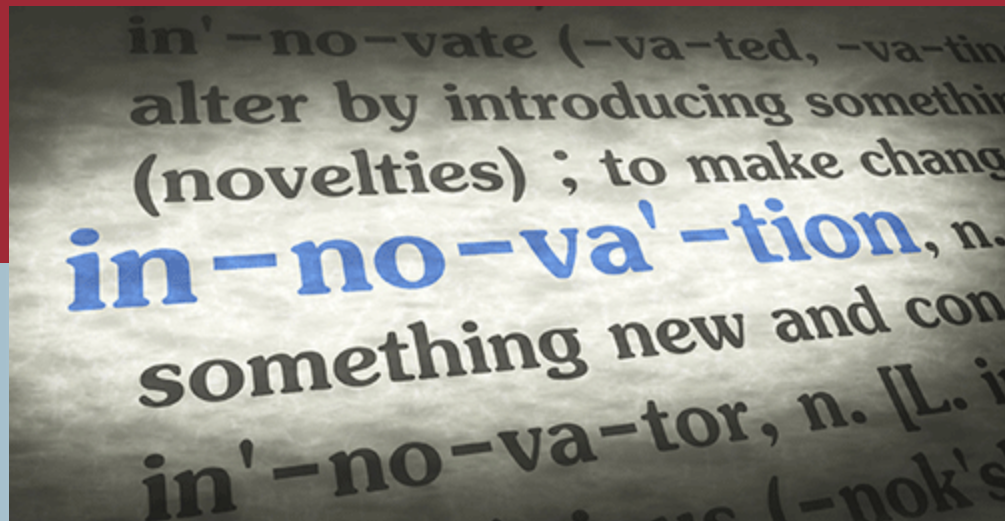


2015 Mid-Year Meeting

*Defining Innovation & Excellence
in Program Business*



Program Administrators Association

Today's Agenda

10:00 a.m.–12:00 p.m. **Workshops**

- 10:00 a.m. **Target University presents – Program Administrator Contracts**
- 10:00 a.m. **Evaluating the Financial Strength of Program Markets, What to Expect in 2015**
- 11:00 a.m. **Demystifying Lloyd's of London and Accessing this Program Market Resource**
- 11:00 a.m. **Data, Data Everywhere – How Do I Collect?**

12:00 p.m. **Networking Lunch**

CPL Designation

Requirements to receive the Designation of Certified Programs Leader (CPL):

- Successful completion of all 12 courses
- 5 years total experience in Insurance
- 2 years experience in a Program Leadership Role
OR 5 years as a Program Underwriter OR 5 years as a Vendor in a technical position serving the program business industry
- Absence of any ethical violations



CPL Recipients

- **John Corneau** – *Fortuna General*
- **Cat Jansen** – *Scottsdale Insurance Co.*
- **Tyler Hamilton** – *Alliant Specialty*
- **Nicholas Herzel** – *Pearl Insurance Group*
- **Ryan Kuhlman** – *Hiscox*
- **Amelia Malanaphy** – *Allianz
Global & Corporate Specialty*
- **Kelvin A. Medina** – *Liberty
International Underwriters*
- **John Immordino** – *Arlington/Roe*

Marketing Campaign Awards

The Insurance Marketing & Communication Association (IMCA) and TMPAA are proud to co-sponsor the 5th Annual Program Marketing Campaign Awards



Marketing Award Winner

Best of Show: Glatfelter “Community-Minded” Campaign

YOU'RE INVITED
To Join the Glatfelter Community

If you are the owner of an MGA or Program Manager interested in perpetuation options, then **imagine your Specialty Program Business here**, with Glatfelter Program Managers.

As an employee-owned company, Glatfelter maximizes the care for employees, provides financial security, marketing and distribution assistance, and aligns you with a company that has earned respect in the marketplace.



