



City of Ann Arbor Michigan

**Professional Services,
Insurance Brokerage Services and
Risk Management Consulting**

Request for Proposals
RFP No. 815

Prepared by:



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April 2, 2012

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Confidentiality Statement. The information and concepts provided to you by Hylant Group in response to your Request for Proposal are strictly confidential. The information and concepts are solely for your internal evaluation and no other use or distribution is permitted or authorized.



EXECUTIVE SUMMARY

Thank you for the opportunity to participate in your Request for Proposal for Professional Insurance Brokerage Services and Risk Management Consulting #815. Throughout our response we will answer your questions, tell the Hylant Group (Hylant) story and explain why Hylant is appropriately positioned to understand, address and provide the City of Ann Arbor with industry leading advice and best in class service supporting your risk management needs.

Established in 1935 in Toledo, Ohio, Hylant has enjoyed steady yet dramatic growth in the 77 years since, while remaining privately owned. In 2005, Hylant acquired the Dobson-McOmber Agency, which had been in operation in Ann Arbor for over 100 years, giving Hylant a strong Ann Arbor presence, allowing growth to continue.

Hylant is a privately-held company – not driven by the need to satisfy public shareholders – we have the flexibility to make long term decisions that are in the best interest of our clients. We respond first and foremost to our client's needs. We can be creative and nimble in our client service delivery so that we can provide customized solutions unique to the City of Ann Arbor. We emphasize this because it is an important consideration and very relevant to our ability to provide quality service to you.

Experienced in working with large and complex organizations, including Public Entities, our people have developed the skills necessary to compliment the strengths of your Risk Management Team. Our expertise lies in our ability to consult with our clients to identify and communicate all areas of risk. We then partner with you to strategically address the risk mitigation response, i.e. risk transfer, loss control, risk avoidance or self insurance. We are experts in this and can adapt easily to your needs.

Why do our clients choose Hylant? We believe the answer is tied directly to our culture that is particularly geared to creating a client-focused, team-oriented and partnership-driven organization. We highlight this because it is an important element and very relevant to our ability to provide quality service to you.

Hylant has one of the highest employee retention rates in the industry and we have been recognized by Business Insurance Magazine (a Crain publication) as one of the Best Places to Work in Insurance for the past three years (**Appendix I**). This allows our clients to enjoy a remarkable degree of continuity in the people they work with and the service they receive. You will have direct access not only to your Service Team, Practice Group Resource Leaders but Executive Leadership as well. Our commitment is to become an extension of your Risk Management Department, and we look forward to a partnership with the City of Ann Arbor.

Again, we thank you for your time and consideration. We appreciate the opportunity to work with the City of Ann Arbor.

Bill Lyle
Client Executive



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SCOPE OF SERVICES

Risk Management Duties and Responsibilities

A. Administration

1. Review and analyze operational activities and make recommendations to accomplish desired Risk Management goals.

Risk assessment is important in protecting the City of Ann Arbor. Hylant's Team will assist in reviewing current policies, contracts, safety plans, emergency plans and asset protection for potential financial, physical and reputational loss. Detailed response on page 20, question #2.

2. Participate in long term planning with City staff, on request.

As part of our consulting, brokerage and marketing services, we will meet regularly with the City of Ann Arbor staff to discuss: current issues, emerging risks and long term plans of the City of Ann Arbor and the impact these concerns may have on the structure of the current and future insurance risk management program. Detailed response on page 26, question #8.

3. Provide review, research and analysis on special projects and initiatives.

The Hylant Team will work with the City of Ann Arbor to identify uninsured/underinsured risks. With the help of our risk practice resources (both internal and external), our Team will gather and quantify data in collaboration with the City of Ann Arbor to provide a meaningful strategic plan on specific projects and initiatives as well as day-to-day operations. Detailed response on page 31, question #11.

4. Produce certificates of insurance for the City of Ann Arbor upon demand.

The Hylant staff assigned to the City of Ann Arbor will respond quickly and efficiently to certificate requests. The time standard for completing these requests is within the same business day. Detailed response on page 28, question #10.

5. Advise the City Attorney and other City staff on levels of insurance that are or may be required of contractors and service providers to the City.

While Hylant does not provide legal advice, we do assist in the identification and provision of solutions to risk management issues raised by customer/supplier contract language. Members of the Hylant Service Team are experienced in the review and interpretation of these types of contracts, and can additionally obtain input from our in-house counsel, Michelle Lafferty. Detailed response on page 31, question #11.



6. Attend all Board of Insurance Administration Meetings, and selected City Council Meetings, as required.

Bill Lyle, your Hylant Team leader, is committed to attending all meetings. Hylant Service Team members and practice leaders will also be available to attend these meetings to become familiar with the City of Ann Arbor's Risk Management program, ongoing issues, concerns, special projects and initiatives.

7. Establish and maintain contact network for City staff.

Bill Lyle has the ultimate responsibility for Hylant's ability to meet and exceed our service commitments to the City of Ann Arbor. He will serve as the point person to access all applicable corporate Hylant resources. Please see **Appendix B** for the Hylant Service Team Organizational Chart.

- **Designate and staff a "first call" contact number and email address to respond to questions and provide advice to Contract Administrator, Service Area Administrators, Unit Managers, and other staff. Inquiries should be responded to within 24 hours of City contact.**

Your day-to-day "first call" Hylant Service Team contact will be:

Bill Lyle, Client Executive
734- 662-1435 (direct & fax)
734-904-5197 (cell)
Bill.lyle@hylant.com

Nancy Meldrum, Sr. Client Service Manager
734-662-1447 (direct & fax)
Nancy.meldrum@hylant.com

- **Provide a 24/7 emergency contact number and email address, and assign an employee who shall be responsible for coordinating insurance information in the case of a local emergency or disaster with the City Emergency Management Director and the City Administrator.**

Emergency contact person:

Cynthia Pulford, Claims Manager
734-662-1154 (direct & fax)
734-646-1391 (cell)
Cynthia.pulford@hylant.com

In addition to your assigned team member, Hylant has a 24/7 claim service number Hotline supported by local Hylant Team members that may be reached after business hours: 734-645-4880. During regular business hours any member of our claims team may be reached at 734-741-0044 or email address: annarborclaims@hylant.com.



