

COUNT ON US AT THE  
TIME OF GREATEST NEED  
**WE'LL BE CLOSE BY.®**



Premier Residential and Commercial Property and Casualty Insurance  
HOMEOWNERS | CONDOMINIUM | RENTERS | DWELLING FIRE | FLOOD | COMMERCIAL RESIDENTIAL

# OUR PROMISE

COUNT ON US AT THE TIME OF GREATEST NEED.

## GET TO KNOW UPC INSURANCE

Founded in Florida in 1999, we have grown to over \$1.2 billion in premium and 600,000 policies spread across 12 states. We are now in our third decade with a strong balance sheet and a long track record of “keeping the promise” to our agents and policyholders.

Numbers only tell part of the UPC story. The real strength of our company is the hundreds of dedicated UPC associates who strive every day to deliver a compelling value proposition to our agency partners and policyholders. This value proposition is based on our five foundations and supported by the six core values we live by at UPC. Our team is building a great company designed to thrive for generations.

In everything we do, we **Keep the Promise®** to the agents and policyholders who count on us at the time of greatest need.



OUR VISION { To be the premier provider of property insurance in catastrophe-exposed areas.

UPC CORE VALUES  
We live by our values in all we do. {

- Teamwork
- Trust
- Accountability
- Integrity
- Bias to Action
- Persistence

Founded in 1999: Headquartered in St. Petersburg, Florida  
Earned Demotech Financial Stability Rating® of A, Exceptional



Expansion into South Carolina

1999

2010

2004 – 2005

Paid over \$500 million in claims on eight separate hurricanes, while maintaining consistent profitability and growing financial strength

2011

Expansion into Massachusetts



## JOURNEY INSURANCE



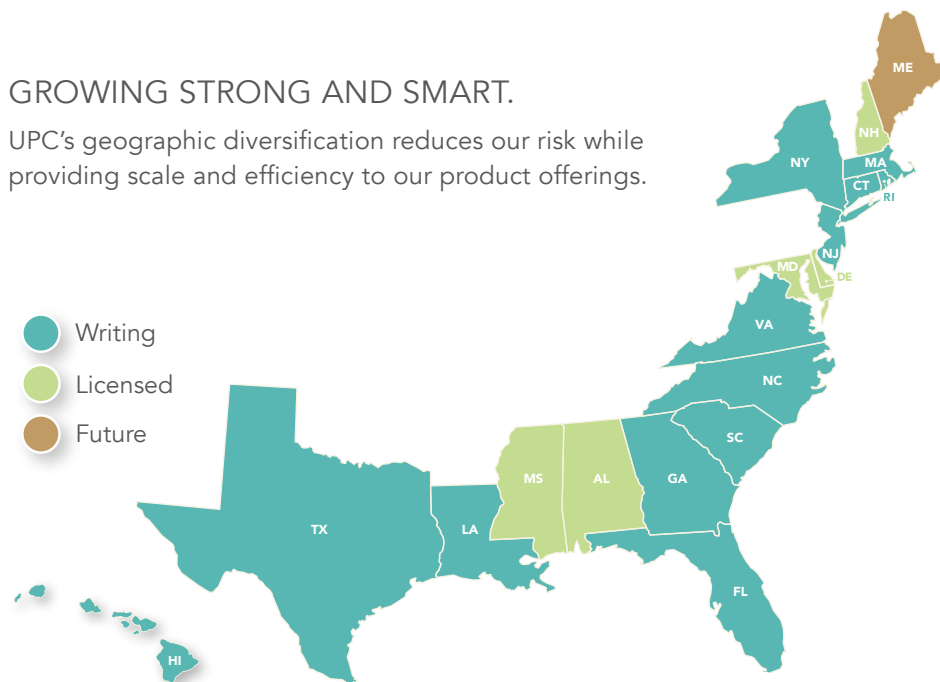
Journey Insurance is the newest member of the UPC family of companies. We formed Journey late in 2018 to diversify our product offerings and give our agency partners and policyholders more choices when they do business with UPC. Fun facts about Journey include:

- Journey Insurance Company was formed in 2018 with an A- Financial Strength Rating from AM Best, making it the first UPC company to be rated by AM Best
- Journey sold its first policy early in 2019 — a commercial residential policy in Florida
- Later in 2019, we plan to launch Journey personal and commercial residential products in Texas and South Carolina
- 2020 and onward will see Journey grow into states throughout our geographic footprint

## GROWING STRONG AND SMART.

UPC's geographic diversification reduces our risk while providing scale and efficiency to our product offerings.

- Writing
- Licensed
- Future



## FINANCIAL STRENGTH AND STABILITY RATINGS

Since 1999, UPC Insurance has sustained a Financial Stability Rating® of A, Exceptional, from Demotech. UPC has also earned an Insurance Financial Strength Rating of A- and an investment grade debt issuer credit rating of BBB- from Kroll Bond Rating Agency.