YOUR PROGRAM BUSINESS HERE

Glatfelter
Program Managers™
A Division of Glatfelter Insurance Group

Community-Minded Insurance
GLATFELTERS.COM

CONTACT: Arthur Seifert
aseifert@glatfelters.com
(717) 741-0911 ext 7472

BEST PLACES to work in PA 2011

6 Specialty Programs



GLATFELTER PROGRAM MANAGERS

Glatfelter Program Managers is a leader in the design and delivery of specialty insurance programs. Since developing our first program for emergency services, our specialty programs have focused on serving the needs of niche industries, including:

- Charter and private schools
- Emergency service organizations
- Hospice, home health and community care organizations
- K-12 educational institutions
- Municipalities
- Religious organizations
- Senior living
- Water entities

Each Glatfelter program is uniquely designed, knowledgeably underwritten, equitably priced and locally distributed. Equally important, we select only carrier partners who support the independent agency system and share our commitment to long-term, sustainable value. We match these values with the best available technology to effectively meet the ongoing needs of our clients.

Glatfelter
Program Managers™
A Division of Glatfelter Insurance Group
Community-Minded Insurance

"We are fortunate to have so many long-standing relationships with our agents and brokers, often spanning decades. Through a joint effort and mutual goals, we continue to grow together to meet the ever changing needs of our customers."

- Pat Anagnostis, Vice President 1970 APS Program Manager



A/V Sponsor:



Marketing Award Winner

Glatfelter: "Community-Minded" Campaign



ELIGIBLE RISKS

911 DISPATCH CENTERS
AMBULANCE SQUADS
FIRE DEPARTMENTS
RESCUE SQUADS



VFIS

We all depend on first responders, the firefighters and EMS providers who serve communities throughout North America in our greatest times of need. In turn, VFIS strives to be a dependable resource for emergency service providers in their greatest times of need.

VFIS was the first property and casualty insurance program designed to meet the unique needs of first responders. With claims in 49 states and Canada, it remains the largest provider of specialized insurance products and services to emergency service organizations in North America.

At VFIS, knowledge is our greatest source of confidence. Over the past several decades, we have worked to better serve our clients by continuing to develop our proficiency in this important sector.

We work closely with key emergency services leaders to set industry standards. Thus, many of our team members serve as volunteers with local fire and ambulance companies, which allows them to use first-hand knowledge to better serve our clients.

In addition to property and casualty coverage, VFIS is a leading provider of education, training and consulting services to the emergency services community. We offer valuable risk control, risk management and safety products and resources to protect an organization's assets and manage their exposure to loss.



"Our associates strive to uphold Glatfelter's reputation for outstanding service. My greatest satisfaction is supporting my brokers daily in writing new business and maintaining their accounts while providing responsive service."

— Kate Anderson, Senior P&C Underwriter, VFIS Underwriting

Specialty Programs

10

Specialty Programs



GLATFELTER PUBLIC PRACTICE

Public entities provide many of the essential services that Americans take for granted: municipalities, educational institutions, water, sewer and irrigation utilities. They comprise a diverse, complex set of risks, and designing insurance services for them requires deep knowledge and commitment. Communities need a public entity insurance specialist, like Glatfelter Public Practice.

As a leader in tailored, community-minded insurance for public entities, we offer experience of program management and proprietary property and liability insurance coverage. Our products are enhanced by value-added risk management and educational services, as well as responsive claims service and access to cutting edge technology.



The Public Entity Insurance Specialist

"My 20 years of industry experience and thorough product knowledge, along with the support of Glatfelter, enable me to deliver confidence to our agent partners and public entity clients on a daily basis."

— Mitchell P. McInnis, Sales Executive, Glatfelter Public Practice



ELIGIBLE RISKS

EDUCATIONAL INSTITUTIONS

Charter Schools

Community & Junior Colleges

K-12 Public School Districts

Non-Profit Vocational Schools

Private Schools

Select Religious Schools

INDEPENDENT SCHOOLS BUS CONTRACTORS

Class, Tours & Villages

Miscellaneous Public Entities

• Development & Re-Development Authorities

• Improvement & Re-improvement Authorities

WATER

Conservation Districts

Irrigation Districts

Public and Private


Water Districts

A/V Sponsor:



Marketing Award Winner

MiniCo: Baseball-Themed Direct Mail Campaign



EXPERIENCED HANDS

Trust your insurance coverage to a company with 40 years of self-storage experience.

