

Together T.E.A.M. UA Continues to Build the "Best"



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Hard work is more than mere activity. It is a conscious, daily commitment to vision, to quality, and to the future. It is effort when we are tempted by easy. It is dedication in spite of discouragement. How we work defines us as people just as our names, families, or beliefs might. We see these words a lot:

"commitment," "character," "strength," and "stability." But, do we know these words by experience or by recognition only? Have we internalized them, incorporated them into our daily routine? Have they truly become words we live by? The answer is yes. We all experience setbacks from time to time, but even so we can remain committed to certain ideals. This is the secret of success.

I once heard a story about a man who met a wiseman in the road. He asked the bearded man, "Which way is success?" The wiseman said nothing but pointed to a place off in the distance. The man, thrilled by quick and easy success, rushed off in the indicated direction. Suddenly, there came a loud "SLAP!" The man limped back, tattered and stunned, assuming he misunderstood the message. He repeated his question to the wiseman, who again pointed silently in the same direction. The man obediently walked off once more. This time the SLAP! was deafening, and when the man crawled back he was bloody and irate. "I asked you which way is success," he screamed at the bearded man. "I followed the direction you indicated, and all I got was slapped! No more pointing. Talk!" Only then did the wiseman speak, and what he said was this: "Success is that way. **Just a little after the slap.**"

If the man on the road had *character* and had been *committed* to success, he would have found it. Instead, at the first obstacle the man quit, demonstrating a lack of *strength* and *stability*.

Since 1947, UA has remained committed to our founding principles and thus has achieved many successes over the years. ***In fact, 2001 is the thirtieth consecutive year UA has been rated an A+ Superior company by A.M. Best.*** The rating is a reflection of our commitment as a company to superior service, quality products, and financial stability, which have been the trademarks of United American for over fifty years. In the past half century, UA has consistently been an industry leader, and our ratings have demonstrated that.

United American is truly the "Best," and you are an integral part of this achievement. This rating says, not only is UA an "A+ Superior" company, but also that it is composed of "A+ Superior" people. It has taken the contribution of every Branch Manager, Unit Manager, and Agent to receive this recognition, and the honor is well-deserved. I would like to thank every one of you for your efforts.

Together T.E.A.M. UA will continue to build the "Best" for years to come.

