



ASSURANT®

Assurant Responds to Louisiana Flooding

Disaster Response Teams Activated; Assurant Foundation Supports American Red Cross Flood Relief

Helping people protect what matters most is what Assurant does. Showing compassion by giving back to support people is reflected in the company's values and culture.

Devastating floods swept through Louisiana recently, leaving an estimated 60,000 homes in 20 parishes damaged, according to the American Red Cross. The American Red Cross estimates that more than 106,000 people have applied for federal disaster aid. With rescue and recovery efforts underway, our hazard operations teams and employees across Assurant are working around the clock to help those devastated by this historic flooding.

Ryan Lumsden, senior vice president for Assurant Flood Solutions, and Alex Punsalan, vice president, Property and Casualty Claims for Assurant, traveled to Louisiana last week to get a first-hand look at the impact of the devastating floods and assist with customer service efforts. According to Punsalan, "It's the moment of truth - the point in time when our customers are expecting us to be there to help them recover and get back on their feet. This is what we are here to do."

In the aftermath, the American Red Cross has launched a \$30 million disaster relief initiative, the largest since Superstorm Sandy in 2012. To support the Louisiana relief efforts, as well as our customers and employees affected by the devastation, the Assurant Foundation is donating \$50,000 to the American Red Cross as well as implementing a 2-to-1 match of Assurant employee donations, up to an additional \$50,000.

Teamwork in Times of Need

"In times like these, it is truly exceptional to see how people come together with a common purpose," said Maria Marrero, a claims examiner at Assurant Flood Solutions. "We implemented an all-hands-on-deck approach on day one as our claims examiners joined our customer service teams on the front lines, working tirelessly to ensure a rapid response for our customers. We're answering questions, processing claims, providing next steps and accelerating advance payments to help them get back in their homes."

According to Marrero, "It's been both incredibly busy and incredibly rewarding. Everyone has rolled up their sleeves to help - our hazard operations teams, accounting, underwriting and risk management. The positive feedback from the

agents and the customers has been remarkable. We are making a difference - and now more than ever, we can see the impact of the work we do every day.”