

Note 13. Investments Held in Rabbi Trust

The Company's investments held in rabbi trust, classified as trading securities and included in "Other current assets" in the accompanying Consolidated Balance Sheets, at fair value, consisted of the following (in thousands):

	December 31, 2019		December 31, 2018	
	Cost	Fair Value	Cost	Fair Value
Mutual funds	\$ 9,777	\$ 13,927	\$ 8,864	\$ 11,442

The mutual funds held in the rabbi trust were 66% equity-based and 34% debt-based as of December 31, 2019. Net investment income (losses), included in "Other income (expense), net" in the accompanying Consolidated Statements of Operations consisted of the following (in thousands):

	Years Ended December 31,		
	2019	2018	2017
Net realized gains (losses) from sale of trading securities	\$ 143	\$ 10	\$ 195
Dividend and interest income	419	635	422
Net unrealized holding gains (losses)	1,817	(1,512)	1,002
	<u>\$ 2,379</u>	<u>\$ (867)</u>	<u>\$ 1,619</u>

Note 14. Property and Equipment, Net

Property and equipment, net consisted of the following (in thousands):

	December 31,	
	2019	2018
Land	\$ 1,949	\$ 2,185
Buildings and leasehold improvements	138,755	129,582
Equipment, furniture and fixtures	307,559	298,537
Capitalized internally developed software costs	38,466	41,883
Transportation equipment	613	636
Construction in progress	5,037	2,253
	<u>492,379</u>	<u>475,076</u>
Less: Accumulated depreciation	366,389	339,658
	<u>\$ 125,990</u>	<u>\$ 135,418</u>

Capitalized internally developed software, net of depreciation, included in "Property and equipment, net" in the accompanying Consolidated Balance Sheets was as follows (in thousands):

	December 31,	
	2019	2018
Capitalized internally developed software costs, net	<u>\$ 14,353</u>	<u>\$ 18,352</u>

Tornado Damage to Fixed Assets Located in Fort Smith, Arkansas

In May 2019, the building that houses the Company's customer engagement center located in Fort Smith, Arkansas experienced significant damage as a result of a tornado, primarily impacting its leasehold improvements and other fixed assets, and causing an interruption in its business operations. The Company filed an insurance claim with its property insurance company and received proceeds of \$2.9 million. The Company recognized a \$1.1 million gain on settlement of the insurance claim in November 2019, which is included in "General and administrative" costs in the accompanying Consolidated Statement of Operations for the year ended December 31, 2019. This gain was offset by costs recognized in previous quarters not covered by the insurance claim.