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FOR IMMEDIATE RELEASE

Ed Kidd Wins Society Insurance Customer Experience Award

FOND DU LAC, Wis. (November 8, 2023)— Ed Kidd recently received the Society Insurance Customer Experience Award in a brief ceremony. This award is presented to an employee nominated by his or her colleagues for exceptional efforts in serving Society Insurance policyholders.

In recognition, Society donated \$250 to Big Brothers Big Sisters of Washington County in Kidd's name.

As Society's agency services manager, Kidd collaborates with internal and external stakeholders to ensure an outstanding customer experience for the company's independent agents. He solicits regular feedback from agents and conveys their pain points, questions, compliments and concerns to numerous teams at Society, then works with key employees to act on the information.

Effective two-way communication is always important but critical now, as Society is leading agents in its largest states through conversion to a new policy-administration platform. Kidd has taken the lead in conducting focus group conversations with agents and developing training materials to make the transition a positive experience.

Kidd is known throughout Society for his strong commitment to teamwork and leadership of the teams that support everyone – from agents to support staff – at insurance agencies across multiple states. His role as an agent confidant contributes to Society's consistently strong Net Promoter Score ratings, which are at the core of its mission to serve for the benefit of agents and policyholders.

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: Ed Kidd receives the Society Insurance Customer Experience Award from Heather Boyer, Society Insurance president & CEO.