



*f*rom the desk of  
**Gene Grimland**  
*Executive Vice President of Sales*

## United American Is Working For You

**W**hen Medicare was signed into law in 1965, United American became focused on the supplemental arena the new government program created. Our move and commitment to the senior market more than 30 years ago put UA on the map and continues to set us apart from the competition today.

In this business especially, service is everything. It's also one of the reasons UA maintains its distinction as one of the nation's largest writers of individual Medicare Supplements.

As Agents representing UA, you know the value of good service. Satisfied policyholders are more likely to renew their policies and provide great referrals to help your income grow.

Inside this issue of *UA News*, you'll see why United American is one of the top companies in the industry — our Policy Benefits department. Because of this department's superior service efforts, no company is better prepared to handle the high volume of claims our customers generate than UA. Find out how we're serving you, and what our mutual customers are saying about it on pages 6-7.

Working with UA also allows you a wealth of opportunities to increase your sales. Are you taking advantage of all the ways UA can assist you? With our lead support, quality products and service, you can't help but succeed. Refresh your memory by reading page 4 — then read page 9 to find out what rewards success can bring.

And because Y2K is on everyone's mind, you'll find a complete update on United American's progress in warding off the bug on page 8.

At UA, we never stop working for you.

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