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FOR IMMEDIATE RELEASE

Starling Wins Customer Experience Award, Chooses Relay for Life as Charity Beneficiary

FOND DU LAC, Wis. (October 22, 2018)— Cheryl Starling was recently awarded the Society Insurance Customer Experience Award in a brief ceremony at Society’s corporate headquarters in Fond du Lac. This award is presented quarterly to an employee nominated by his or her colleagues for exceptional efforts in serving Society Insurance policyholders.

In recognition of the award, Society donated \$250 to Relay for Life in Starling’s name.

Starling, an Information Technology Manager with a focus on project management, ensures the quality of Society’s IT projects by keeping the end customer top of mind and utilizing her advanced skills in organization and planning. Recently, she led a team of co-workers to adopt agile software-development principles, boosting efficiency and framing the customer’s needs as primary project objectives.

In addition, Starling played a major role in identifying and implementing improvements to a core computer system. She led the charge to enhance the service level provided to policyholders and agents by creating sustainable processes and forming small teams to complete the required work quickly and effectively. Along the way, Starling coordinated communication with all project stakeholders to ease concerns and keep the team consistently informed on progress.

ABOUT SOCIETY INSURANCE: *Headquartered in Fond du Lac, Wis., Society Insurance has been a leading niche insurance carrier since 1915. Society focuses on the small details that make a big difference to its policyholders while offering top-notch insurance coverage, service and competitive pricing to businesses in Wisconsin, Illinois, Indiana, Iowa, Minnesota and Tennessee.*

Photo caption: Cheryl Starling receives the Customer Experience Award from Rick Parks, Society’s president and CEO.

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