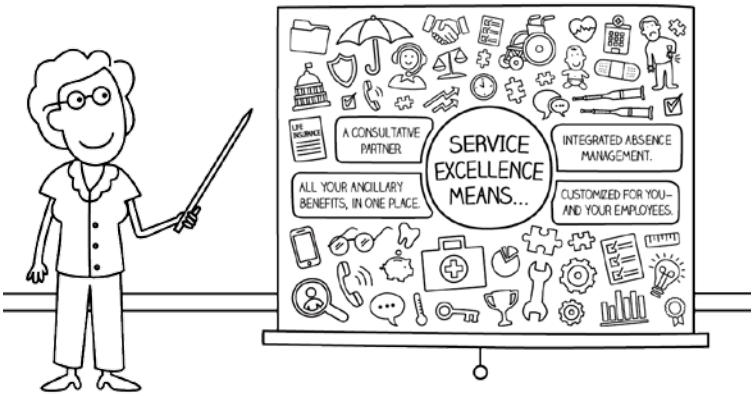
# Draw on Our Guarantee




## Our pledge to UBA & our mutual clients

**If we fail to meet the deadline to provide an initial Bill and Contract to your new clients within:**

**30 days – cases < 500 lives**

**45 days – cases > 500 lives**

**we will pay a financial penalty of 2% of the annualized premium (up to $2,000 per line of coverage).**

**Why?** At Reliance Standard, we adhere to the philosophy of "Good Company," which is comprised of three principles—looking beyond profit, empowering our people and, perhaps most importantly, delivering on commitments.

We pride ourselves on having built Reliance Standard on a foundation of trust and credibility. With strong ethics, enduring standards of community and professional responsibility, and exceptional commitment to service excellence, we aim to achieve only the best results for our customers.

### We are committed to Service Excellence—and our track record proves it!

At Reliance Standard our mission is service excellence. Everything we do is focused on making it easy to do business with us, starting with you, our valued producers. Did you know:

**95%** of respondents rated their overall service experience with RSL as "good to excellent." This represents a 4% increase in overall rating from 2017 results.

**95%** of respondents rated their overall service experience with their Primary Reliance Standard Service Contact as "good to excellent." This represents a 2% increase in overall rating from 2017 results.

**94%** of respondents rated our responsiveness in addressing and/or resolving service issues as "good to excellent."

*More than half of respondents (55%) have been Reliance Standard policyholders for 5+ years.*

RELIANCE STANDARD
A MEMBER OF THE TOKIO MARINE GROUP

**www.reliancestandard.com**

Client satisfaction data 12/31/2018.

UBA