



America's Premier Insurance Administrator

Volume 1 • Issue 1



To Be the Premier Insurance Administrative Service Provider in the United States...

This is our goal and the commitment we make each day to our clients, partners, shareholders and employees. We are dedicated to preserving our core values while being willing to grow and change with the demands of the life insurance industry.

UTG is a solid, secure and growing company providing life insurance and administrative services. The foundation of our business is a commitment to excellence in customer service and ensuring profitability through administrative efficiency.

Our group of companies has a history of acquiring business spanning as far back as the 1920's. Our enthusiastic and energetic staff currently services over 1,200 plans of insurance with more than 3.5 billion dollars of individual insurance in force. Our customer base, consisting of policyholders, fraternal members, securities customers and shareholders numbers nearly 400,000 people and is located in all 50 states. In addition, we provide administrative services for a Fortune 500 Company and the Independent Order of Vikings, an Illinois fraternal organization.

In November, 1998 we became affiliated with First Southern National Bank through the common ownership of Jess Correll (Correll Group) of central Kentucky. Today the Correll Group is the majority stockholder of both UTG and First Southern Bancorp.

First Southern was started with assets of 21 million dollars. As of December 2002, the two companies combined had assets in excess of 900 million dollars. Together we have formed an organization that covers the full range of financial services including banking, life insurance, annuities and asset management.

Our focus for the future includes growing the administrative service portion of our business. Our staff has expertise in the areas of acquisitions, mergers, investments and marketing. They have been involved in more than 15 physical administrative mergers and as many system conversions.

Mission:

The UTG Family is committed to making a positive difference in the lives of those we touch by:

- Believing in ourselves and each other.
- Providing quality, one-on-one customer service and valuing our relationships.
- Ensuring profitability through administrative efficiency.
- Giving of ourselves to the community and sharing the rewards of our endeavors.

UTG

& Affiliated Companies

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Business Process Outsourcing



Business Process Outsourcing (BPO) is increasingly becoming the strategic choice of companies looking to achieve cost reductions while improving their service quality, increasing shareholder value and focusing on their core business capabilities.

Customers today are looking for greater financial control over their insurance programs, hoping to reduce their operating expenses, improve cash flow, and predict costs. In addition to financial control, they want more involvement and flexibility— involvement in claim settlements and setting reserves, and the flexibility to select the best provider for each component of their program.

How has the attitude toward outsourcing changed over the last 10 years?

In the early 1990s the attitude toward outsourcing was, "Our products and IT are too complex, no one else could possibly understand my needs." And, in 1999, the fear of Y2K had everyone holding closely to their chest computer backups and make sure they had paper documentation on everything. By 2001 the idea that you loose control if you outsource was proven to be a great myth. By outsourcing the administrative side of the business, executive teams are freed up to investigate decisions so they could make the right choices for their organization. And, now organizations are beginning to ask the question, "why aren't we outsourcing this function of our organization? Isn't there a company that has proven they are better at this function than us? Let's find them and hire them to do it."

As outsourcing becomes a better choice for organizations, UTG will be on the forefront offering a wide range of services for your organization.

Finding the right fit means selecting a provider that:

- Allows you to maintain control over your business
- Is transparent to your customers
- Adds the most value for long-term success
- Is compatible in strength as well as business culture
- Is cost competitive

Reduce Capital Strain

- Our clients have realized as much as a 33% expense reduction by leveraging our experience in the insurance industry.
- BPO client focuses on revenue - sales and membership.
- UTG historically has had limited success at sales but great experience in administration.
- BPO client increases revenues while decreasing expenses.
- UTG profits from administrative efficiency.

Service TRUST Care Growing

Who is UTG?

UTG specializes in Third Party Administration (TPAs) Insurance Administration and BPOs (Business Processing Outsourcing). At UTG, we have the experience, expertise, technological infrastructure and commitment to manage the back office tasks so your organization can focus on growing the core business that produces income. UTG's role is to qualify customers, ensure that policy premiums are paid, distribute copies of contracts to customers, mail payments, and operate a customer-support call center.

The insurance industry has seen unprecedented growth and acceptance in outsourcing the administrative functions of claims processing. UTG's goal is to be the premier insurance administrative service provider in the United States. UTG has invested heavily in state of the art technology, but when your client calls us with questions, real people answer the telephone. We believe that part of delivering top notch customer service in the insurance industry begins with people who understand the needs of others. UTG's call center staff has a wealth of experience and knowledge of insurance administration and they care for the people who call. Because we specialize in insurance administration we have proven techniques that enable us to expedite claims processing. Our customers have come to realize that outsourcing the administrative tasks of insurance administration to UTG is a powerful tool for improving the service, speed, and quality.

Some of the benefits associated with outsourcing insurance administration to UTG are:

- We answer 95% of all telephone calls within three rings.
- We returns all calls promptly as promised.
- We pay all claims within one day of receipt.
- Expect lower costs and overhead when you utilize UTG. The costs associated with keeping your Information Technology Infrastructure current are skyrocketing. We have made that investment.
- Your staff can be reallocated to the core competencies they do best - generate revenue.
- We provide in-depth reports on your claims business and performance levels.

When you partner with UTG, we bring a team of administrative resources that define good, customer service.