

Why Utica National?

Because We're At Our Best When You Need Us Most!

Relationships are at the foundation of our success at the member companies of the Utica National Insurance Group and have been since 1914. That extends to everything we do. We have been committed to working with independent agents for nearly a century to ensure that you – our valued policyholders – are getting guidance and prompt service when you need it most.



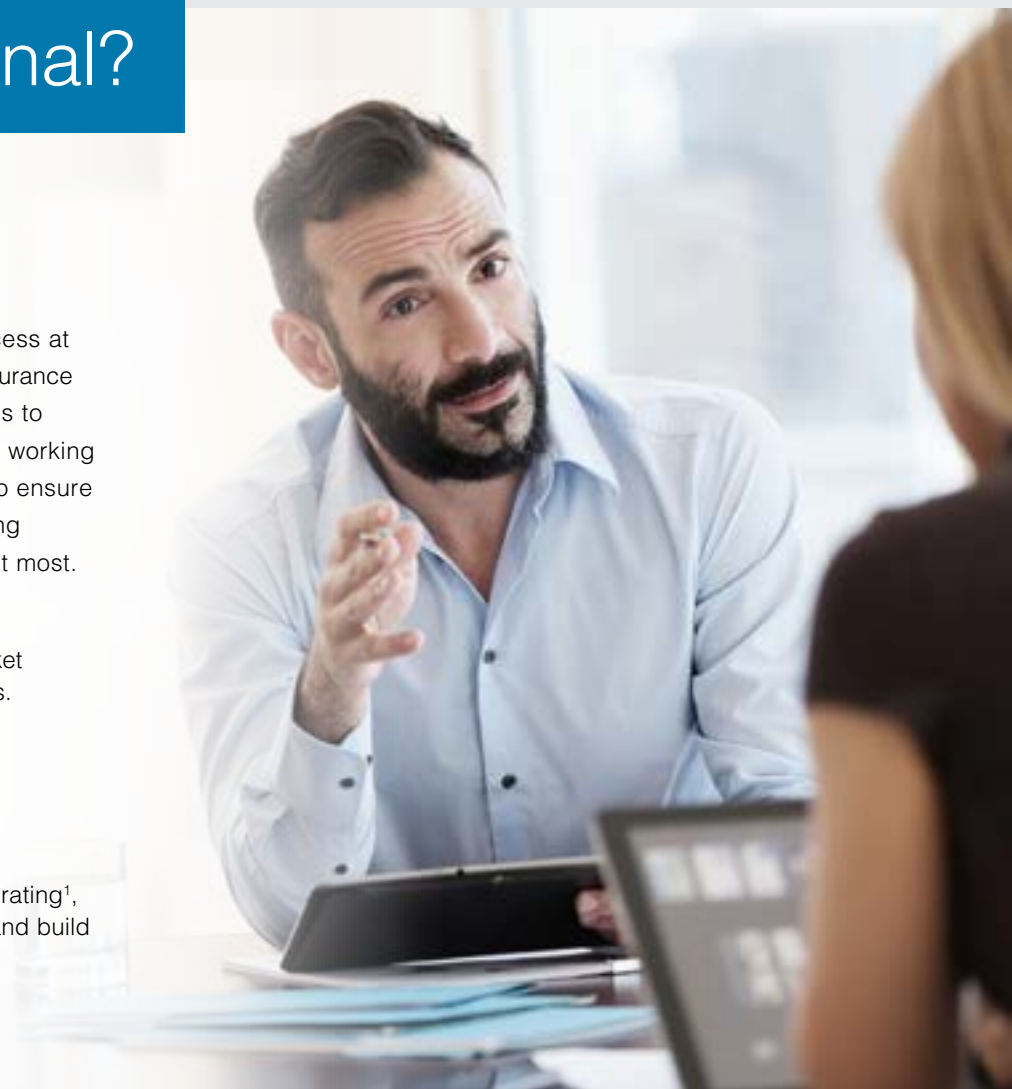
We're proud to be an established market that is rapidly growing across 17 states.



We've reached \$1 billion in sales for four consecutive years.



Along with an AM Best "A" (Excellent) rating¹, we invite you to share in our success and build lifelong relationship with us.



People

- We often hear that it is our people who make the difference every day with both agents and policyholders.
- Our 1,300-plus employees are committed to delivering you exceptional experiences.
- We know your time is precious and that you want to do business when it's convenient for you.



Availability

- Our online Customer Care Center provides service to our policyholders when you want it, 24/7/365. Visit uticanational.com/customer-care.
- It allows you to view policies, access account and billing information, review claims history, print ID cards, and more.
- Speak to a knowledgeable and experienced staff member on the Customer Service Consolidated Hotline at 1-800-598-8422.



Claims

- Our Claims team is here when needed most.
- Uti-CARE, our managed care program, helps control overall costs of Workers' Compensation claims.
- We're proud of our high claims satisfaction rating from our policyholders.
- All potentially fraudulent activity is referred to our dedicated Special Investigations Unit, allowing us to focus on legitimate claims and prosecute fraudulent claims.



Billing

We offer a variety of ways customers can pay:

- Recurring Electronic Funds Transfer (EFT)
- Recurring Debit/Credit Card
- Online payments through our Customer Care Center, Xpress PAY and mobile payments
- Right Pay, our pay-as-you-go billing option for Workers' Compensation, has options for self-reporting or payroll company reporting



Risk Management

Online Resources

Courses and streaming videos are included at no additional cost.

Seminars and Webinars

Our seminars and webinars are led by our team and leading safety professionals.

Discounts

Utica National offers discounts on background checks and safety supplies.

Risk Management Team

Our Risk Management Team's mission is to deliver innovative Risk Management products and services to partner with and support our customers.



Charitable Giving

The Utica National Group Foundation was founded in 1987 and has given millions of dollars to hundreds of agencies and projects. The foundation focuses on healthy development of children and families and requests that address the root cause of social problems. We want to make a positive impact in our communities.



Partnership

It's all these reasons and more that make the Utica National companies your trusted insurance partner.



Top Insurance Workplace

We're proud to be named a Top Insurance Workplace for five consecutive years (2018, 2019, 2020, 2021, and 2022) by *Insurance Business America* magazine.

The materials provided are part of an insurance risk management program. It is provided with the understanding that the member insurance companies of the Utica National Insurance Group are not providing legal advice, or any other professional services or advice. Utica National shall have no liability to any person or entity with respect to any loss or damages alleged to have been caused, directly or indirectly, by the use of this information. You are encouraged to consult an attorney or other professional for advice on these issues.

¹For the latest rating, access www.ambest.com.

 **Utica National Insurance Group**
Insurance that starts with you.®

Utica Mutual Insurance Company and its affiliated companies, New Hartford, NY 13413
www.uticanational.com • 1.800.598.8422