- **Be available to meet with City staff upon request.**

Your entire Hylant Account Team is based in our Ann Arbor office and will have the ability to meet personally and quickly when you need us. Although electronic communication may be handled quickly and promptly by any broker, many situations are best handled with face-to-face discussions. See **Appendix B**, Service Team chart and **Appendix E**, Written Service Timeline.

8. **Report to Board of Insurance Administration on a periodic basis any trends, relevant data from City service areas, changes in the legal environment and/or insurance industry that relates to current or potential risk assumptions by the City.**

Hylant is experienced in working with large, complex organizations. Our people have developed the skills necessary to compliment the strengths of a formal Risk Management Department. Hylant will analyze the marketplace to review policies for gaps in coverage, provide benchmarking data and to offer brokerage and consulting advice each and every day. Detailed response on page 23, question #6.

9. **Prepare an annual report for the City including a complete accounting of commissions and/or fees earned and a three-year premium and loss record.**

Hylant is experienced in preparing an annual report. This report would include a complete accounting/disclosure of commissions and/or fees earned, as well as a three- year premium and loss record. Detailed response on page 26, question #8.



B. Claims

1. Monitor current Third Party Administrator (TPA) and conduct quarterly claims review with TPA.

Hylant works extensively with your current third party administrators (Hylant Administrative Services & The Accident Fund), and will establish a formal procedure for monitoring claim activity and review claim status' at the request of the City of Ann Arbor. Detailed response on page 14, question #6. Also see **Appendix E**.

2. Review and analyze claims and losses for trends and frequencies and make recommendations for improvements.

Hylant will work in conjunction with the City of Ann Arbor and the TPA providers to review and analyze claim activity to identify trends and frequencies. Hylant will make recommendations from a risk control and risk transfer basis to improve the financial risk to the City of Ann Arbor. Detailed response on page 14, question #6.

3. Assist in the reporting of all claims and work with TPA or insurance carrier to assure timely filing and resolution of claims.

Hylant currently works with the City of Ann Arbor's TPA providers and will review the current reporting procedures and make any necessary recommendations to assure timely filing and resolution of the claims. Detailed response on page 14, question #6.

4. Monitor and investigate all claims and work with the City Attorney to ensure proper claims handling and defense strategies are in place.

Hylant will work with the City Attorney, TPA providers and insurance carriers to monitor and investigate all claims handling and defense strategies. Cynthia Pulford, your dedicated claims team member, is your advocate. Detailed response on page 14, question #6.

5. Review loss statements for the City's Worker's Compensation, General Liability, Property and Auto losses. Make recommendations for improvements in processes and procedures.

Your Hylant Service Team, in conjunction with our internal claim resource team, will review loss statements for all lines of coverage and make recommendations based on frequency, severity and public awareness improvements in processes and procedures. Detailed response on page 14, question #6.



C. Loss Prevention

1. Coordinate loss prevention program working with City Safety Manager and other loss control personnel.

Travis Thompson will lead the City of Ann Arbor's Loss Prevention Team. Travis will be responsible for coordinating loss control /prevention services with the City Safety Manager, insurance company loss control consultants and TPA provider services (where available) to ensure an efficient and effective program that meets the needs of the City of Ann Arbor. Detailed response on page 14, question #6.

2. Provide loss control resources to City staff to address specific loss control and prevention projects and activities, upon request of the Contract Administrator.

Travis Thompson, your Hylant Service Team member, is supported by a team of staff consultants that Hylant has available to the City of Ann Arbor. Detailed response on page 14, question #6.

3. Maintain systems and records that provide for proper evaluation, control and documentation of assigned functions in accordance with City record retention policies.

Hylant's Records Management Policy and its associated Records Retention Schedules demonstrate Hylant's commitment to managing the life cycle of all company records in a way that effectively complies with our legal obligations. Your Hylant Team will review both the City record retention policy and Hylant's to ensure our policy meets the City of Ann Arbor's requirements. Detailed response page 27, question #9.



D. Insurance Brokerage Services

4. These services include the marketing and placement of property, liability and workers compensation coverage. This includes but is not limited to the items listed below.

<u>LIABILITY</u>	<u>PROPERTY</u>
<ul style="list-style-type: none">• Umbrella Liability• General Liability• Auto Liability, No-Fault Benefits• Pollution Legal Liability• Law Enforcement Liability• Fiduciary Liability• Employment Practices Liability• Excess Workers' Comp and Employers Liability• Public Officials and Employer Practice Liability• Faithful Performance• Sewer Backup Liability• Employee theft and crime• Underground Storage Tank• Environmental Impairment• Rain Insurance• Transacting Insurance	<ul style="list-style-type: none">• Real/Personal Property<ul style="list-style-type: none">○ Buildings○ Airport○ Contents○ Supplies and Equipment○ Mobile Equipment○ Bridges○ Sewer Lift Stations, Water Pump Stations○ Elevated Water Storage Tanks○ Radio Towers○ Traffic Signal Systems○ Cellular Towers○ Parking Structures○ Power Plant○ Elevators○ Valuable Papers and Records○ Landlords Protective Liability○ Power Interruption○ Radioactive Contamination○ Sprinkler Leakage○ Underground Property Damage• Builders Risk• Information Technology Services• Auto Physical Damage<ul style="list-style-type: none">○ Actual Cash Value○ Replacement Cost for Fire Engines and Fire Emergency Response Vehicles• Boiler and Machinery• Crime• War Risk• Flood• Business Interruption



Your Hylant Service Team has extensive experience in the marketing and placement of all lines of coverage specified above. Hylant represents over 200 insurance carriers including access to numerous specialty carriers which allows us access to those markets best suited to Public Entity risks, including the City of Ann Arbor. We have developed long term relationships with these carriers both at an underwriting level and at the senior management level. These relationships prove beneficial in providing advantageous pricing, coverage terms, service and claims handling.

