

Midwest Family Mutual Chooses HSG to Manage Auto Glass Insurance Claims

Effective July 13th, All Vendor Invoices Should be Invoiced and Sent to HSG

EAU CLAIRE, WISCONSIN, July 15, 2009 – Midwest Family Mutual Insurance Company, a multiple line property/casualty insurer, announced today that they have chosen HSG, the leading Property & Casualty insurance claims management company, based in Eau Claire, Wisconsin, as the sole provider to process all of their auto glass claim invoicing. HSG is one of the largest and most dynamic Third Party Administrators (TPAs) in the insurance industry - providing auto glass claim management solutions for insurance and fleet customers.

“We’re very excited about the partnership we’ve forged with HSG,” said Rita Stott, VP Claims. “The level of competition that HSG brings to the marketplace through its open network of auto glass vendors, competing for claim assignments based on service and value performance, is good for us, good for our industry, and good for our policyholders.”

HSG is the only company in the auto glass industry to offer a truly open, free-market business model. Auto glass shops are able to compete for non-preference claims based on their service and value, without conflict or bias since HSG does not manufacture, sell or provide labor for auto glass. HSG then manages the claim, and the performance of the shops according to industry standards. A shop report card is produced that helps providers understand how to improve in order to earn more claim assignments.

“I am very proud to be offered the opportunity to partner with Midwest Family Mutual Insurance Company to address their auto glass needs,” said David Stagner, executive vice president for HSG. “They are an award winning company that shares our Midwestern commitment to policyholders, agents and employees. They also share a passion for innovation and technology that enhances the ‘human experience,’ rather than replaces it. We look forward to maintaining the high level of customer satisfaction Midwest Family Mutual is known for.”

In that Midwest Family Mutual Insurance Company has chosen HSG as the sole provider to process all of their auto glass claim invoicing, any work performed on or after July 12th should be invoiced and sent to HSG at the addresses listed below for processing. Any invoices sent to other providers for work completed after July 13th could incur a delay in payment.

In addition, any vendor who is not yet a part of the HSG network can join free of charge to ensure they receive Midwest Family Mutual Insurance Company referrals.

To join the HSG network, vendors should contact Tony Douglas at 715-830-6148 or tony.douglas@hsgcodeblue.com. Tony can quickly set you up on the network and establish an EFT payment process to ensure you are paid as quickly as possible for work completed.

If you are already a network member and would like to submit a Midwest Family Mutual Insurance Company invoice for payment, you should send it to: HSG, PO Box 1550, Eau Claire, WI 54702.

About Midwest Family Mutual Insurance Company

Midwest Family was organized in 1891 as Minnesota Farmers Mutual Insurance for the purpose of writing crop and hail insurance for Minnesota farmers. To more accurately reflect the company's broadened product lines and its lesser focus on the farm market, in 1983, the board of directors changed the name of the company to Midwest Family Mutual Insurance Company.

In 1991, the company introduced its first commercial lines insurance products allowing the company to further broaden the products available to its independent agent sales force.

Midwest Family is currently a multiple line property/casualty insurer actively writing Personal and Commercial Lines in seven Midwestern States: Minnesota, Wisconsin, Illinois, Iowa, Nebraska, South Dakota and North Dakota.

About HSG

HSG is an independent Third Party Administrator (TPA) providing auto and property claim administration services for insurance and fleet customers. Our independent operating structure allows us to provide a neutral operating platform which ensures our customers are provided the ultimate product and service offering without bias or corporate self-interest. HSG offers reductions in overall severity and administrative costs by providing competitive pricing and delivering superior value and excellent service to policyholders and drivers. To learn more, please visit www.hsgcodeblue.com or call 877-456-9998.