



Claims advocacy partners



Elevating the claims experience. Strengthening your success.

At UFG Insurance, we know how a claim is handled can define the entire customer relationship. Our claims advocacy partner program is designed to deliver clarity, confidence and proactive support when it matters most — helping our agents and policyholders navigate claims with greater ease and better outcomes.

Our dedicated claims advocacy partners: Brann Carson, Jenni Zollman and Joe Sullivan are experienced claims professionals focused on strengthening agency relationships, resolving complex challenges and enhancing the overall claims experience.

BECAUSE AT UFG, WE SEE EVERY CLAIM AS AN OPPORTUNITY TO BUILD TRUST

Your strategic claims ally

Claims advocacy partners serve as your single point of connection to UFG Claims, working across claims professionals, underwriting and risk control to deliver coordinated, person-centered support. They will help you:

- Resolve complex or sensitive claim situations
- Simplify your claim experience through proactive support
- Navigate coverage and process questions with confidence
- Identify opportunities to improve claim outcomes
- Strengthen policyholder satisfaction and retention

OUR GOAL: To make doing business with UFG easier, more transparent and more responsive.

Delivering measurable value

Your claims advocacy partner works alongside you to drive meaningful results by:

- Escalating and coordinating service needs across UFG
- Monitoring service plans and key business objectives
- Aligning internal teams around policyholder expectations
- Serving as a responsive resource for agency and policyholder questions
- Providing education of UFG tools, resources and capabilities

THE IMPACT: A smoother claim experience, stronger relationships and improved retention.



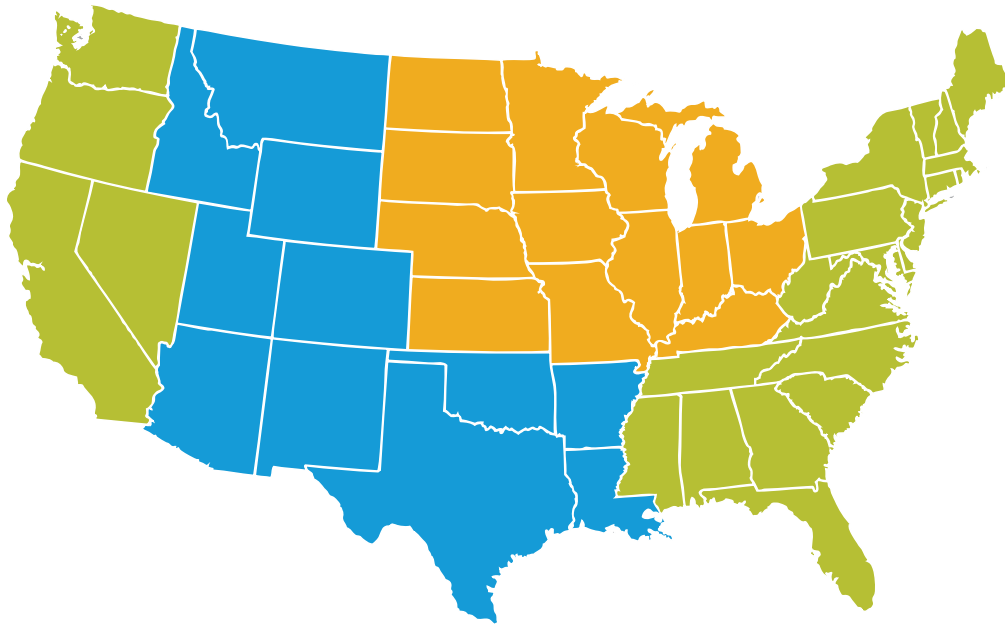
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HERE WHEN IT MATTERS MOST

Your claims advocacy partner is ready to listen, support and advocate. Contact us whenever you need us.

"Your success is our purpose!" — Brann, Jenni and Joe



Scan the code using the camera on your phone to watch a brief video and learn more about this role.



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