

Penn National Insurance and Number Skills®

*In the insurance business accuracy in processing data is essential to success as well as providing policyholders great customer service. Penn National Insurance is securing improved accuracy by training its employees with Vital Learning's **Number Skills**®.*



The Penn National Insurance Background

Penn National Insurance realizes that in its Commercial Lines Processing department people are working with not only automobile VIN numbers, but account, telephone, and street address numbers at the same time. It is monumentally important that all numbers are recorded accurately. With Penn National Insurance's system, data entry people are required to toggle from one screen to another. The ability to accurately remember multiple digit numbers saves time and eliminates mistakes.

Penn National Insurance has nearly 900 employees in five locations. Manager of Employee Development, Lennie Whitcomb, selected Vital Learning's **Number Skills**® program to train Penn National Insurance employees in its Commercial Lines Department. Here they are toggling between screens on their computers to record and transfer data. The unique **Number Skills**® training program teaches participants a system which enables them to transfer data more accurately and quickly. At the same time, these employees are learning a system to retain up to 12 digits at once and then group them in a way that makes numbers easy to remember.

The ability to accurately remember multiple digit numbers saves time and eliminates mistakes. ...team members are now able to process the same data in 40 seconds that used to take one minute to process, prior to the Number Skills® training.



PENN NATIONAL
INSURANCE

The Benefit

Whitcomb says the feedback from team leaders has been most positive – they are seeing significant improvement with team members who are now able to process the same data in 40 seconds that used to take one minute to process, prior to the **Number Skills®** training.

After this success, team leaders have recommended Vital Learning's **Number Skills®** training for use in other departments within the company. Penn National Insurance also plans to run 80 to 100 more people through **Number Skills®** training in the next few months – starting with additional employees in Commercial Lines Processing and also with employees in the Claims Division.

Proven Outcomes

In case after case with insurance companies, banks, and any other business where people spend a great deal of time processing numerical data, **Number Skills®** has demonstrated that you can improve accuracy and speed. Today, we are all held accountable for showing positive outcomes with projects and programs. This is one training program that, because of its pre-test and post-test capability, you can be assured of more accurate data demonstrating the improved performance and justifying the investment in the training.

About Penn National Insurance

Penn National Insurance Company was founded in 1919 in Harrisburg, PA. Originally it was a farmer's association started to provide farm-related workers' compensation insurance to its members, but they rapidly expanded their insurance coverage to a wide range of programs.

Today Penn National Insurance is in nine states selling their broad line of insurance products including business insurance, personal auto and homeowners insurance. Their insurance is sold through 700 independent agents that strive to provide the best insurance protection in their communities.

To discover how Number Skills® from Vital Learning can help your team members accurately identify and transfer numbers, call 800-243-5858 or visit www.vital-learning.com.

