



## We Live Our Core Values by Being ...



### Ethical

We will:

- Be honest and maintain the highest ethical standards.
- Make only agreements we are willing, able and intend to keep.
- Communicate any potential broken agreement at the first appropriate opportunity to all parties concerned.
- Ask clarifying questions if we disagree or do not understand.
- Never say anything about anyone that you would not say directly to him or her.
- Do the right thing.

### Team Oriented

We are respectful and interact professionally with co-workers, customers, and business partners.

This means:

- Treating others as we would like to be treated.
- Listening with the intent to understand what is being said and acknowledging that what is said is important to the speaker.

### Customer Focused

We will maintain an almost fanatical approach to customer service. When making any decision, we will ask ourselves, "Is this the right thing for the customer?"

### Caring

We will strive to provide a work environment that is rewarding to all and allows the flexibility needed for everyone to have balance between their personal and professional lives.

### Hard Working

We are passionate about our work so our internal and external customers are served well.

### NIS Corporate Commitment to Charity

NIS will strive to support our community through its actions, talents, and resources with a focus on providing opportunity for our employees to participate.



**NIS**  
National Insurance Services