

Meet the People Behind Your Policy

At MEM, we connect policyholders with a wide range of people, programs, and resources, all focused on safety and services.



SALES

- More than 1,200 touchpoints between Sales Executives and agencies this year.
- Sales Executives work with more than 700 agencies across our region.

UNDERWRITING

- 20 average years of experience as an underwriter at MEM.
- Underwriting offers more than 12,000 new business quotes each year.

CLAIMS

- 92% of claims incurred were closed within two years.
- \$3.9 million in subrogation recoveries in 2023.
- 21.6 average years of claims staff experience.

PREMIUM CONSULTATION

- Expertise and knowledge of 600+ class codes.
- On average, Premium Consultants complete more than 9,000 audits to ensure actual premium reflects exposure.

CUSTOMER CARE

- Each year Customer Care fields more than 100,000 calls, emails and chats.
- 21 Customer Care staff ready to serve you.

SAFETY & RISK SERVICES

- 86% of policyholders were injury-free.
- Since 2016, MEM has awarded \$3 million in safety grants impacting more than 12,500 employees.