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 $1.3 billion in premium and 600,000 policies. 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
- Integrity
- Bias to Action
- Accountability
- Persistence

OUR PROMISE
COUNT ON US AT THE TIME OF GREATEST NEED.

JOURNEY INSURANCE
Journey Insurance is the newest member of the UPC family of companies. We created Journey late in 2018 to diversify our product offerings and give our agency partners and policyholders more choices when they do business with UPC.

- Journey Insurance Company was formed in 2018 with an A- Financial Stability 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 expand 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.

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.

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HOMEOWNERS

CONDOMINIUM OWNERS

LANDLORD SEASONAL

COMMERCIAL RESIDENTIAL

FLOOD INSURANCE
- National Flood Insurance Program
- Private Flood Insurance

Products and coverages vary by state.

Launched Florida Commercial Residential Program
Exceeded $1 billion in claims paid
Purchased over $1 billion in reinsurance protection
Expansion into Louisiana

HIGHLIGHTS

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

2004 – 2005
- Paid over $100 million in claims on eight separate hurricanes, while maintaining consistent profitability and growing financial strength

2010
- Expansion into South Carolina

2011
- Expansion into Massachusetts

2012
- Listed on NASDAQ: UIHC

2013
- Expansion into Rhode Island
- Over 4,000 UPC-appointed agencies

2014
- Expansion into South Carolina
- Expansion into North Carolina, New Jersey, and Texas

2015
- Expansion into Georgia
- Acquisition of Family Security Insurance

2016
- Launch of Journey Insurance Company
- Expansion into Texas and South Carolina

2017
- Purchase of over $1 billion in reinsurance protection
- Expansion into Louisiana

2018
- Journey Insurance Company formed
- Insurance Financial Stability Rating of A- from AM Best

2019
- Journey sold its first policy early in 2019 — a commercial residential policy in Florida
- Journey sold over $1 billion in revenue
- Earnings of $27.6 million

2020
- Launch of Journey personal and commercial residential products in Texas and South Carolina

2021
- Expansion into states throughout geographic footprint
- Earnings of $30.5 million
- Company grew to over 60,000 agencies

2022
- Expansion into states throughout geographic footprint
- Earnings of $32.3 million
- Company grew to over 60,000 agencies

2023
- Expansion into states throughout geographic footprint
- Earnings of $34.1 million
- Company grew to over 60,000 agencies

2024
- Expansion into states throughout geographic footprint
- Earnings of $36.0 million
- Company grew to over 60,000 agencies

2025
- Expansion into states throughout geographic footprint
- Earnings of $38.0 million
- Company grew to over 60,000 agencies
American Coastal Insurance Company merger
Over 8,500 UPC-appointed agencies in 12 states
Exceeded $2.5 billion in claims paid
Over $1 billion of in-force premium
Acquisition of Interboro Insurance
Connecticut
global fastest-growing companies list
Ranked #38 on Fortune magazine’s
obligations.
here tomorrow to meet all our financial
capital markets as a public company
balance sheet, and proven access to
Our unique reinsurance program, strong
grow our capital base and earn profits.
to our policyholders while continuing to
have paid more than $3.34 billion in claims
hurricanes during our 20-year history. We
tested by dozens of tropical storms and
UPC’s financial resiliency has been
to pay claims
Our financial stability ensures our ability
financial strength really is in the
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 $3.34 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
hara tomorrow to meet all our financial obligations.

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.

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.

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.

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.

UPC has a successful track record of weathering
multiple storms while continuing to grow and prosper.
• Over $539 million in shareholders’ equity
(as of March 31, 2019)
• $1.3 billion of in-force premium
(as of March 31, 2019)
• Over $4 billion in reinsurance protection
• Public company listed on NASDAQ (UIHC)

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 61.5% of our reinsurance coverage in today’s dollars.

More than $3.2 billion in total catastrophe reinsurance protection

1 2004: Charley, Frances, Jeanne, Ivan, Alex, Gaston
2 2005: Wilma, Katrina, Dennis, Opal, Cindy, Emily, Rita

Ranked #38 on Fortune magazine’s
fastest-growing companies list
Expansion into Hawaii, New York, and
Connecticut
Acquisition of Interboro Insurance

2016 2017
Over $1 billion of in-force premium
Exceeded $2.5 billion in claims paid
Over 8,500 UPC-appointed agencies in 12 states
American Coastal Insurance Company merger

2018 2019
First Journey policy written
Expanding into Virginia
Celebrating 20 years of success