Dear John,

Your business represents an important investment of your time, resources and hard work. Protecting that investment from unexpected risks is critical to your long-term goals.


MiniCo Insurance Agency is focused on self-storage. With 40 years of experience helping self-storage professionals protect their businesses, MiniCo has the knowledge and underwriting skill to help your independent agent of choice choose the appropriate coverages and limits to protect your investment from unforeseen events.

We would like to offer you an insurance quotation for your self-storage operation. Your time is valuable, so MiniCo's senior underwriter Laura Roy will work personally with your independent agent of choice to assemble the necessary information to prepare the quote.

Will you give us a chance to demonstrate what MiniCo's experienced hands can offer your business?



To start the discussion, please contact Laura Roy directly at (800) 528-1056, ext. 3558, or lroy@minico.com.

Sincerely,



Mike Schofield
President and CEO

P.S. There's more to come from MiniCo. Watch your mail for another surprise!



800-447-8383 or e-mail customercare@minico.com / www.minico.com
MiniCo Insurance Agency, LLC • 2531 W. Dunlap Avenue, Phoenix, AZ 85021
California License # 0H04984



A/V Sponsor:



Marketing Award Winner

MiniCo: Baseball-Themed Direct Mail Campaign



Marketing Award Winner

Brownyard Group

"Be Sure" Campaign

BE SURE. INSURE YOUR BEAUTY CLIENTS WITH BROWNYARD.

We've got insurance that's a cut above — with **SASSI®** your clients will be sitting pretty!

CALL 800-645-5820

CLICK HERE

BE SURE. BE BROWNYARD SECURE. With over 70 years' experience, Brownyard has styled a specialized insurance program — **SASSI** — following a tested formula that features broad coverage to meet the unique and complex coverage needs of the Beauty Industry.

We Insure:

- Beauty salons
- Day Spas
- Nail salons
- Barber shops
- Electrologists
- Beauty schools

Available Coverages:

- Professional Liability
- General Liability
- Workers' Compensation
- Building & Business Personal Property coverage
- Business Income & Extra Expense coverage

Highlights:

- Low Minimum Premium
- Admitted policy
- Underwritten through companies rated 'A' or higher by A.M. Best
- Expert in-house claims handling

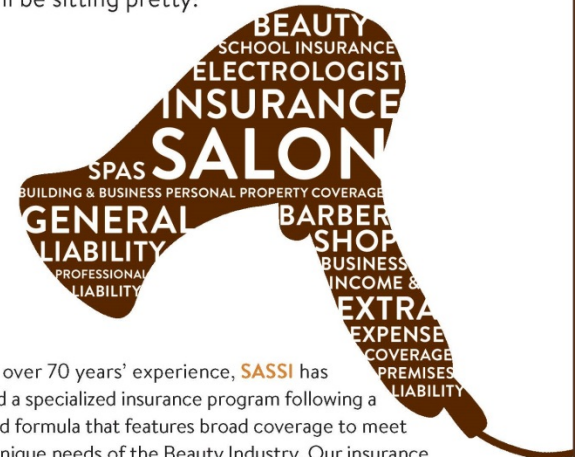
BROWNYARD GROUP
Insurance when you know BETTER®

EMAIL: INFO@BROWNYARD.COM
VISIT: WWW.BROWNYARD.COM

BE SURE.

YOU'RE INSURED WITH SASSI™.

We've got insurance that's a cut above — with **SASSI** you'll be sitting pretty!



With over 70 years' experience, **SASSI** has styled a specialized insurance program following a tested formula that features broad coverage to meet the unique needs of the Beauty Industry. Our insurance solution is written with highly rated insurance carriers at competitive premiums through your local insurance agent. And our in-house claims handling is unmatched. **BE SURE. BE SASSI SECURE.**

SASSI™
Salon & Spa Specialty Insurance

888-823-9380
info@SASSIagency.com
SASSIagency.com

A/V Sponsor:

MEADOWBROOK
INSURANCE GROUP

Marketing Award Winner

Brownyard Group: "Be Sure" Campaign

BE SURE.

