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## FOR IMMEDIATE RELEASE

### Norton Wins Customer Experience Award, Chooses United Way as Charity Beneficiary

**FOND DU LAC, Wis. (September 30, 2019)** — Frank Norton recently received 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, Society donated \$250 to the Fond du Lac Area United Way in Norton’s name.

Norton serves as a senior risk control representative on the commercial underwriting team, working exclusively with Society’s largest and most complex policyholders to create customized risk control service plans. He evaluates the operations at each business and works closely with company stakeholders to design a plan to reduce risk at every opportunity.

Creating the plan is just the beginning. Control Tech Heating & Air Conditioning of Zionsville, Indiana has worked with Norton for nine years to implement and fine-tune risk control measures at their company. As one Control Tech employee said, “He has been invaluable in making us better.”

Dedicated employees like Frank Norton demonstrate that there is much more to insurance than receiving payment after something bad happens. Ultimately, the best way to provide peace of mind for business owners is to work hard to prevent an accident, a loss or a claim altogether. This is Norton’s daily mission.

**ABOUT SOCIETY INSURANCE:** *Headquartered in Fond du Lac, Wisconsin, 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: Frank Norton receives the Customer Experience Award from Rick Parks, Society’s president and CEO.*