



# STATE FARM® PAYMENT PLAN

An Equal Opportunity Employer



State Farm  
Aurora, Ontario

[statefarm.ca/careers](http://statefarm.ca/careers)  
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**State Farm** takes pride in its ability to care for and protect its customers when the unexpected occurs. It's that same sense of service which helps us create innovations in the benefits we offer – such as the **State Farm Payment Plan (SFPP)**, which provides flexible billing and payment options for our growing number of policyholders.

Being an SFPP Representative means providing knowledgeable support to State Farm agents and policyholders by servicing our billing and payment plans. It's a position which continues to be a valuable asset in improving the customer experience and providing a sales tool that benefits us all.

**A great place to work. That place is State Farm, and the opportunity is yours.**

## State Farm Payment Plan Representative

### A Peek at What Employees Do

Work as a liaison between State Farm agent offices, policyholders, and departments to resolve account issues:

- Determine customer needs
- Explain billing notices, verbally or in writing
- Demonstrate a working knowledge of processes, policy types, standards, and codes as it relates to billing

Set up and manage new and existing accounts:

- Perform routine and complex maintenance of SFPP accounts
- Review and handle insurance policy changes and transfers
- Use judgment, reasoning, and critical thinking to assist customers



### Other Things to Know

- Work with other SFPP offices in an effort to review and improve SFPP policies and procedures
- Understand how provincial and federal laws impact the billing process
- Maintain a positive image of State Farm and SFPP through interaction and relationship-building with our customers
- Complete a training program that rotates between classroom and on-the-job experience to learn policies and procedures in theory and in practice

### Here's What Employees Say About the Job

“This department has shown me that it recognizes and rewards hard work. I also get satisfaction by knowing that every piece of work I do is, in one way or another, helping someone else out.”

“If you enjoy talking on the phone, helping customers, and working in a friendly environment ... then look no further ... SFPP IS YOUR HOME.”

“What I like about working in SFPP is the fact that your job is never boring. Each day brings new experiences and challenges. There is a lot of multitasking and decision-making involved in day-to-day job duties which allows me to be flexible to meet the needs of the customer.”

“It's a fast-paced environment and common sense is a must. Good customer service along with good communication skills will get you far.”

“SFPP is a fast-paced and rewarding job. Once the caller's concerns have been resolved, the reward is the satisfaction of knowing that you created a solid relationship with our agency partners and the customer.”