

# Rising to Meet This Challenge

An Interview with Thomas W. Corbett,  
Chairman and Chief Executive Officer, Alliant Insurance Services, Inc.

**EDITORS' NOTE** Thomas Corbett serves as Chairman and Chief Executive Officer of Alliant Insurance Services and sits on the company's board of directors. He joined Alliant in 1977 as a producer and launched its Newport Beach-based Public Entity Group. Prior to joining Alliant, he was with Allendale Insurance in Los Angeles and spent three years as a loss prevention engineer at Factory Mutual Engineering Association. Corbett is a graduate of California State University, Long Beach and is involved in various community and charitable organizations.



Thomas W. Corbett

**COMPANY BRIEF** With a history dating back to 1925, Alliant Insurance Services ([alliant.com](http://alliant.com)) is one of the nation's leading distributors of diversified insurance products and services. Operating through a national network of offices, Alliant offers a comprehensive portfolio of services to clients.

**The world is facing an unprecedented crisis that is impacting all countries and their citizens. The pandemic is being fought on the front lines by healthcare workers,**

**first responders, those providing supplies and meals, transportation workers and all other essential workers. What do you say to these true leaders and heroes that are risking their lives to protect others?**

On behalf of myself and Alliant, I want to express the utmost appreciation and gratitude for the sacrifices these heroes are making every day. Their courage, dedication, and commitment are not only providing essential services to our country, but saving

countless lives.

**Alliant is a company that has a long culture and commitment around community engagement and addressing societal need. What do you see as the role that Alliant can play in waging this battle?**

It has never been more important for Alliant to help make a difference in our communities, whether through large, all-company initiatives or local, community-focused giving. We haven't allowed this pandemic to stop us in our focus or in accomplishing this important work. While thinking locally has always been a hallmark of Alliant and an essential part of our success, we also support causes that impact

the global community. That's critically important now. This broad focus allows us to ensure that our organization and our people have the most far-reaching and meaningful impact possible. We have a responsibility to our communities, employees, and clients to do everything possible to help, and we take that responsibility very seriously.

**Alliant was built with an entrepreneurial spirit and an ability to be nimble and adapt. How is Alliant addressing its business during this challenging time in order to succeed in this difficult environment?**

We have activated extensive business continuity protocols to ensure our business remains fully operational amid this ever-changing landscape. Central to these efforts is ensuring the health and safety of our employees and their families. We've expanded the availability of critical resources and technologies to maintain a high-quality work product that will, in turn, ensure that our clients and partners receive the service and responsiveness necessary to support their own businesses. We constantly communicate with our clients to address their questions and concerns and have made extensive informational resources available to them on our corporate website.

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**How have Alliant's employees changed the way they work in order to be effective with the changes that have been necessary for all businesses to make?**

I'm very proud of the adaptation to a new normal and keeping our clients in focus throughout. We were able to quickly and professionally respond in numerous ways. This included seamlessly getting nearly 4,000 employees switched from offices to working remotely, while staying connected to each other. Our employees have stayed the course and have continued to provide the same outstanding service and high level of responsiveness that make Alliant the best in the business. Our clients and partners have relied on us more than ever to be communicative and resourceful, and our ability to do so will ensure we emerge from this challenging time as strong as ever.

**There is a great deal of discussion about businesses reopening in a "new normal." What is your outlook for what this new normal may look like and how is Alliant preparing for the next stage in this crisis?**

Although our daily work lives have changed significantly, Alliant has not. We continue to operate according to the principles of integrity, innovation, and service that have defined our company for more than 95 years. We remain focused on making informed decisions based

on facts that will manage the company through this temporary period.

**You are a business leader who has always focused on your people and believed that talent makes great companies. How proud are you to see how Alliant's workforce has risen during this most difficult time and what do you say to your team about their perseverance and resilience?**

"Thank you." I am continuously impressed by everyone in the Alliant family. They have been asked to respond to an extraordinary situation that has affected them both personally and professionally, yet they have risen to meet this challenge in ways that have been truly inspiring. "Business as usual" is a mantra we have said repeatedly, and I am proud to say that the efforts of all Alliant employees to keep the company running smoothly in these difficult circumstances have been crucial to our clients and our organization.

**Leading companies in all industries have changed the way they operate and have been engaged in providing talent, resources and supplies to those on the front lines of this crisis. This has provided an example of the role that business plays as a force for good in society. Will you discuss your views on the responsibility that leading companies have to address societal need?**

I believe that when times are tough, businesses and people will always come together, and we've seen that play out in remarkable ways recently. Beyond that, all companies have a responsibility to do what they can to lead during this time. That might be leading by example, supporting their employees and their families, partnering to deliver new solutions or services, working with clients to address business needs, reaching out to the communities they serve, or shifting operations to fill a gap. Leaders in many industries have come together in inspiring and meaningful ways to navigate the complexities of this unprecedented time. It takes that kind of commitment to overcome a situation this unpredictable and volatile.

**You are known to be an optimistic person. During this difficult and uncertain time, what are you telling your people and what would you say to young people across the country who are deeply concerned and scared about the future?**

I would tell them – and have told them – that we'll get through this together and to remain focused, optimistic and vigilant – to lean on each other, to ask for help, to be patient. The bounty of Alliant's success has sprung from the seeds of teamwork – diverse people joining forces and achieving great things – and that will continue on the "other side" of this current reality. Out of uncertainty, especially in times like these, comes possibility. ●

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