

Subject: **A letter from the President – Gene Simpson**  
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# A letter from the President

**Republic Indemnity®**

**April 2024**

Hello valued colleagues and friends,

Since joining Republic Indemnity in January, the first three months have been fast and furious with a ton of travel, but it's been great, and I'm excited each day to be a part of this incredible organization.

Going forward, you can expect to see quarterly updates on the latest and greatest here at Republic. In my first edition, I want to share a few things I've learned and some insight into what lies ahead:



**Republic provides outstanding service.** That's no epiphany for those of you who have business with us, and while that was the reputation I'd heard about before joining, it's been validated with each conversation and interaction with staff, agents and policyholders.



**Our depth of expertise is second to none.** With an average employee tenure of 17 years, the knowledge of the California workers' comp marketplace is unparalleled. You and your clients can rest assured that you are in great hands at every turn.



**We have great technology.** Whether you're submitting business via our small business portal, submitting applications via email, or utilizing our FNOL portal [on our website](#), we've made it easy to help you do what you need to do.

You likely noticed our new tagline, "***get a clear way forward.***" and after learning about all of the above, it's become crystal clear what that means and how this team brings it to life every day...for you, your policyholders and their injured employees. Everything we've done and continue to do is about making each interaction clear and easy, recognizing that helps you get more done, and helps you look good to the policyholders you place in our care.

While there are so many great things going on here, there's always opportunity to improve, and here's some insight into what our current focus is:

**1**

Increase our visibility and engagement with you and your teams. You have a lot coming at you every day, and we know we need to proactively communicate and connect with you to stay on your radar and strengthen our relationships.

**2**

Clarify where we're having success to ensure you're thinking of Republic for that business. The simple truth is our appetite is very broad and there's little we don't write. However, the center of our bullseye is what you want to know, and we'll be providing that information shortly to help us be successful together.

**3**

Hear from you. I believe strongly in feedback to inform us on what we're doing well, and more importantly, what we can do better. As a first step, we will be sending you a survey soon to get your thoughts on where we stand. Policyholder and injured worker surveys are next in queue.

For those who have had a long and deep relationship with Republic, thank you for your collaboration and trust. For those who are actively engaging with us in an effort to learn more and get the wheels in motion, thank you for your interest, and know you won't be disappointed by trusting and supporting us. For those who haven't thought about us in a while, give us a call so we can talk about how we can help each other.

With baseball season upon us, I'll simply say this...we can't hit a pitch we're not thrown, so send us your business! Thank you and I hope to see you soon.

Gene Simpson  
President

**Republic Indemnity®**

get a *clear way* forward<sup>SM</sup>

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