

Join our community of good neighbors.

State Farm Bank® – Customer Service

Our commitment to meeting the changing needs of our customers and employees began the minute we opened our doors for business in 1922. Our ability to anticipate and embrace change has made us a leader in the insurance industry and is serving us well on our journey to becoming a leader in financial services. Our commitment to the best interests of our associates and customers fosters loyalty and nurtures opportunity.

A Peek at What Our Bank Customer Service Employees Do

- Talk on the phone in a “virtual teller” role to customers, agents, and State Farm employees
- Answer account-related questions from customers
- Provide verbal and written communication with customers, agents and employees
- Handle balance and interest rate inquiries, general account services and new account openings
- Provide information on State Farm Bank products
- Utilize computer technology and multiple software systems simultaneously to access online job aids and interact with customers through on-line chat and email

Other Things to Know

- Employees may work non-standard shifts, including weekends, holidays, and evenings, to provide remarkable customer service to our customers and agents
- Complete an extensive, paid training program to learn policies and procedures
- Manage a variety of customer service situations
- Receive additional on-the-job coaching and training
- Bank offers a variety of virtual customer service roles such as loan underwriting, back-office account processing and collections
- Note: Entry into this job family may require passing additional background checks, including a credit check

Bank Customer Service Locations

Bloomington, Illinois • Earth City, Missouri • Phoenix, Arizona

Here’s what our employees are saying:

“It’s a really dynamic environment. It’s a great opportunity to help customers.”

“If you have strong customer service skills, the ability to multi-task, and a desire to learn about the banking industry, then the Bank Response Center is for you.”

To learn more, visit statefarm.com/careers



An Equal Opportunity Employer