Hylant has created Risk and Industry Specialty Practices to address the unique needs of our clients, which are displayed on the following diagram. These Practices are staffed by a select group of highly skilled industry specialists with expertise in underwriting, brokering, legal, actuarial science, medicine and disease management, risk control, financial asset management, and risk management consulting. Specialists trained in each applicable practice area will be represented on your Team.

The diagram below outlines Hylant’s Risk and Industry Specialty Practices. Please see **Appendix C**.





MINIMUM QUALIFICATIONS OF CONSULTANT

1. **Licensed in the State of Michigan.**

The agency, our office and the individuals that will be assigned to the City of Ann Arbor, meet the State of Michigan licensing requirements. Full licensing details are provided in **Appendix G**.

2. **Five years continuous operation in the local area.**

Established in 1935 in Toledo OH, we have enjoyed steady growth in the past 77 years. In 2005, Hylant acquired the former Dobson-McOmer Agency in Ann Arbor, which had been in operation for over 100 years in the City of Ann Arbor.

3. **Five years of experience in insurance brokerage and risk management consulting with public entities.**

Hylant has significant Public Entity experience with a large number of Public Entity clients. Hylant's experience in this market was formalized with the establishment of our Public Entity Practice and Hylant Administrative Services, our in-house Third Party Administrator. Both resource groups are available to our clients. Hylant Administrative Services is currently the Third Party Administrator for the City of Ann Arbor.

4. **Annual Public Entity property and liability premium volume within the State of Michigan in excess of \$5,000,000**

In the State of Michigan, the Southeastern Offices of Hylant (Ann Arbor & Detroit) currently have written premium volumes of \$6,884,448. The total premium volume in Hylant's Public Entity Practice, companywide, is in excess of \$35,000,000.



5. Key personnel assigned to the City's account. The proposal must include the professional qualifications and experience of at least two (2) non-clerical individuals. Indicate level of education and any professional designations held.

Experienced in working with Public Entity organizations, our people have developed the skills necessary to compliment the strengths of a formal Risk Management Department. We have the expertise and can adapt easily to your needs.

Bill Lyle – Client Executive



Bill has the ultimate responsibility for Hylant's ability to meet and exceed our service commitments to the City of Ann Arbor. A lifelong resident of the City of Ann Arbor, he will serve as the point person to access all applicable corporate Hylant resources and will make sure that the Hylant Team is accountable to your needs. As a Client Executive with more than thirteen years experience, Bill oversees the overall client/broker relationship. Bill's duties include the deployment of resources valuable to the client, direct communication with the client, developing annual service plan, and coverage placements of commercial property and casualty programs. Bill holds a Bachelor's degree from the University of Michigan.

Mark Miller – Executive Vice President, President of Ann Arbor Office



Mark will provide executive leadership and consultation to the City of Ann Arbor and has primary responsibility for senior level market relationships and all related issues. He will assist Bill Lyle with coordination of all applicable Hylant resources in support of the City of Ann Arbor's account. With a wealth of experience in the insurance industry, Mark has served in Senior Management positions for the last 15 years. His tenure has included assignments as Senior Advisor for: Johnson Controls, Abbott Laboratories and Borders Group, among others. As the President of the Ann Arbor office and Executive Vice President for Hylant Group, Mark will always be available to make immediate executive decisions in the best interest of the City of Ann Arbor. Mark holds a Bachelor's degree in Education from the University of Michigan.



Nancy Meldrum – Senior Client Service Manager



Nancy has over 25 years of industry experience, expertise in managing property and casualty placements for clients and is responsible for the daily administration. Nancy has over 15 years of underwriting experience working for a large, regional carrier as well as large global insurance companies. Underwriting experience includes large casualty loss sensitive and property arrangements. Nancy has a Bachelor's degree in Insurance and is a CPCU, ARM AU designee. She is presently working to obtain the CRM designation.

Terri Mahakian – Vice President, Property and Casualty Service Leader



Terri will work closely with Bill Lyle and Nancy Meldrum in the development, design and marketing of the City of Ann Arbor's property and casualty insurance programs. Terri has over 30 years of industry experience concentrating in the casualty area with a focus on commercial lines development. Her experience includes domestic and international placements, insurance policy contract review for property and liability, and captive and alternative risk programs. Some of her public entity clients include Ann Arbor Public Schools and Saline Public Schools. Terri attended Schoolcraft College and is a CIC designee.

Debbie Neff – Senior Service Assistant



Debbie has over 30 years of commercial insurance experience and will support the City of Ann Arbor with timely issuance of certificates, policy reviews and subsequent review of endorsements. As a Senior Service Assistant, Debbie is responsible for the accuracy of endorsements, audits, and policy analysis for our commercial insurance clients.



Cynthia Pulford – Claims Manager - Property and Casualty Programs



Cynthia, with over 14 years of industry experience, will be responsible for the reporting and administrative handling of the property and casualty claims for the City of Ann Arbor. Working closely with the City of Ann Arbor Team, she will be responsible for monitoring each claim file to make sure the claim settlement process is on track at every step of the process. Cynthia's main role, as your client advocate, is acting as a key liaison between the City of Ann Arbor, your insurance carriers and third party claims administrators fortifying these relationships and providing effective resolution of claims. Her objectives are bringing the best resources and talents to the table to address specific claims, working to mitigate the impact on the City of Ann Arbor and achieve her goal of obtaining the best outcome for the client. Cynthia and her claim staff stand ready to respond to the City of Ann Arbor's claims needs wherever and whenever they occur, including after-hours emergencies. Cynthia received her degree from Eastern Michigan University in Telecommunications and is a CIC designee.

