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FOR IMMEDIATE RELEASE

Kent Erickson, Bonnie Narance and Steph Schweitzer Win Society Insurance Customer Experience Awards

FOND DU LAC, Wis. (March 11, 2022) — Kent Erickson, Bonnie Narance and Steph Schweitzer are the latest recipients of the Society Insurance Customer Experience Award. This award is presented to employees nominated by their colleagues for exceptional efforts in serving Society Insurance policyholders.

Erickson is a senior commercial underwriter who has built a trusted relationship with Society's largest agency partner. His honest, fair and consistent approach is mutually beneficial for the agency and Society Insurance. The co-worker who nominated Erickson noted that "No other underwriter at Society – nor any other company that I can think of – has developed a relationship as strong." In addition to producing top results for total premium, new premium and underwriting profit, Erickson prioritizes mentoring and developing his fellow underwriters.

In her role as a trainer – support specialist with Society's finance team, Narance delivers a positive experience for customers with billing transactions or questions. Her daily responsibilities include resolving customer billing issues, reviewing invoices, notices and reinstatements, coordinating tasks and serving as a subject-matter expert for best practice guides and complex questions. Narance's cheerful customer-first approach has fostered many enduring relationships with Society's agents.

Schweitzer, a staff underwriting specialist, plays a critical role in designing the customer underwriting experience for businesses in Society's new expansion states while also maintaining the legacy systems utilized by other states. Her work on the straight-through processing functionality in Society's agent portal is a key piece of the company's business transformation. Schweitzer possesses a unique ability to consistently put the customer's concerns first while preserving a balance between internal and external business needs.

In recognition of these Customer Experience Awards, Society has donated \$250 to each winner's charity of choice. Erickson and Narance chose the Fond du Lac Humane Society; Schweitzer chose the Fondy Food Pantry.

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, Tennessee, Colorado, Georgia and Texas.*

Photo caption: Kent Erickson receives the Customer Experience Award from Rick Parks, Society's president & CEO.

Photo caption: Bonnie Narance receives the Customer Experience Award from Rick Parks, Society's president & CEO.

Photo caption: Steph Schweitzer receives the Customer Experience Award from Rick Parks, Society's president & CEO.