AM Best has awarded Journey Insurance, a UPC Insurance company, an A- (Excellent) Financial Strength Rating.



## KEEPING THE PROMISE WITH A SUITE OF SMART PRODUCTS.

UPC offers policyholders a variety of flexible products designed to provide affordable options with superior protection.



**Homeowners**



**Condominium Owners**



**Landlord Seasonal**



**Renters (Contents)**



**Commercial Residential**



**Flood Insurance**

- National Flood Insurance Program
- Private Flood Insurance

Products and coverages vary by state.

Listed on NASDAQ: UIHC

Expansion into Rhode Island

2012

Launched Florida Commercial Residential Program

Exceeded \$1 billion in claims paid since inception

Purchased over \$1 billion in reinsurance protection

Expansion into Louisiana

2014

2013

Over 4,000 UPC-appointed agencies

Expansion into North Carolina, New Jersey, and Texas

2015

Expansion into Georgia

Acquisition of Family Security Insurance



# FIVE FOUNDATIONS OF UPC INSURANCE

PUTTING PRINCIPLES INTO PRACTICE.



**Personalized protection meets competitive rates.**

## PRODUCTS THAT WORK

Flexible product options meet unique needs

We offer a selection of customizable products, designed to provide affordable options with superior protection. For both residential and commercial lines, we listen to our agents to understand the needs of policyholders and develop products that meet those needs.

**Serving policyholders at their time of greatest need.**

## SUPERIOR CLAIMS SERVICE

Timely, fair resolution of claims

We process claims using professional in-house UPC associates who share our commitment to excellence.

No matter the situation, we strive to provide all policyholders with a timely response and fair resolution of their claims. The results are prompt restoration or replacement of the property and high customer satisfaction.

**Everyone has choices. UPC is the easy choice.**

## EASE OF DOING BUSINESS

We're easy to work with

We know our agents, policyholders, and partners are busy, so we want their experience of doing business with UPC to be easy and efficient. That means the ability to report claims and access policy information online, and easy access to a UPC representative by phone to answer questions and provide superior support.

**The right price for your most important asset.**

## FAIR PRICING

Our sensible pricing supports everyone's best interests

We pledge always to provide a price that accurately reflects the risk we are assuming in writing a policy. That is fair pricing, and in the long run it works to the benefit of agents and policyholders. We want to be competitive with other carriers, but we won't cut prices to win business if it could jeopardize our financial stability and ability to pay claims in the long term.

**Financial strength really is in the numbers. Here's the proof.**

## FINANCIAL STABILITY

Our financial stability ensures our ability to pay claims

UPC's financial resiliency has been tested by dozens of tropical storms and hurricanes during our 20-year history. We have paid more than \$3.3 billion in claims to our policyholders while continuing to grow our capital base and earn profits. Our unique reinsurance program, strong balance sheet, and proven access to capital markets as a public company mean that we will be here today and here tomorrow to meet all our financial obligations.

Ranked #38 on *Fortune* magazine's global fastest-growing companies list

Expansion into Hawaii, New York, and Connecticut

Acquisition of Interboro Insurance



Over \$3.1 billion in reinsurance protection  
Launched Journey Insurance Company with AM Best Rating of A- (Excellent)

**JOURNEY INSURANCE**  
A UPC Company



2016

2018

2017

2019

Over \$1 billion of in-force premium  
Exceeded \$2.5 billion in claims paid since inception  
Over 8,500 UPC-appointed agencies in 12 states  
American Coastal Insurance Company merger



First Journey policy written  
Expanding into Virginia  
Celebrating 20 years of success

**UPC INSURANCE**  
Keep the Promise®



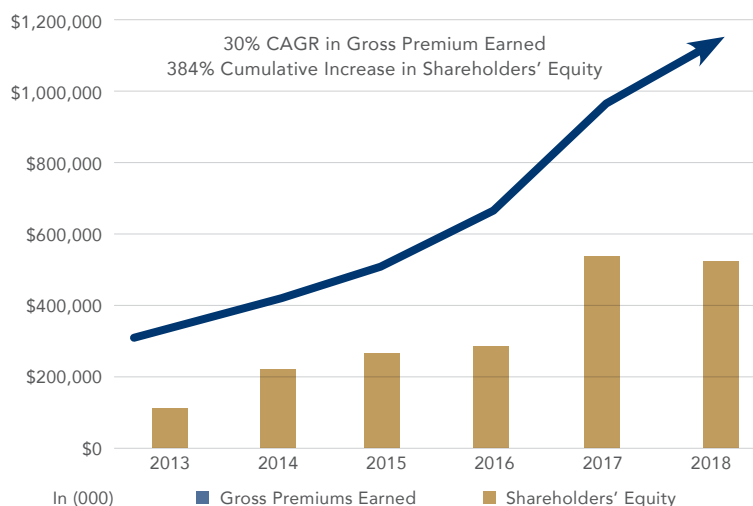
## OUR PATH TO FINANCIAL STRENGTH.