Travis Thompson – Senior Risk Control Consultant



Travis has over 13 years of experience and expertise in providing operational risk management support, advise and counsel to large risks, including public municipalities and schools. He is experienced with regulatory compliance assessments and training, management system development, implementation and assessment, risk assessment, risk reduction strategies, and incident investigation root cause analysis. Travis will oversee field consultants to ensure all programs are properly executed so that you realize the full benefit of risk control. Travis' public entity experience includes working with the City of Warren, City of Toledo, Owens Community College, Lansing Community College, Bowling Green State University, Marion Technical College and Sinclair Community College. Travis received his Bachelor's degree in biology from Heidelberg College.



6. Ability to provide loss control and claims management services. If you do not provide these services, but are recommending other firm(s) to provide these services, please support your reason for the recommendation and relationship history.

The goal of our loss control services is to strengthen your risk management program. We focus on eliminating or reducing the detrimental effects of risks that cannot be avoided, while continuously seeking ways beyond insurance to manage, prevent and minimize your risks.

Travis Thompson, Senior Risk Control Consultant was specifically chosen for the City of Ann Arbor Team because of his extensive experience in working with municipalities, counties, educational and other public entities. Travis performs operational risk management reviews, which includes analyzing existing risk management policies, procedures and practices as well as on site visits to see firsthand your operation and activities. Following are some of the services conducted by the Hylant Risk Control department:

- Risk Management Profile
 - Current Policy Coverage Review
 - Loss Data Trends
 - Contract Reviews
- Recommendations
- Technical Assistance
- Police / Fire Emergency Response
- Policy and Procedure Review
- Transportation/Fleet Safety
- Workers Compensation Predictive Modeling
- Cyber Risk Assessment
- Crisis Communication Management
- Ergonomic Assessments

We will develop a customized service plan with the City of Ann Arbor that is designed to meet your requirements, as well as coordinate services with your current providers. Included in the Hylant Scope of Services, is service time for Travis Thompson, Senior Risk Control Consultant, to meet and get acquainted with the City of Ann Arbor Team.



As in all areas of the Hylant Client Servicing Model, our client's needs in claims administration come first. Whether interacting directly with insurers, clients or third party administrators, our focus is on maintaining an efficient claims handling process that insures the best possible result for our client.

Our Claims Practice consists of three tiers: claims reporting and administration, claims consulting, and claims advocacy. All three levels of Hylant's claim professionals work together to ensure that we meet our clients' claim service needs and expectations.

Timely and productive claim service is a basic expectation of all clients. We believe it's imperative to go above and beyond by providing superior claims consulting and client advocacy. One of the ways in which Hylant goes above and beyond is by offering claims support 24 hours a day and 7 days a week to our clients.

Cynthia Pulford, Claims Manager, leads Hylant's Michigan Claims Department. Cynthia will serve as a claim advocate for the City of Ann Arbor on insurance coverage issues and disputes, and will be with you until your claim is resolved at no additional cost.

The following are the administrative steps we would employ to ensure satisfaction in the claims handling process:

- Assist in reporting of claims to the appropriate insurance carrier and third party administrator;
- Coordinate communication between client, insurance company and third party administrator;
- Maintenance of claim documentation electronically or in paper format;
- Regularly conduct a detailed review of all open claims, including an action plan for resolution;
- Assist with reporting protocols for newly placed programs;
- Respond to questions from the City of Ann Arbor Risk Management and/or legal counsel;
- Interface with the City of Ann Arbor and interested parties to monitor and coordinate adjustments;
- Assist in the settlement negotiations, attend meetings with the City of Ann Arbor Insurance Board, legal team, third party administrator and insurance carrier;
- Help secure partial loss payments as appropriate.

At Hylant, we engage our claims professionals to be partners with our clients to ensure you always have us in your corner when it matters most, be it as an advocate or consultant, to handle claim administration, consultation, or advocacy. Hylant places a premium on the efficient and successful resolution of all claim issues and potential insurance coverage disputes to the benefit of our clients.



7. A list of clients (including name of contact, address, phone numbers and description of work performed) for which similar projects have been performed by the key personnel identified above.

Entity: Ann Arbor Public Schools
Contact: Robert Allen, Deputy Superintendent
Address: 255 S. State St.
Ann Arbor, MI. 48104
Phone: (734) 994-2250
Scope of Services: Hylant currently provides Brokerage and Consulting Services. Ann Arbor Public Schools has been a Hylant client for more than five years.

Entity: Lear Corp / Kyungshin Lear
Contact: Rene Ledesma, Director of Risk Management
Address: 100 Smothers Rd
Montgomery, AL. 36117
Phone: (915) 727-1227
Scope of Services: Hylant currently provides Brokerage and Consulting Services. Lear is one of the largest Tier I automotive suppliers in the world. Lear has been a Hylant client for four years.

Entity: Ave Maria Foundation / Dominos Farms
Contact: Gordon Leipold
Address: 24 Frank Lloyd Wright Dr.
Ann Arbor, MI. 48106
Phone: (734) 930-3473
Scope of Services: Hylant currently provides Brokerage Services for the Ave Maria Foundation and all associated entities including Dominos Farms Corporation. Ave Maria has been a Hylant client for more than five years.

Entity: United Bank & Trust
Contact: Todd Clark, President / CEO
Kathleen McCrate, Senior VP Risk Management
Address: PO Box 1127
Ann Arbor, MI. 48106
Phone: (734) 214-3700
Scope of Services: Hylant currently provides Brokerage and Consulting Services. Hylant also is currently the broker for Employee Benefit Services. United Bank has been a Hylant Client for over seven years.

Please refer to Appendix F for a list of Ann Arbor Community Clients.



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8. Ability to recognize and report conditions in the insurance market that are pertinent to the City and suggest alternative risk management and loss control techniques.

