JOIN OUR TEAM
Your Promising Future℠ Starts Here

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

We are happy you are considering joining UPC Insurance, a fast-growing organization that is committed to excellence in everything we do.

Our vision is to be the premier provider of property insurance in catastrophe-exposed areas, and we can’t do that without a strong group of talented, motivated, and loyal associates.

Everything at our company starts with our people and our promise to be here for our agents and policyholders in their time of need. We live by our six core values: teamwork, trust, accountability, integrity, bias to action, and persistence. We believe in the power of individual leadership and the value of every associate. Our people are our number one strength. We appreciate the passion, drive, and energy every associate brings to our company every day. UPC associates are not afraid to make a difference.

Regardless of the role you are seeking at our company, you will be an important member of our team. I want you to know that if you join us, you will become a part of the best team in the industry, and we will be committed to your success.

Sincerely,

UPC is a rapidly growing company with many opportunities for growth and development. Every project I have worked on is thought-provoking and challenging. I am able to grow both professionally and individually thanks to the creativity, intelligence, and knowledge of the people at UPC.

Jay-Yun Wang, Manager, Product & Market Analysis

Challenged with work that matters
GET TO KNOW
UPC INSURANCE

Founded in 1999 in vibrant St. Petersburg, Florida, UPC Insurance continues to support independent insurance agents, and provide a financial backstop for policyholders’ most important asset — their residence.

Thanks to our unwavering commitment to Keeping the Promise and serving customers in 12 states, UPC has become the 18th largest writer of homeowners insurance in the nation. UPC is a financially strong, publicly traded company listed on NASDAQ (UIHC).

MEET THE UPC FAMILY OF COMPANIES

I love working at UPC because of the growth opportunities and supportive management. They care about our goals and focus on our strengths to help us grow into a career that we not only excel in, but also enjoy.

Casey Rio, Salesforce Configuration Administrator

In my time with UPC, I have been most impressed by how the executive team has been able to continuously draw incredibly talented people to the company. It makes working at such an entrepreneurial workplace that much more enjoyable!

Antonio (Tony) Gonzáles, Texas State Sales Director
OUR SIX CORE VALUES

TEAMWORK
“A single arrow is easily broken, but not ten together.”
– Japanese proverb
Teammates must trust each other, must be committed to the success of the team, and must be willing to be held accountable. Team first, team last, team only.

TRUST
“If you don’t trust the people, you make them untrustworthy.”
– Lao-Tze
Giving trust allows others to earn it. Trust your teammates. Trust our customers. Trust yourself. Having an attitude of trust frees us from worry and cynicism, and allows us to be the best version of ourselves.

ACCOUNTABILITY
“You never get more from life than who you are.”
– Robin Sharma
Teammates must be accountable to each other, but first that means being accountable to yourself. Accountability means giving your best effort every day, communicating directly and reflecting honestly on our successes and failures. Leaders must own their results.

INTEGRITY
“This above all: to thine own self be true.”
– William Shakespeare
We believe in the power of authenticity. Our diversity can create strength only if we are each true to ourselves and each other. Integrity means we are all bound together by a single thread.

BIAS TO ACTION
“The best time to plant a tree is forty years ago. The second best time is today.”
– Indian proverb
Prepare – but don’t over plan – and then act. Bias to action means we overcome the inertia of the planning process, resist a culture of meetings and paralysis by analysis, and that we move forward today.

PERSISTENCE
“Keep moving forward. Never quit. You’ll be fine.”
– Robert O’Neill
There is no substitute for grit. The determination to succeed, and the resolve to keep going no matter the setbacks or obstacles, is what separates successful teams from losing teams. We either win or we learn. Either way, we keep moving forward.
HOW WE ROLL
LIFE AT UPC

WHY YOU WILL LOVE WORKING HERE

We pride ourselves on fostering a fast-paced and good-natured environment of teamwork and innovation. We give our associates the tools and independence to do work that matters and enriches their professional lives. We offer competitive pay and benefits, and are committed to our associates' personal and professional development, every day.

