

# Grocers Insurance Fact Sheet

## THE MOST FOOD INDUSTRY EXPERIENCE

- Grocers Insurance is the only nationwide risk management company with 40 years of uninterrupted dedication to the grocery industry.
- In 2009, Grocers Insurance investigated and resolved over 9,460 general liability food industry claims.
- Grocers Insurance provides safety consulting for more than 1,063 food retailer locations.
- In 2009, Grocers Insurance wrote 3,427 policies for food retailers.

## PRODUCTS AND SERVICES TAILORED FOR FOOD RETAILERS

Grocers Insurance provides many services and benefits not available through generalist carriers. A few examples are:

- Over 30 safety and loss prevention resources tailored specifically for the grocery industry, including employee-training videos.
- Specialized business owner and package coverage.
- Enhanced property endorsements tailored for grocery retailers.
- Assistance with broader grocery issues such as compliance with OSHA and Child Labor Laws.
- Safety tip of the month by e-mail.
- Convenient access to *Grocers Safety Supply Catalog*.

## EXCEPTIONAL SERVICE

- Grocers Insurance satisfaction surveys speak for themselves: In 2009, on a 1-4 scale (4 being excellent), our customers rated us 3.70 for loss control, 3.83 for property claims, and 3.40 for workers compensation claims.

## RESPONSIBLE CLAIMS HANDLING

- The Grocery industry saves an average of 30 percent on workers compensation medical bills each year through the Grocers Insurance bill audit program (actual paid vs. billed).
- Grocers Insurance removes Premises Medical Coverage from policies, discouraging no-fault, often fraudulent claims.
- In 2009 Grocers Insurance closed more than 81 percent of liability claims with zero payment.

## WHY IS THIS DATA IMPORTANT TO YOU?

- More experience translates to better results. Food retailers are assured that the most qualified insurance professionals available are working to protect their life investment.
- Food retailers can be confident that Grocers Insurance is protecting their bottom-line. The average grocer has a 1 to 2 percent profit margin. Each time a grocer (with a 1 percent margin) pays out \$500 in claims deductibles or increased premium, he must sell \$50,000 in groceries to make up the difference. Grocers Insurance claims adjusters understand that every penny counts, and they handle their claims accordingly.

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Rev 4 2010