In order to stay abreast of new products, industry issues, market changes, case law, and other issues, we utilize a number of tools to gather and disseminate pertinent information. Each member of your Hylant Team is directly responsible for maintaining relationships in the marketplace and communicating information. Additionally, we obtain, analyze and share information with you, our client, from every level of our organization, including:

- **Hylant Senior Management** – Members of Hylant’s Senior Management Team meet regularly with insurance company senior management to discuss market conditions, strategic planning and industry trends. Due to our flat organizational model, information flows quickly and efficiently to the client.
- **Information Technology Related Information** – Hylant subscribes to Advisen, FC&S, IRMI, ODEN and other online services that provide automatic electronic notification of regulatory changes regarding all lines of coverage. We constantly monitor these services and our procedure is to advise clients regarding pertinent regulatory changes that may affect them. These services provide useful information about the marketplace, including pricing trends and coverages, carrier information, unique coverage issues, court decisions and other vital matters.
- **Seminars on Current Industry Topics** – We provide targeted and tailored presentations and training seminars. These events cover many topics such as: safety programs, disaster recovery, enterprise risk management and employment practices. These events are tailored to the specific issues and objectives of our clients. In addition to the client events, we also present industry specific topic training at national or local risk management organizational functions.

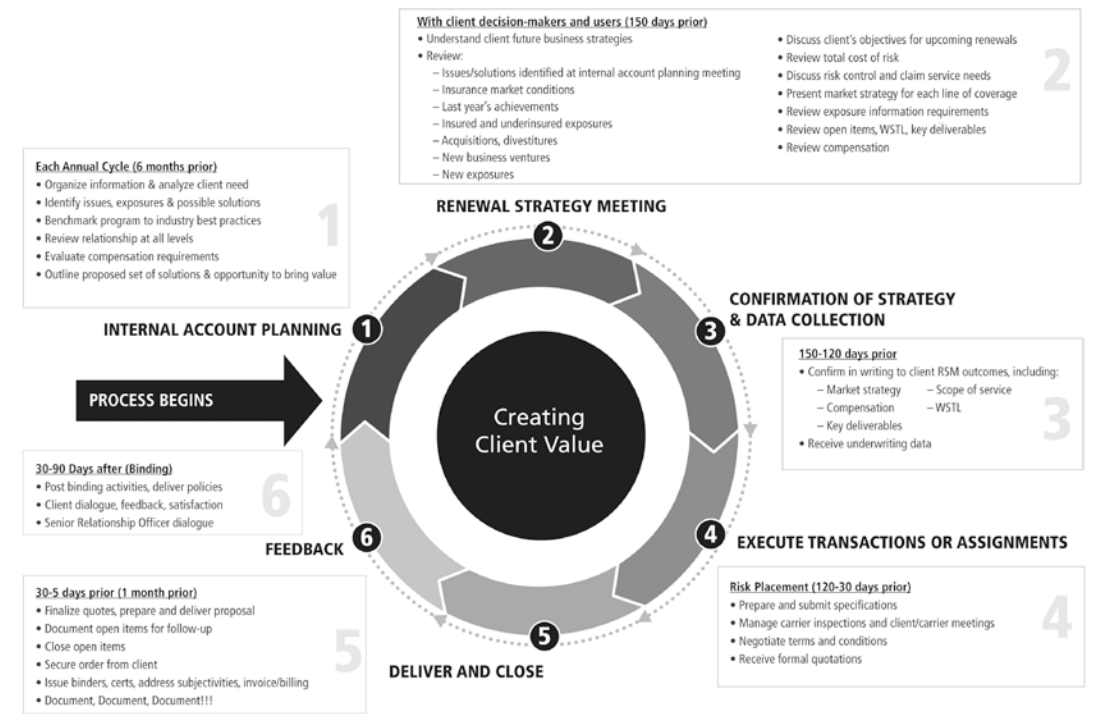
Your Hylant Team is located in Ann Arbor, thus making face-to-face meetings easily available. Hylant will communicate directly with you in a variety of ways:

- Direct communication with each member of your Account Team
- Regular e-Newsletter or e-News Briefs
- Educational webinars and seminars conducted periodically throughout the year
- Regular visits with your team to conduct pre-renewal strategy meetings, underwriting meetings, renewal meetings as well as the City of Ann Arbor Monthly Board Meetings
- Postings on our website



9. Ability and commitment to provide continuous professional daily service.

Hylant’s service objective is to go beyond acting as a mere intermediary between the City of Ann Arbor and the insurance and risk management marketplace. We function as an integral member of your risk management team – not just another vendor. Our Client Care Best Practices is our method for delivering superior service. It provides an overview of our brokering responsibilities and timeliness, which includes our marketing process, annual coverage analysis, insurance review and strategies. For a full version of the Client Care Best Practices, please refer to **Appendix D**.





PROPOSALS

1. Proposals **MUST** address the provision of services as described in Section III, Scope of Services, and the items listed below. Responses should include supporting documentation where appropriate. Responses need not reflect an identical work plan but should identify ways in which the Consultant would meet the City’s needs.

Hylant will develop, implement and administer risk management activities for the City of Ann Arbor. Hylant’s responsibilities will include brokerage services, risk identification and evaluation and claims management. Consulting services will include a leadership role in the City’s loss prevention and control program.

Hylant acknowledges and agrees to provide the scope of services required in Section III of RFP #815

- Administration
- Claims
- Loss Prevention
- Insurance Brokerage Services

Hylant’s Work Plan will utilize a formal, written service timeline which outlines the key program processes and timelines associated with the risk management consulting, marketing and placement of the City of Ann Arbor’s program. Our proposed written service timeline is included in **Appendix E**.



2. Explain how you will become familiar with the City of Ann Arbor, its risk management program, its contractual relationships, and its processes for developing contracts.

Hylant has assembled an experienced Team to meet the needs of the City of Ann Arbor. Our Team brings many years of experience in the insurance marketplace representing Public Entity clients with exposures and business risks similar to the City of Ann Arbor. The main servicing office for the Hylant Team is located on the northeast side of Ann Arbor, having outgrown our previous office in downtown Ann Arbor on Main Street. Many of our Team members and supporting office members live in the city and are actively involved in the local schools and volunteer their time with local non-profit groups. We are familiar with your local challenges and requirements to do business in the city.

