

## Welcome to True Help

Dedicated to changing the world of SSDI benefits, for the better.

### Our Story

It all started with Jim Allsup. Founded in 1984, Allsup began as a one-man company and has grown into an organization of hundreds of professionals.

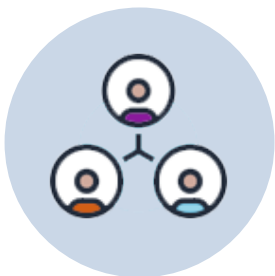
As innovators of specialized services and technologies, Allsup and its affiliates help meet the financial and healthcare needs of people with disabilities. True Help, a division of Allsup, was created in 2017 to focus solely on customized services for individuals and organizations.



### Our Mission

- We make it easy. Our personalized online tool, *empower*, simplifies the disability application process.
- We make it helpful. Our knowledgeable experts provide guidance and support whenever you need assistance.
- We make it better. Our focus is always on the people we help who face the challenges of disability.

### Our Core Values



**Driven:**

We are determined to succeed, to innovate and to make a difference.



**Expert:**

We are authorities who know what it takes to serve our customers.



**Fair:**

We are fair and honest in each and every decision we make.



**True Helping:**

We act on behalf of the individual to make a difference in their lives.

# Our Customized Services



## ● Social Security Disability Insurance (SSDI) Representation

We've helped more than 300,000 eligible customers nationwide receive their disability benefits. From application to hearing, our overall 96% success rate for those who complete the process with us far exceeds the national average of those applying without professional representation.

### *empower by Allsup*<sup>®</sup>

With *empower*, individuals now have a simpler way to apply. Our personalized online tool quickly determines the likelihood of qualifying for Social Security disability benefits and then provides guidance throughout the SSDI claim process, including return to work efforts.

## ● Return to Work

Allsup Employment Services provides expert assistance to individuals who are receiving SSDI benefits and want to explore their work options. Through the SSA's Ticket to Work program, individuals can take full advantage of the incentives that are offered and keep their SSDI income and Medicare coverage. We offer guidance at each step along the way.

## ● Veterans Disability Appeal

Our VA-accredited Claims Agents help veterans receive service-connected disability compensation as quickly and efficiently as possible during the VA appeals process. Our focus is on appeals and giving veterans a better chance to claim the valuable benefits they earned during their service.

## ● Healthcare Insurance Assistance

Our customized services help with insurance transitions that can be complicated to navigate alone. Our expert guidance makes evaluating healthcare options and plans much smoother when coordinating coverage to fit budgetary and personal needs.



### **Allsup Benefits Coordination**

Our trained specialists can determine eligibility for Marketplace, Medicare or Medicaid coverage for those retiring, on COBRA, losing employer healthcare or needing coverage for spouses and dependents.

### **Allsup Medicare Advisor**

For those who are Medicare-eligible from SSDI or turning age 65, our experts help with choosing a Medicare plan that best meets individual healthcare needs. We research available coverage options and provide a customized report for review.

# Our True Help Experts



**Jim Allsup** Founder, Chairman & CEO  
Jim founded Allsup in 1984 as the first nationwide, non-attorney SSDI representation organization. He is recognized as an authority on disability-related Social Security and Medicare issues and has testified before the House and Senate in Washington, D.C.

**Dave Zura** President & Chief Operating Officer  
Dave oversees business operations and is responsible for the enhancement and expansion of the company's services and the *empower* tool. He ensures superior services and products are provided to meet the evolving needs of our customers.

**Mary Dale Walters** Senior Vice President, Strategic Communications  
Mary Dale focuses on the company's efforts to ensure advocacy and access to a continuing quality of life for customers across the country. Her responsibilities include development, implementation and delivery of the company's national communications and public policy strategies.

**Brett Buchanan** VA-Accredited Claims Agent  
Brett represents veterans nationwide for benefits through the U.S. Department of Veterans Affairs' compensation program, helping them with their VA disability appeals. He served in the U.S. Army and is a veteran of Operation Iraqi Freedom. He is a member of the National Organization of Veterans' Advocates.

**Tricia Blazier** Healthcare & Financial Planning Director  
Tricia applies her knowledge of healthcare issues and personal finances to assist individuals and employers as they navigate complex government programs. Her areas of expertise include Medicare, Marketplace exchange plans, Medicaid, and the impact of disability on personal financial matters.

**Aaron Tidball** Manager, Allsup Medicare Operations & Allsup Medicare Advisor  
Aaron is proficient in navigating the Medicare system and has a detailed understanding of Medicare plans, benefits coordination and Marketplace exchange plans. He oversees our team of health benefits specialists who educate and counsel beneficiaries, their families, employers and financial advisors.

**Regina Carlton** Director of Consumer Operations  
Regina has more than a decade of customer service experience. She manages the key teams that help individuals apply for SSDI and file their first appeal. As a former claimant representative, Regina draws on her insight into claimant needs and familiarity with SSA processes to improve the True Help customer experience and outcomes.

**Paula Morgan** Return to Work Case Manager, Allsup Employment Services  
Paula has more than 18 years of public and private experience helping people successfully navigate Social Security disability programs. With her guidance, former workers with disabilities can explore their work options through the SSA's Ticket to Work program. Her focus is on education and early intervention of SSDI applicants as they move through the claims process. She also helps to identify opportunities for returning to work upon medical recovery.

## Our Media Contacts

For interview requests, speakers and other inquiries, you can connect with:

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## Our Contact Information

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