



▶ TAKE OUR 20TH ANNIVERSARY QUIZ..... 2



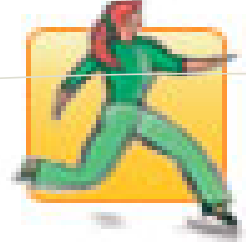
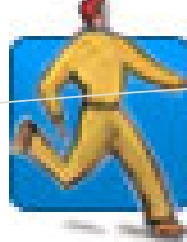
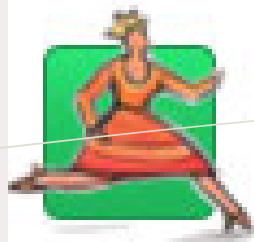
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Our Growing Alliance



How Colors Helps Us Motivate, Inspire, and Engage our Team Members at Alliance Claims Solutions

Discover the Diversity of Your Team!

There are four types of people sitting in the cubicles at Alliance Claims Solutions. They are waiting for the phone to ring, processing an invoice, making an outbound call to survey customers, determine liability or save our partners money. Depending upon their temperament style, we motivate them different ways:

The Blues – 51% of our population
They are sitting in their cubes ready to empathize with the next caller. They are surrounded by pictures of their kids and offer great loyalty to our team. They are motivated by compliments, certainty about the future, opportunities to take responsibility and being trusted to work on special projects.

The Golds – 17% of our population
They love the bottom line, talk sharply and accomplish a lot, especially under urgent situations. We

recognize that this person needs to see the big picture, be challenged and focused to advance toward their goals. We support them by providing real answers and room to make decisions on their own.

The Greens – 9% of our population
They often have piles of organized paper on their desks. They want to be right, so give them the details and keep procedures current. We help this type of agent succeed by providing checklists and the ability to track what is working and what isn't. They are inspired by their ability to influence change with numbers.

The Oranges – 23% of our population
They are singing in their cubicle or talking loudly in the break room, often about their own success. We encourage them to work toward tangible numbers and they often suc-

ceed as a form of competition. They set their own goals but it's important for us to get out our pompoms for them and be sure they hear a thanks. They will show off for us and train new hires well.

If you are interested in understanding your population and would like Real Colors® training for your team, please contact Amy Stevens at 1-800-997-7709 ext. 1104.

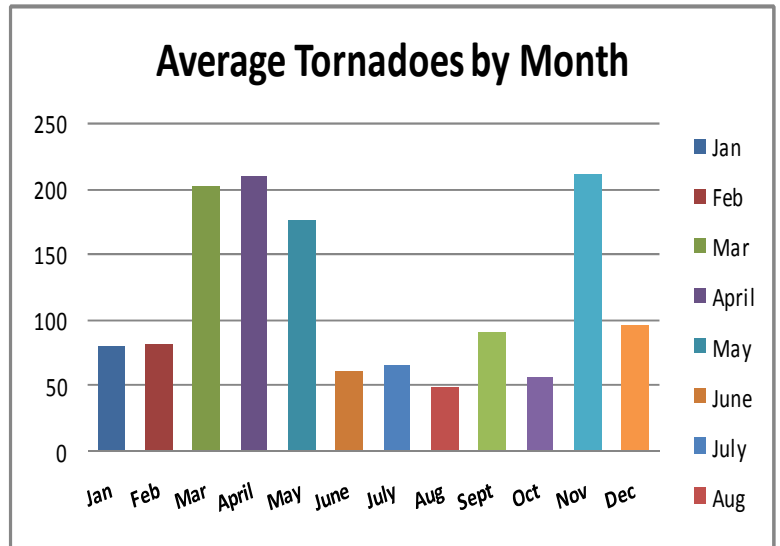


Are You Ready for Tornado Season?

For much of the United States, Spring is tornado season. **April, May, & June** generally see the strongest, and most frequent tornadoes, but in truth - these violent windstorms **can occur any time of the year**. In an average year, more than 1,000 tornadoes are reported in the United States. It is likely that the actual number is considerably higher, as not all tornadoes occur in areas where they can be seen or confirmed. All but a small part of the United States is vulnerable to these storms, but the strongest of these storms generally occur in an area we call **Tornado Alley**, which runs from middle **Texas** north through **Oklahoma, Kansas, Nebraska** and **South Dakota**.

Alliance Claims Solutions prepares for this season every year by staffing extra over the weekends and by having an on-call rotation. At all times, we have four customer service representatives who are

ready to be called in as extra coverage to help when severe weather hits your insureds. Whether it is a tornado, hail, or even wind damage, we will be ready to assist all those who have been affected.



Take Our 20th Anniversary Quiz!

Alliance Claims Solutions is celebrating its 20th anniversary this year, as many of you may already know!

This quarter we are having a trivia contest with questions regarding Alliance and our history throughout the last 20 years.

To participate, go to our website. There will be a link to the 20th Anniversary Trivia Questions. Fill out the form and answer the questions. Winning entries will be put into a drawing for golf accessories and a \$200.00 pga.com gift certificate to be drawn on May 4th!

Take Our 20th Anniversary Quiz

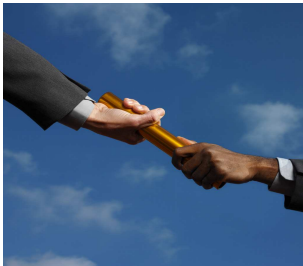
Please visit our Website today to participate!
www.AllianceClaimsSolutions.com



Access Your Reports Online

Another great way for you to gain productivity and save time is via on-line customer reporting. Right now, we have the ability to put your reports out on our website, allowing you the ability to access them at any time you wish, with a login and password assigned to you. Each login/password is customer specific, so you will be able to

see only your reports. If you are interested in hearing more about on-line reporting and would like this set up for you, please contact your National Account Coordinator or Amy Stevens and we will get a login/password assigned to you and show you how to use the system. Many of our customers utilize this opportunity already. Get signed up today!



Founded in 1989, Alliance Claims Solutions (ACS) is a leading provider of 24x7 claim administration services to the property and casualty market and fleet and automotive industries. We provide more than just a service... we provide a solution.

To request more information on how ACS can help with your claims administration
Call: 1-800-997-7709