Hylant's initial strategy is to become more familiar with the City of Ann Arbor's risk management program, contractual relationships, and its process. This will be accomplished by your Hylant Team meeting with your insurance team, including the City Administrator, members of the Insurance Board, City CFO, City Attorneys and Third Party Claims Administrators.

Hylant will hold meetings with the City Insurance Board and general counsel to review existing coverage program, loss data, risk prevention and safety initiatives and insurance contract provisions. Hylant has an inside legal department available to assist in contract review of insurance requirements. Hylant's Team will also meet with existing insurance carriers and third party administrators.

Refer to **Appendix F** for a list of Ann Arbor community/non-profit service business clients (this is not inclusive of the thousands of personal homeowners, life and local business clients served by Hylant).

3. Explain your experience in providing insurance brokerage and risk management consulting services of a similar nature to the ones outlined in this RFP to other public entities of comparable size and complexity.

Hylant's Public Entity Practice annual written premium is excess of \$35,000,000 over the past year. Hylant is experienced in handling large and small public entities. In the Southeastern Michigan geographic area our clients include Ann Arbor Public Schools, Pittsfield Township, Cleary University, City of Warren, Saline Public Schools and the City of Toledo.

Your Hylant Team will look to customize the insurance brokerage and risk management consulting services to the needs of the City of Ann Arbor. Services we provide for other public entities include; risk identification, analysis, implementation of insurance or assist in alternative risk financing, and monitoring key processes and programs. In addition to marketing and risk management, Hylant will coordinate various meetings with insurance underwriters, loss control, and claims personnel.



4. Describe how insurance companies providing coverage are evaluated for selection (i.e. due diligence procedures) as part of brokerage services.

Hylant maintains an international Market Security Committee led by Terry Morman, Vice President, Carrier Relations, to monitor, evaluate, and act on issues pertaining to carrier updates, including financial security. Fourteen members, including Senior Management and Client Executives, meet on a periodic basis to discuss carrier financial health. Two of the members monitor insurer solvency on a daily basis and immediately report any warnings from the financial rating bureaus (A.M. Best, Moody's and S&P) to the Market Security Committee. The committee notifies each Hylant office of any significant reports with action instructions that range from client advisories to recommendations to change insurers. If an insurer is downgraded below A- VII during the policy term, we communicate with our client on possible courses of action. Hylant seeks specific direction from our clients to place business with an insurance company that has an AM Best rating below A- VII.

If market security issues develop with a market, a key element in the process is direct telephone dialogue or face-to-face discussions where appropriate with the top management (CFO, CEO) of our major insurance markets to better understand their strategies and financial issues. In several instances, we arranged for direct meetings between our clients and the senior management of these companies to ensure our clients were fully aware of developments in the marketplace. Contingency plans were developed and discussed with clients should a quick adjustment in their insurance programs become necessary. Current information for any affected company is posted on a special page of our **Hylant.com** website as it occurs. Hylant senior management continues to monitor the insurance market situation closely and remains in constant communication with senior management of these companies.

Hylant's approach is to choose carriers based on coverage, specific appetite and ability to write public entity risks, specifically in Michigan. In coordination with our shared strategy, Hylant will provide prospective insurers ample information to leverage the best terms.



5. Explain your experience working with insurance carrier(s) to design coverage that meet the needs of public entities similar to the City of Ann Arbor. Your response should include specifics as to resources, models or other design services, market targets, and any other information reflective of your ability to be responsive to insurance coverage objectives unique to municipalities.

At Hylant, we believe market leverage is too often confused with market premium. Our market leverage is based on relationships that have grown from decades of accurate and honest dealings with the largest insurance carriers in the world. These relationships manifest themselves every day in advantageous pricing, coverage terms, service and claims advocacy. Most importantly, we have direct, rapid access to key insurance carrier decision-makers, including your insurance carriers.

Your Hylant Team is very experienced in the marketing and placement for all lines of coverage. Hylant represents well over 200 insurance carriers including access to numerous specialty carriers which gives us the ability to work with markets best suited to place coverage on behalf of the City of Ann Arbor.

Hylant's experience with public entities was formalized with the establishment of our Public Entity Industry Specialty Practice as well as with the formation of Hylant Administrative Services.

Hylant is experienced in handling public entities, large and small. Hylant and Hylant Administrative Services (HAS) public entity book of business includes entities such as Ann Arbor Public Schools, Toledo Public Schools, Cleary University, City of Toledo, City of Warren and Pittsfield Township. Hylant is also the broker for the Ohio Plan formed in 1988, which provides management and cyber liability, property, general liability, auto liability and public official's coverages to Ohio libraries, municipalities, fire/police departments, water districts and parks and recreation departments.



6. Explain your experience and ability to identify and/or review new exposures based on developments in the market, make recommendations as to the types, availability and extent of coverages including self insured retention (SIR) that should be considered, and assist with analysis of insurance or self insurance of these exposures, providing the best balance between coverage and cost. Your response should include response time, experience of response team, and any other information reflective of your ability to be responsive to insurance coverage objectives unique to municipalities.

At all times your Hylant Team will provide the City of Ann Arbor with up-to-date information and guidance with regard to program design options with the goal of program efficiency and maximization of cost savings. Across the Hylant Risk practices and through various professional committees, including our Public Entity practice and Market Security committees, we maintain up to date information on carriers, regulatory changes and other issues critical to the maintenance of the best possible risk management program.

Hylant's Direct Placement Model is the centerpiece of our marketing process. To accomplish this, Account Team specialists negotiate your insurance program directly with the underwriters. The purpose of this approach is to deliver you a clear, undiluted message directly to the markets. The marketing process consists of four essential steps:

- Devising a pre-renewal strategy
- Agreeing to a formal Written Service Timeline
- Creating industry-leading submissions and
- Executing with the markets

The purpose of the pre-renewal strategy meeting between Hylant and the City of Ann Arbor is to define the goals and agree upon the renewal strategy. During this meeting, Hylant will provide you with information such as program review, risk profile, market updates, benchmarking, legal trends and uninsured exposures. This will enable the City of Ann Arbor to make informed decisions about the overall strategy of your risk management program.

