



## Assurant Employee Benefits Names Tillman as Senior Vice President of Customer Advocacy

**Kansas City, Mo.,** Aug. 4, 2011 — Assurant Employee Benefits, a leading national provider of disability, life and dental coverages headquartered in Kansas City, Mo., announces the promotion of Joi Tillman to senior vice president of customer advocacy, effective immediately.

"Our customers always have been the heart of our business and, thanks in large measure to the enthusiastic leadership of Joi Tillman and the commitment of our Customer Advocacy team, we strive to consistently exceed service expectations by making continuous improvements," said John Roberts, president and chief executive officer of Assurant Employee Benefits.

Tillman joined the senior management team in 2008 and was simultaneously named head of the Customer Advocacy division. Under her leadership, the division of 330 non-claims service employees successfully streamlined processes and improved the delivery of exceptional service to Assurant Employee Benefits' customers.

"Joi is a strategic advisor and key participant in many critical initiatives as she shares her customer knowledge and operational expertise to help us achieve our long-term goals," Roberts said. "The Customer Advocacy division's work to improve every aspect of the customer experience is reinforced by recent GenRe and LIMRA survey results as Assurant Employee Benefits ranked first or second with both brokers and customers."

Tillman began her career with Assurant Employee Benefits in the Premium Collections department in 1989. Soon after, she moved to the Human Resources and Development division. In 1998, Tillman moved to the Risk division and held various positions. In 2007, she became co-leader of the Easy to Do Business With team, then co-leader of the Voluntary Growth Initiative in 2008. Tillman became an officer in 2003, second vice president in 2007 and vice president in 2008 before joining the senior management team. She attended the University of Missouri-Kansas City.

## **About Assurant Employee Benefits**

*Assurant Employee Benefits specializes in quality employee benefits and services, including long-term and short-term disability, life and accidental death and dismemberment insurance, dental coverage, and disability reinsurance management services. Assurant Employee Benefits is the brand name for insurance products underwritten by Union Security Insurance Company and for prepaid dental products provided by an affiliated prepaid dental company. In New York, insurance products are underwritten and prepaid products are provided by Union Security Life Insurance Company of New York, which is licensed in New York and has its principal place of business in Syracuse, New York. Plans contain limitations, exclusions and restrictions.*

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