Kevin Murphy, CEO

In Force Policy Count by Line of Business:

Farm / Farm Owners: 42,663
Commercial: 35,706
Homeowner: 167,402
Personal Auto: 489,889

Top 3 Lines of Business by Premium Volume:

Line of Business	Direct Written Premium
Personal Auto	361,512,000
Home	206,387,000
Farm	111,510,000

Agency Force Size (Captive / Independent): 400 Agents / 30 Agency Principals
Number of Offices: 130

TOP PROJECTS/ INITIATIVES (with brief description if needed):

Current Year (2023)

- AIR – Agile, Innovative, Risk-Taking – developing cultural framework to support these characteristics
- Expand Agency Principal program
- Increase online / digital sales
- Streamline agent portal access / Customer Relationship Management (CRM) solution
- Enhance payment processing systems and features

Next Year (2024 – tentative)

- Upgrade telematics program / considering UBI or Pay-per-Mile program
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OPERATIONAL AREAS / STRUCTURE & OWNERSHIP:

Operations / Function	Business Owner / Contact Info or NA	Areas of Responsibility / Description
Example / Sample	First Last Name / first.last@domain.com	Has 4 FTEs focused on helping define the example for others to follow;
Agency Support	NA	
Billing Support	Kim Schneider / Kim.schneider@infb.com	Help field operations with complicated billing solutions
Business Analysts / Product Owners	Philena Mead / philena.mead@infb.com	For P&C systems; Philena coordinates activity of multiple BAs and Product Owners including online / digital
Client Advocacy / Complaints	See Customer Support	
Collections	Kim Schneider	Coordinated 3 rd party collections activities
Contact / Call Center / Customer Support	Debbie England	Non-life call center coordination including customer complaint process
Imaging	Sharaye Guy / Sharaye.guy@infb.com	Supports our ImageRight solution for workflow and document management
IT Support / System Testing / User Acceptance Testing	See BA / Product Owners	
Mailing / Mailroom	Michele Woodrum / michele.woodrum@infb.com	Handles print output and mailing including certified mailing
Payment Processing / Accounts Receivable	Zeryab Alam / Zeryab.alam@infb.com	Handles all inbound premium payments; Coordinates EFT & bank payments
Policy Support / Policy Services / Policy Processing	Leslie Lecklider / Leslie.lecklider@infb.com	Help UW area with policy issuance in personal lines.
Printing	Michele Woodrum / michele.woodrum@infb.com	
Project Management Office (PMO)	NA	With move to Agile Development practices, we no longer have a PMO at Indiana.
Records		
Robotic Process Automation	Ken Emerson / Kenneth.emerson@infb.com	Uses 2 FTE + 1 offshore contractor to develop automated processes to support business operations.
Training	NA	We have various training groups in organization
Underwriting	Brian Richmond / brian.richmond@infb.com	Director, P&C Underwriting
Word Processing / Document Services	Cathy Weber / cathy.weber@infb.com	Handles non-automated policy correspondence and claims correspondence & transcriptions.

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PROCESSING SYSTEMS

<i>Function</i>	Software	Vendor Name (or "in-house")	Lines of Business
<i>Billing System</i>	Exceed	In-house	All P&C
<i>Policy System</i>	Exceed	In-house	Auto / Home
	Point	In-house	Farm / Comm / Umbrella
<i>Claims System</i>	Exceed / Point / CORE	In-house	All P&C
<i>Imaging / Workflow Management</i>	ImageRight		All
<i>Document / Print Processing</i>	SmartCOMM	Smart Communications	All
<i>Content Management</i>	Bridge	In-house	All
<i>Intranet</i>	Sharepoint	Microsoft	All
<i>Payment Processing</i>	Paymentus*	Paymentus	All
<i>E-Sign Processing</i>	E-sign	In-house	
	Adobe Sign	Adobe	
<i>Customer Relationship Management</i>	Dynamics	Microsoft	All
<i>ERP</i>	NA	NA	
<i>Data Warehousing / Reporting</i>	Power BI	Microsoft	All
<i>Robotic / Automated Processing</i>	A360	Automation Anywhere	All
<i>Agent Portal</i>	Dynamics	In-house / Microsoft	All
<i>Other</i>			
<i>Other</i>			

3rd PARTY DATA / SOLUTION PROVIDERS

<i>Function</i>	Provider	Lines of Business
<i>Auto Motor Vehicle Reports</i>	LexisNexis	Auto / Commercial Auto
<i>Auto Symbol / VIN Verification</i>	IHSMarkit	Auto
<i>Claims</i>	LexisNexis	Auto / Home
<i>Data Prefill</i>	LexisNexis	Auto
	Verisk	Commercial Auto / Small Commercial
<i>Lender / Mortgagee Notices</i>	LenderDock	Auto / Home
<i>Coverage Verifier</i>		
<i>Insurance Scores</i>	LexisNexis	Auto / Home / Farm
<i>Payment Processor</i>	Deluxe	
<i>Banking / Lockbox / ACH</i>		
<i>Collections</i>	Goldman, Evans and Trammel Lamont, Hanley & Associates	Personal Lines Commercial Lines
<i>UBI / Telematics</i>	LexisNexis	Personal Auto
<i>Teleconference / Collaboration</i>	Microsoft Teams	
<i>Print / Mail</i>	In-house	All
<i>Roadside Assistance</i>	Agero	Personal Auto
<i>Other</i>		
<i>Other</i>		

PROCESSING EQUIPMENT / HARDWARE

<i>Function</i>	Hardware
<i>Call Center Phone System</i>	Cisco Finesse
<i>Check Processing</i>	OPEX

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<i>Imaging/Scanning</i>	Kodak i4850 Scanner – ImageRight Desktop
<i>Mail Processing</i>	Pitney Bowes
<i>Printer / Color Printer</i>	Canon i300 digital Inkjet, Canon 10000 digital toner printer; Prizma Prepare software and HP Laser jet M806
<i>Other</i>	

SAMPLE