The pre-renewal strategy meeting will also establish an agreement to a customized action plan, which Hylant calls the Written Service Timeline (WSTL). The WSTL reflects the needs of each individual client and outlines all key program processes and timeframes associated with the marketing, implementation and servicing of your insurance and risk management programs. **Please refer to Appendix E to see an example of the Hylant Written Service Timeline (WSTL).**



Hylant has been instrumental in setting an industry standard for both submission format and content. We continue to maintain and strive to improve those standards. Our experience in the marketplace has shown that underwriters are more likely to focus their time, energy, and resources to respond to those submissions which best exemplify and communicate the customer's operations, program structures and designs, loss activities (historic and projected), and pricing desires. Therefore, it is imperative that we put our best submission forward. The most important step in the marketing process is placement execution. Hylant's Team of specialists assigned to the City of Ann Arbor are not only involved in the pre-renewal strategy, but are also responsible for negotiating terms and conditions with the insurers, so you can be assured you are receiving the most favorable consideration in the marketplace.

Hylant has built our success on a strong foundation of trust and excellent relationships between our clients and our mutual markets. At Hylant, our carrier relationships have grown from years of accurate and honest dealings with the largest carriers in the world. A significant advantage we bring to our clients is that our brokers negotiate directly with the markets without using brokering centers, syndicators or transactional placement specialists. This platform eliminates administrative redundancy and cost, and supports our foundation of building trust and strong relationships.

To the benefit of our clients, we maintain excellent relationships with insurer senior management. We strongly encourage the development of relationships between our clients and their carriers. Accordingly, we arrange regular meetings between our clients and their underwriters, particularly during the renewal process. In addition to relationship building, these meetings result in a better understanding of a client's operations by the underwriters and for our clients to hear first-hand the changes in the marketplace that might affect their renewal.



7. Explain your experience and ability to review and analyze all reservation of rights letters and coverage denials from any carrier and in writing recommend action the City should take in response to the carrier.

The City of Ann Arbor will have access to specialized claims resources within our Claims Practice with considerable experience and knowledge dealing with Reservation of Rights and Coverage Denials.

In addition to Bill Lyle, Client Executive, and the immediate Service Team assigned to work with you, the City of Ann Arbor will have access to Cynthia Pulford - Claims Manager in Ann Arbor and Will Weaver – Claims Practice Leader.

Will Weaver and Cynthia Pulford have contacts within our major Insurance Carriers through membership on many National and Regional Claim Advisory Councils. An advantage of sitting on these councils, is direct access to upper level claims management at your insurance carrier partners. Your Team at Hylant, including Will and Cynthia, will actively review, analyze and pursue full investigation as your advocate in responding to any Reservations of Rights or Coverage Denial letters.

Hylant distinguishes itself from many of our competitors by having the ability to utilize many resources to support the efforts in claim advocacy, including Reservation of Rights and Coverage Denials.



8. Explain your ability to prepare an annual report for the City of Ann Arbor including but not limited to a complete accounting of premiums and fees paid, losses that have been reported to the excess carriers, and plans for the future handling of the account. Describe your experience providing similar reports, and provide an example, if possible.

A significant component of our service obligation to the City of Ann Arbor is the preparation and delivery of an annual stewardship report. This report is typically conducted as part of our pre-renewal strategy planning process but can also be prepared at mid-year or year end. Our report will detail the programs and services we perform on your behalf. This report will show you what we have achieved, as well as set goals for the future.

The typical stewardship report begins with an overview of your current insurance program. We also address the following:

- Issues and objectives set during our pre-renewal strategy meeting; results achieved, and benefits obtained by the City of Ann Arbor
- Insurance market update in all relevant lines of coverage
- Recommendations for improvements or changes in program structure
- Potential gaps in coverage or new and emerging exposures to consider
- New insurers/underwriters/intermediaries
- Financial overview and analysis of exposures/assets
- Claim trend reports and loss experience
- Current status of significant claims and progress towards resolution
- Risk control overview
- Special projects completed during the year
- Recommended goals for the upcoming year
- Complete accounting of premiums and fees paid

The stewardship report is a tool for the City of Ann Arbor and Hylant to collaborate on the mutual goals we want to achieve and to focus on any areas where we could expand or improve our service.



9. Describe in general the nature, structure, and flexibility of your recordkeeping system and the services it will provide in connection with preparation of an annual report. Include any procedures you have or will put in place to ensure the security of the records .

Good management of records ensures all users have confidence in the validity and accuracy of the information. Hylant's Record Management and Record Retention Schedules specifically prescribe the timetable for retaining and disposing of company records and is based on applicable legal and business requirements. We intend the retention periods to permit Hylant, in part, to comply with legal retention requirements while also allowing us to respond to information requests from our clients. This includes investigations, reviews, audits, and litigation, and to use historical information for current client business.

Hylant has an extensive record retention policy that is internet based with varying levels of security. We can run periodic reports at the clients' request, outlining many different parameters as to data the client requests.

Hylant has processes and procedures in place at all levels, to address the security and confidentiality of our clients' data. These processes and procedures include documentation of Record Management, Records Creation, Records Retention and Records Destruction/Disposal. An annual audit review is done by Hylant Corporate Counsel and Chief Information Officer.



10. Describe your response system to inquiries. Describe any other communication tools you have to interact with and educate the Risk Management staff and City Administration and how you would propose to use them. Identify any technological resources and/or innovations available to service the City account.

Bill Lyle will lead the City of Ann Arbor's Hylant Service Team. Bill will oversee the overall client/broker relationship, including the deployment of resources valuable to the City of Ann Arbor, direct communication with the City of Ann Arbor and developing an annual service plan. When the Hylant Team and the City of Ann Arbor's team initially meet, this service plan will be mutually agreed upon to make sure it meets the City's expectations with respect to a response to inquiries platform.

