

You & UA: Perfect Partners in Policyholder Satisfaction

Each week, United American and its Agents receive phone calls, letters and e-mails from policyholders who express their **SATISFACTION** with our mutual service.

These communiques are completely **UNSOLICITED** – in other words, these are just people who were compelled to write because they received protection and service that, for them, was second to none.

Dear United American,

Thank you for being such a good company. Whenever anyone asks, "What insurance do you have?" and I tell them United American, they immediately say, "Well then, everything will be taken care of." And it is. I never have to worry about a thing.

Margaret F.
Policyholder, Colorado

Dear United American,

This not is not solicited. I thought you and your boss ought to be proud that you work for such an excellent company – United American.

I have been with you about eight years and in that time I have never had a problem. As a matter of fact, many times your payment comes before the EOMB from Medicare.

Sincerely yours,
Colburn C.
Policyholder, North Carolina

Dear United American,

Enclosed find a check for my insurance premium for one year. I am very well pleased with the service I have been receiving from you.

Two of my friends took your insurance this summer after I told them about United American.

Thank you very much.

Sincerely,
Ruth B.,
Policyholder, Missouri

PARTNERS AT WORK

Dear United American,

I'm writing to thank you very much for the help you gave me at this time. This is the first time I'd been through a surgery and I'm happy that I could rely on your company.

Beatrice F.
Policyholder, Wisconsin

Dear United American,

With this letter I am sending you my sincere thanks for the way you have handled the account of Betty Jane R., dec.

Betty Jane died on July 11, 1999, as I notified you later that month. At that time you refunded the balance remaining on her supplemental insurance and you have paid several subsequent claims that were unduly late in reaching you after her death.

I am grateful to Betty Jane for having selected your company for her Medicare Supplement and to you for your prompt and honorable handling of claims (I find it of interest that several times in the past years your payments have reached me even before Medicare's Explanation of Benefits!)

Gratefully,
Betty Ann C.
Personal Representative for policyholder,
Indiana

Dear United American,

Thank you for your call and expressed condolences on the death of my husband, Clark, in May.

Clark, as you know, finally succumbed to a debilitating illness which had required regular treatment for about 18 months, plus two four-day periods of hospitalization. Fortunately for us, we had taken out a United American policy with you for excess cost over Medicare which provided an invaluable benefit when it came to our incurring ongoing medical bills, which, being on a fixed income, would ordinarily have put an enormous strain on our finances. United American fulfilled their stated policy to the letter, thus relieving us of the uncertainty and anxiety which so often exacerbates the illness itself.

As a widow, I am continuing my coverage with United American [due] to my entire satisfaction with every aspect of our experience to date and particularly in view of the personal attention you have devoted to our individual situation.

Sincerely,
Robin H.
Policyholder, South Carolina

Dear United American,

I would not be without this insurance. I had colon cancer surgery over seven years ago. I am 92 years old now and doing great.

Thank you,
Edna C.
Policyholder, Missouri