



Facts

Company Overview

Embrace Pet Insurance is a consistently top-rated pet health insurance provider for dogs and cats in the United States. Embrace is a reliable partner for pet health, offering one simple and comprehensive accident and illness insurance plan that is underwritten by American Modern Insurance Group, Inc.

As pet parents themselves, Embrace team members understand first-hand the love owners feel for their furry family members. They are committed to creating plans and policies that ensure beloved dogs and cats can receive what they need to be happy and well cared for. The company strives to offer peace of mind to pet parents when the inevitable, but unexpected, accident or illness happens and help relieve the financial burden that veterinary care can require.

With Embrace, pet parents can move forward with their vet's recommended treatment plan to provide their pet with the very best care without worrying if they can afford it. More than just an insurance provider, Embrace is a community, and when pet parents sign up for a policy, they become part of that community, too.

In addition to insurance, Embrace offers Wellness Rewards[®], an optional preventative care product that is unique to the industry. Wellness Rewards reimburses for routine veterinary visits, grooming, vaccinations, training, and much more with no itemized limitations.

History of Embrace

July 2003 – Laura Bennett and Alex Krooglik win the Wharton Business Plan Competition with a pet insurance concept later named Embrace Pet Insurance.

September 2004 – Jumpstart, a non-profit venture development fund based in Cleveland, Ohio, selects Embrace as one of three companies for an inaugural round of funding.

September 2006 – Embrace sells its first policy.

August 2012 – Embrace partners with American Modern Insurance Group[®], an AM Best A+ Superior-rated insurance carrier, as its underwriter.

September 2012 – Embrace introduces the pet insurance industry's first diminishing deductible, the HealthyPet Deductible[®].

June 2015 – Further enhancing the customer experience, Embrace launches MyEmbrace[®], its online customer portal.

April 2019 – Embrace policyholders can now manage their policies anytime, anywhere, with the Embrace Pet Insurance mobile app for iOS and Android devices.

(800) 511-9172

4530 Richmond Rd. Cleveland, OH 44128



Facts Continued

History of Embrace

September 2019 – Embrace partners with PawSupport to give policyholders free, 24/7 access to pet professionals via phone, video, or live chat for guidance on behavioral, dietary, and wellness concerns as well as emergency decision support.

December 2019 – Embrace is awarded the 2019 International Service Excellence Award, deemed as a “Service Champion”.

June 2021 – Embrace is named one of Northeast Ohio’s Top Workplaces by *The Plain Dealer* for the seventh time.

July 2021 – Embrace wins six national 2021 Culture Excellence awards from Top Workplaces, a premier employer recognition program, including awards for its outstanding employee value proposition, formal training, top managers, work life flexibility, employee well-being, and professional development.

September 2021 – Embrace’s commitment to its customers receives national attention, being awarded the top spot for pet insurance on the Forbes list of America’s Best Insurance Companies 2022. In addition, Embrace wins its tenth Northcoast 99 Award, recognizing Northeast Ohio’s best workplaces for top talent.

October 2021 – Embrace receives a Great Place to Work Certification™, a prestigious award based entirely on what current employees say about their experience working at the company. 91% of surveyed employees said Embrace is a great place to work.

December 2021 – Embrace is awarded the 2021 International Service Excellence Award in the Medium Business division by the Customer Service Institute of America.

February 2022 – Embrace is named Best Pet Insurance App by Digital Insurance, using data from customer reviews on the Android Marketplace and Apple App Store.

June 2022 – Embrace is named one of Northeast Ohio’s Top Workplaces by *The Plain Dealer* for the eighth time.

Leadership

- Brian Macias, *President*
- Brian Bennett, *Head of Product*
- Chelsea Young, *Head of Learning and Development*
- David Rodgers, *Vice President of Marketing*
- Eric Wainscott, *Senior Controller*
- Jenna Mahan, *Director of Claims*
- Kelly Coffey, *Director of Business Development*
- Maggie Acklin, *Director of Sales*
- Melissa Ing, *Senior Director of Business Process*
- Sara Radak, *Chief of Staff*
- Will Lazzaro, *Vice President of Technology*



Facts Continued

Location and Contact Information

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