

# Kevin A. Rigg Joins After, Inc. as Strategic Consultant

**Former Ford Motor Company manager brings vast knowledge of service contract industry including warranty and claim adjudication operations**

NORWALK, Conn., January 22, 2018 — Kevin A. Rigg, former global cost control manager, Extended Service Business at Ford Motor Company, with nearly 40 years' experience with the company, has joined After, Inc. as a strategic consultant.

In his new role, Rigg will be leveraging his operational expertise in claims adjudication, reporting and analytics on behalf of existing company clients as well as supporting new business development efforts.

After, Inc. is a global leader in the warranty management and services industry providing predictive analytics, marketing strategies, reporting and program administration. The company offers a range of individual services and turn-key programs to support specialty warranty products for a wide range of industries from automotive to appliances to electronics.

At the Ford Customer Service Division, Rigg had global claim control responsibility and created a global cost control program strategy and organization that provided substantial annual claim savings – while maintaining high dealership and customer satisfaction.

“Not only does Kevin brings a wealth of relevant experience to After, Inc., he knows our company well since After, Inc. and Ford have been working closely together for more than two years,” said Nathan Baldwin, president and CEO, After, Inc. “Kevin will be a tremendous asset in helping to increase our penetration of the automotive sector as well as with global prospects.”

Rigg will also serve as a key spokesperson for the company at industry conferences and events.

“I have tremendous respect for After, Inc. and its principals with whom I have worked closely in streamlining Ford's Extended Service Business cost control management systems,” said Rigg. “I see myself contributing to After, Inc.'s growth by applying what I have learned in analyzing claims reporting data and analytics and offering suggestions to help its clients control claim costs.”

He received a Bachelor of Science in automotive management from Ferris State University in Big Rapids, Mich.

## **About After, Inc.**

After, Inc. ([www.afterinc](http://www.afterinc)) is a global leader in the warranty management and services industry. Its predictive analytics, marketing strategies, reporting and program administration are second to none. The company offers a range of individual services and turn-key programs to support specialty warranty products for a wide range of industries. After, Inc. partners with some of the world's top brands to help transform their post-sale warranty businesses from obligations to profit centers enhancing their customers' experiences. These include Ford, Electrolux, Seagate, Canon and Yamaha.

Headquartered in Norwalk, Conn. and with offices in New York City, After, Inc. was founded in 2005 as part of Fulcrum Analytics, a data analytics firm. In 2015, After, Inc. became part of EPIC Insurance Group, a unique and innovative retail property and casualty and employee benefits insurance brokerage and consulting firm with 1,300 employees across the U.S.

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