UPC has a successful track record of weathering multiple storms while continuing to grow and prosper.

- Over \$520 million in shareholders' equity (as of December 31, 2018)
- \$1.2 billion of in-force premium (as of December 31, 2018)
- Over \$4 billion in reinsurance protection
- Public company listed on NASDAQ (UIHC)

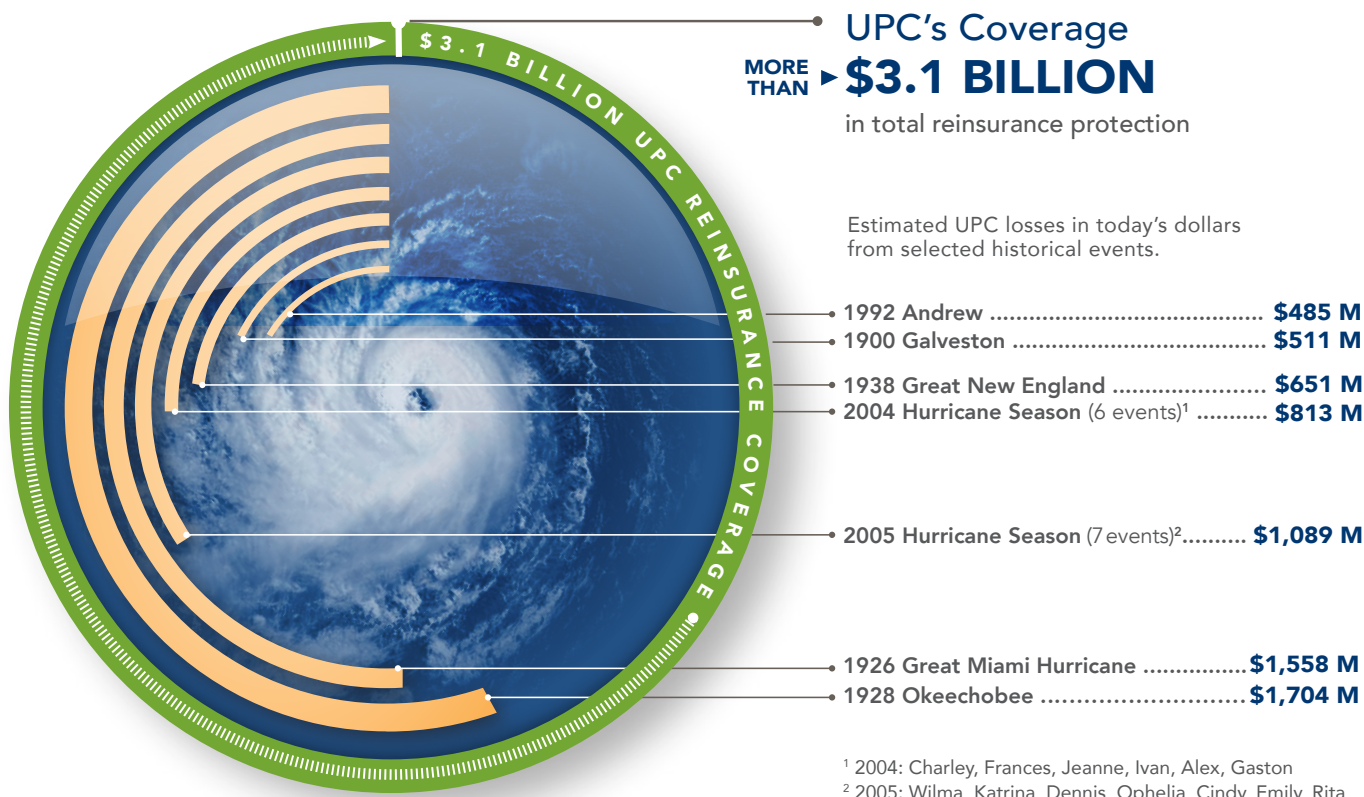
### STRONG FINANCIAL PERFORMANCE AND CONSISTENT GROWTH



## MORE PROTECTION. ROCK-SOLID FINANCIAL STABILITY. GREATER PEACE OF MIND.

### How Our Reinsurance Program Compares to Historical Events

UPC's catastrophe reinsurance program is structured to offer unique protection for both severity and frequency. In other words, it is built to protect against both very large storms and multiple storms in the same year. Since 1900, there has never been a hurricane event or season that would have exhausted more than 55% of our reinsurance coverage in today's dollars.







Explore more: [upcinsurance.com](https://upcinsurance.com)

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