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FOR IMMEDIATE RELEASE

Williams Wins Customer Experience Award, Chooses Black Lives Matter as Charity Beneficiary

FOND DU LAC, Wis. (June 29, 2020) — Stephanie Williams recently received the Society Insurance Customer Experience Award in a brief ceremony at Society's corporate headquarters in Fond du Lac. This award is presented quarterly to an employee nominated by his or her colleagues for exceptional efforts in serving Society Insurance policyholders.

In recognition, Society donated $250 to Black Lives Matter in Williams' name.

Williams, a Senior Policy Technical/Process Services Manager with 16 years of company service, has focused on delivering a quality user experience for Society's policyholders and agents since well before the term "customer experience" became popular. A keen interest in the customer's perspective has led Williams to challenge her teams frequently on whether a specific approach was best for the customer.

As the COVID-19 pandemic affected co-workers, family and friends across the country, Williams' deep concern for others kicked into action: She sewed dozens of homemade cloth masks for field employees and essential office staff as they continued performing the work tasks that can't be done from the safety of home.

In her current role, Williams plans for future interactions between Society and its customers that allow for a positive and efficient interaction on both sides. Fortunately for Society's business partners, Williams' empathy extends well beyond her sewing machine.

ABOUT SOCIETY INSURANCE: *Headquartered in Fond du Lac, Wisconsin, Society Insurance has been a leading niche insurance carrier since 1915. Society focuses on the small details that make a big difference to its policyholders while offering top-notch insurance coverage, service and competitive pricing to businesses in Wisconsin, Illinois, Indiana, Iowa, Minnesota and Tennessee.*

Photo caption: Stephanie Williams receives the Customer Experience Award from Rick Parks, Society's president and CEO.