

# Introducing our Refreshed Trusted Choice<sup>®</sup> Pledge of Performance

## Our Pledge of Performance promises that we will:

- Understand your needs as a member of your local community
- Use our broad market access to provide you choices that help result in solutions to address your needs
- Communicate quickly and effectively in a way that works for you, whether it's in-person or electronically
- Provide sound guidance as a knowledgeable professional who is passionate about insurance
- Be there to help you adapt your coverage as your family's and business's needs change
- Be a trusted resource who supports and guides you through the claims process