

Real Protection, Right on Cue.

Life doesn't follow a script. It unfolds in scenes that aren't always planned.

Through it all, FIMC is on set already rolling—ready to step in with real help. FIMC designs and services membership plans that protect the people and things you care about, offering support not just when the unexpected happens—but every day too.



At FIMC, three values direct everything we do:



SIMPLE

Easy access to your benefits, all in one place.



TRANSPARENT

From benefits to claims processing, everything is crystal clear.



TRUSTED

50+ years in business and high member satisfaction speak for themselves.

Here's how our plans benefit members in every scene of their lives.

Scene 1: Easy from day one

Access benefits and help fast: from signup to support, it's all at your fingertips. Engage with us any time through the portal, call center, text chat or mobile app—you decide!



First member touch
IMMEDIATELY UPON ENROLLMENT

FULLY DIGITAL MEMBER EXPERIENCE
30K+ visits to the portal each month

<20 SECOND
inbound call answer time

80% OF CUSTOMERS say the experience a company provides is just as necessary as its products or services.¹



ETA: 12:20 PM



Scene 2: Side of the road, still in control

Your 12-year-old car breaks down. Track your tow in real-time from your phone, file your claim, get money back on your repair and get proof your plan performs—even when your engine doesn't.



Average roadside time of arrival
UNDER AN HOUR

>99% positive roadside experience

NO IN-NETWORK CONSTRAINTS for roadside or auto repair

Cars over 10-years old need a **MAJOR REPAIR EVERY ~18 MONTHS.**²



Scene 3: Filing a claim is quick and easy

Submit your claim before your coffee cools. Leave work knowing you'll be paid back in no time.



112K+ auto claims processed per year

100% OF CLAIMS adjudicated in <15 days

~\$375 average claim payout

22% OF CONSUMERS have avoided filing an insurance claim because the process was too frustrating or complicated.³



Scene 4: Life happens, we're ready

Lost your house key? Not feeling well, but don't have the time or money for a doctor's visit? Your plan kicks in quickly to save you the expense and give you peace of mind.



\$200 SAVINGS on locksmiths

24/7 TELEHEALTH ACCESS no additional cost

24/7 ID THEFT PROTECTION + loss reimbursement

~50% OF AMERICANS lack sufficient savings to cover a \$500 unplanned expense.⁴



Scene 5: Friday family fun

Whether it's movie tickets, bowling and pizza, or a family vacation, we give you discounts that make it happen for less.

MYSAVERS DISCOUNTS 2nd most utilized non-roadside benefit

~\$25 AVERAGE member savings per redemption

EXCLUSIVE DISCOUNTS at the nation's leading hotel and rental car companies

Scene 6: New day, new needs, new coverage

Whether it's marriage, divorce, a big move or protecting yourself from identity theft, FIMC plans evolve to keep pace with real life.



Products built from **MARKET DATA AND MEMBER INSIGHTS**

40+ NEW BENEFITS added in the last 5 years

5 NEW PLANS launched in the last 5 years

Scene 7: That moment you really need (or want) us

One call, one click, one less thing to worry about. Our members are still with us because when it matters most, their benefits show up—just like we always do.

A+ BBB Rating

4+ star rating on Google

100% PARTNER RETENTION due to unmatched benefits and service

End Scene: Real Benefits. Real Value. Real Life.

Life Happens. FIMC is there with plans that protect who and what you care for.

Every frame tells the same story: **benefits that members actually use, support they trust, and savings that make a real impact.**

Interested in learning more?

<https://fimc.com/>

877.343.7521

¹ Salesforce, "What Are Customer Expectations, and How Have They Changed?"
² Greater Alliance, "Purchasing Decisions: Determining Best Used Car Mileage & Age"
³ Business Wire, "1 in 5 Consumers Avoid Filing Claims Due to Frustrating Digital Processes"
⁴ The Ascent, "47% of Americans Can't Handle a \$500 Emergency Without Worry"