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## FOR IMMEDIATE RELEASE

### Mueller Wins Customer Experience Award, Chooses Humane Society as Charity Beneficiary

**FOND DU LAC, Wis. (August 9, 2019)** — Dixie Mueller was recently awarded 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 of the award, Society donated \$250 to the Fond du Lac Humane Society in Mueller's name.

Mueller serves as a policy services supervisor on the commercial underwriting team. She earned this award by empowering her team to perform increased customer-facing work by supporting continuous improvement projects that increase efficiencies within business processes.

Overseeing a team that works in a fast-paced environment with constant change, Mueller has prepared her staff for what's to come by emphasizing development in skills that involve direct and frequent interaction with Society's customers.

After a recent project led to the automation of letters previously created by hand, Mueller's team utilized the time saved to make courtesy calls to agents regarding an upcoming workflow change. These added touchpoints deliver on Society's goal of providing unmatched service to policyholders.

**ABOUT SOCIETY INSURANCE:** *Headquartered in Fond du Lac, Wis., 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: Dixie Mueller receives the Customer Experience Award from Rick Parks, Society's president and CEO.*

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