BENEFITS OF WORKING AT UPC INSURANCE

- We are a rapidly-growing, financially-strong public company with opportunities for advancement.
- Bonus plans are available to everyone and are based on company performance, your individual performance, and your contribution to the UPC culture.
- A 401k plan is offered after one month of employment with a 5% company match and immediate vesting.
- We offer company-subsidized health insurance and fully paid short- and long-term disability. Approximately 50% of dependent coverage is company-paid.
- Free food and events — company-paid Food Truck Wednesdays and catered buffet lunches on Thursdays and Fridays. Picnics, holiday parties, outings to baseball games, and more!
- Generous professional and personal education reimbursement policy.
- Free, fully-managed Identity Theft Restoration Service for all associates and family members.
- Fitness membership reimbursement.
- Company-paid in-house adjuster training through UPC University.
- Company-branded apparel perfect for our casual Fridays and Casual for a Cause Thursdays.

**Bonus Benefit:** Location. Our headquarters in the heart of St. Pete has exquisite amenities, including Keurig® stations with Starbucks® coffee. We are across the street from the Tampa Bay Rays stadium with free game parking for our associates.

UNLEASH YOUR INNER NINJA

Some companies want to hire rock stars. We want ninjas, like our UPC mascot. No, we are not looking for combat skills. UPC Ninjas focus on self-improvement, self-discipline, and calmness, but are ruthless when it comes to tackling their objectives and finding the most effective method to accomplish their goals. Our Ninjas look for innovative solutions to routine problems, practice mindfulness, and are always prepared.

Basically, ninjas playfully embody many of our values. And it's a little-known fact that ninjas founded the very first insurance company (just kidding — but they really are a fun symbol of success).
A PROMISING FUTURESM
WITH UPC UNIVERSITY

Bringing best-in-class service to policyholders starts with a best-in-class company culture. This environment, paired with UPC University, our tailored training program, helps you build your career. Through UPC University, we empower you with the skills and resources to succeed and advance within our company.

UPC University Program Highlights:
• Eight weeks of company-paid on-the-job adjuster training
• Adjuster licensing fees paid by UPC
• Ongoing continuing education (CE) credits to maintain license compliance
• Continuous support from training partners and experts
• UPC University is now expanding beyond claims training to offer specialized training programs across many functional areas.

GENEROUS PAID TIME OFF BENEFITS

UPC associates enjoy 10 paid holidays a year, and are also eligible for paid time off benefits. The number of paid days off per year increases with the length of service, and starts with 16 days for the first two years of employment. Associates who are veterans receive Veterans Day as an additional paid holiday.

MAKING THE MOST OF PARENTAL LEAVE

UPC cares about you and your family. Bringing a new child home is a joyous (and sometimes stressful) occasion. That is why UPC will ease some of the financial burden for our associates while giving you time to bond and recover.

UPC is an industry leader, offering generous maternal and paternal leave benefits. We offer 100% paid maternity leave for 12 weeks to any associate who has been with us for over a year. If you are a new associate with under a year of service, you will be covered at 60% of your salary for 12 weeks. Parental benefits are available to non-birth parents as well. Plus, we offer additional benefits for secondary caregivers.
Situated between the Gulf of Mexico and Tampa Bay lies Florida’s “Sunshine City” — where the sun shines an average of 361 days a year. St. Pete is a remarkably “livable” city with a rich history, amazing waterfront neighborhoods, and a culture like no other.

As the 5th largest city in the 3rd largest state, St. Pete is compatible with a wide range of lifestyles. Amidst its booming economic development, it has maintained a small-town charm and unique feel. A radiant cosmopolitan energy flows throughout its neighborhoods and businesses.

St. Pete is home to world-famous beaches, outstanding museums and independent galleries run by local artists, and a star-studded performing arts community. From high-rises to bungalows, art galleries to eateries, St. Pete truly has it all. Your Promising FutureSM starts here.

At UPC Insurance, our people define who we are and truly make us flourish. We are proud to give them a new place to shine: a new state-of-the-art headquarters with plenty of room to grow.

Our new building breaks ground in 2020 and will be the centerpiece of our UPC Campus in St. Pete.

The culture at UPC Insurance truly makes it a delightful place to work. And the expansion of the company affords many opportunities for growth. I feel blessed and proud to work for such a wonderful company.

Brigette Broxton, Senior Accountant

At UPC, we have so many opportunities to grow, both professionally and personally. I’m surrounded by people who are eager to learn and willing to share their knowledge so we can reach our goals. Working with a great team makes all the difference, and I love the supportive environment we have.

Danielle Guarino, Experience Trainer Team Lead
All photographs of people in this brochure feature UPC associates or their family members.