YOU'RE INSURED WITH BROWN

We've built a better mousetrap – w
you won't get caught in the under-



E&O PCOPRO
INCLUDING INSPECTIONS
WILDLIFE CONTROL
POLLUTION
LIABILITY PC
INSURAN
CARE, CUST
AND CONT

With over 20 years' experience, Brownyard has Pest Co
sealed up tight with **PCOpro** – featuring broad coverage
complex coverage needs of PCOs. Our insurance solution
highly rated insurance carriers at competitive premiums
insurance agent or broker. And our in-house claims handl
BE SURE. BE PCOpro SECURE.

BROWN YARD
PCOpro
Insurance when you know BETTER®

800-6
PCOpro@b
brown

BE SURE. INSURE YOUR PCO CLIENTS WITH BROWN YARD.

We've built a better
mousetrap – with **PCOpro**®
your clients won't get caught
in the under-insured trap!

CALL 800-645-5820
[CLICK HERE](#)

BE SURE. BE BROWN YARD SECURE. With over 20 years' experience,
Brownyard has Pest Control insurance sealed up tight with **PCOpro** – featuring
broad coverage to meet the complex coverage needs of your PCO clients.

We Insure:

- Pest Control Operators
- Wildlife Control Professionals

Highlights:

- Highly competitive rates
- Admitted policy
- Underwritten through A.M. Best "A+" market
- Expert in-house claims handling

Available Coverages:

- General & Professional Liability
- Financial Loss E&O
- Unique Care, Custody & Control Endorsement
- Pollution Liability
- Property & Inland Marine
- Excess & Umbrella Liability
- Auto Hazard Pollution
- Commercial Auto
- Pest Inspection Damage
- Animal Mortality Coverage

SEE OUR AGENT TOOL KIT
EMAIL: INFO@BROWN YARD.COM
VISIT: WWW.BROWN YARD.COM

BROWN YARD
GROUP
Insurance when you know BETTER®

BE SURE.

YOU'RE INSURED WITH BROWN YARD.

We've given insurance a makeover – with **FOUNDATION**®
you'll be sitting pretty!

INSURANCE
COSMETICS DISTRIBUTORS

**COSMETICS MANUFACTURERS
PRODUCTS
LIABILITY**

**DEMONSTRATORS LIABILITY
COSMETICS IMPORTERS**

**BUILDING & BUSINESS PERSONAL PROPERTY COVERAGE
GENERAL LIABILITY**

FOUNDATION
Insurance when you know BETTER®

800-645-5820
foundation@brownyard.com
brownyard.com

FOUNDATION has formulated a specialized insurance program that features broad coverage to meet the unique and complex coverage needs of the Cosmetics Industry. Our insurance solution is written with highly rated insurance carriers at competitive premiums through your local insurance agent. And our in-house claims handling is unmatched.

BE SURE. BE FOUNDATION SECURE.

BE SURE. INSURE YOUR COSMETICS CLIENTS WITH BROWN YARD.

We've given insurance
a makeover – with
FOUNDATION®
your clients will be
sitting pretty!

CALL 800-645-5820
[CLICK HERE](#)

INSURANCE
COSMETICS DISTRIBUTORS

**COSMETICS MANUFACTURERS
PRODUCTS
LIABILITY**

**DEMONSTRATORS LIABILITY
COSMETICS IMPORTERS**

GENERAL LIABILITY

BE SURE. BE BROWN YARD SECURE. **FOUNDATION** has formulated a
specialized insurance program that features broad coverage to meet the unique
and complex coverage needs of the Cosmetics Industry.

We Insure:

- Cosmetics Manufacturers
- Cosmetics Distributors
- Cosmetics Importers

Available Coverages:

- Comprehensive General Liability Coverage
- Products Liability
- Employee Benefits Liability
- Demonstrators Liability
- Commercial Property
- Inland Marine
- Hired/Non-Owned Auto
- Workers' Compensation

Highlights:

- Insurance experts who know the cosmetics industry
- Quick turnaround time on quotes
- Expert claims handling and loss prevention
- Available financing for premiums

Features:

- Admitted policy
- Underwritten through A.M. Best "A+" market
- Expert in-house claims handling

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Welcome



Industry Speaker
Dr. Robert P. Hartwig
President, I.I.I.

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