In addition to the services outlined in this proposal, the City of Ann Arbor will have access to Hylant's IT staff, dedicated to developing innovative, technology-based solutions tailored to each client's particular need. Below are a few examples of the technology solutions that Hylant has available to the City of Ann Arbor.

Client Portal

By simply logging on to www.hylant.com approved City of Ann Arbor users can access a secure page (HIPPA compliant with a secure user name and password) where they can access many parts of the City of Ann Arbor's insurance program 24 hours a day. The screen shot here shows an example of a client portal.



Advantages:

- Immediate access to your insurance policies, coverage summaries and other related information.
- Efficient certificate tracking, ordering, and issuance process.
- Document Library for document storage such as applications, loss history, reporting forms, loss control reports, and presentations.
- Easy electronic file transfer for large files; eliminates e-mail congestion
- Resource center providing customized links to various industry information sources including Hylant's customized data collection system.
- Customizable to meet the client's needs



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Data Collection

Hylant's IT professionals design and implement web-based data collection systems to assist clients in the collection, management, and distribution of information. Our systems are developed to organize, streamline, and standardize the collection of underwriting information and statistical exhibits.

We make navigation and data entry easy and straightforward. With individual user names and password protection, the information is retrievable from any location with internet access. Multi-level security will enable the City of Ann Arbor to control who has access to what information, at any level.

Although there are many benefits of these systems, the most significant is the reduction in the time and effort required to compile and review exposure information. The system provides the flexibility to modify the data points collected and generate custom reports. It also functions as a document warehouse and builds historical year-over-year records to ease the renewal process in subsequent policy periods. Prior years' data is stored in the system for future comparison and analysis, simplifying the generation of customized reports. This is an advantage in the renewal or new business marketing process by quickly producing complete historical underwriting and claims experience information. The feedback we have received from clients, underwriters, and actuaries has been overwhelmingly positive. We have successfully implemented web-based data collection systems for global accounts including property, auto, workers' compensation and other product lines. These functions are delivered via our Client Internet Portal.

MacLean Industries
Data Collection System - DEMO

Plant: SAF - Location 1 : S. Africa (Africa)

Property Questionnaire for 2007

- Facility
 - General Information
 - Facility Information
 - Report of Property Values
 - Facility Property Values
 - Report of Business Interruption Values
 - Business Interruption Values
 - Report of Extra Expense Values
 - Extra Expense Values
 - Interdependent Business Interruption Report Values
 - Interdep. Business Interruption Values
 - Interdep. Business Interruption Facilities
 - Off Premises Property Report Form
 - Off Premises Values
 - Questionnaire Completion
 - Completion Steps
 - Submit Questionnaire

Facility Property Values

Purpose: To determine the replacement cost value of your building, machinery & equipment and in assets, as well as leased assets that we are required to insure. With regard to inventory, only to raw materials. Work in process is valued at cost plus labor and overhead. Finished discounts that may apply.

Replacement Cost: Cost to repair, rebuild, replace with new materials of like kind & quality.

Note: You can go to our website to find a form to assist you with the calculation of your Replacement Cost Calculation Report. Keep in mind that the additions and deletions are to be the replacement cost value.

* Indicates required information

	Year 2006 (LC)	Year 2007 (LC)	Year 2007 (US\$)
Building Value			
Current Insured Value (replacement cost):	10,000,000	12,500,000 *	1,627,500
Add: Additions (replacement cost):	2,500,000	3,000,000 *	390,600
Subtract: Deletions (replacement cost):	240,000	750,000 *	97,650
Projected Insured Value (replacement cost):	12,260,000	14,750,000	1,920,450
Machinery and Equipment			
Current Insured Value (replacement cost):	78,000,000	85,000,000 *	11,067,000
Add: Additions (replacement cost):	1,250,000	500,000 *	65,100
Subtract: Deletions (replacement cost):	800,000	147,000 *	19,139
EDP Equip. Data & Media (replacement cost):	0	0 *	0
Projected Insured Value (replacement cost):	78,450,000	85,353,000	11,112,961
Inventory/Stock			
Raw Materials (replacement cost):	4,725,600	6,900,000 *	898,380
Work in Progress (cost, labor & overhead):	400,000	567,000 *	73,823
Finished Goods:	906,000	1,250,000 *	162,750
Total Inventory/Stock:	6,031,600	8,717,000	1,134,953
Property Off Premises			



Certificates Generated by the City of Ann Arbor

Hylant has created an on-line certificate issuing system designed around the need to issue standardized certificates to numerous certificate holders with varying needs. It uses a standard certificate of insurance form and allows you to fill it out and send it to multiple recipients, using a variety of configuration options to make this faster per recipient. Our clients can select specific coverages, policies, limits and deductibles needed to satisfy an individual certificate request. They are able to attach certain standard endorsements such as additional insured vendors, additional insured lessors of premises or equipment, and waiver of subrogation, among others.

The system has the capability to create and store any type of special wording or endorsement forms with underwriting approval to attach to a certificate. You will have the ability to generate a certificate at a moment's notice from anywhere around the country or the world. Should a request fall outside the pre-approved standard guidelines, the client can simply contact their Account Team member and quickly receive a certificate with those specialized requirements. The system maintains a copy of each certificate and all attachments issued during the policy period. Issuing the renewal certificates can be accomplished in a matter of minutes, simply by updating the basic policy information at renewal.

Certificate Management, Tracking and Compliance

Hylant's Information Technology (IT) Group has developed an internet based insurance tracking system to assist clients with managing a significant amount of incoming certificates by identifying deficient or unacceptable certificates not meeting the client's insurance requirements.

The client specifies the requirements the certificates need to satisfy. These requirements can be the same for all certificates requested by the client or customized to fit individual situations, i.e. property only requirements, liability requirements or special projects. If a compliant certificate is not received within the specified period, the system generates an automatic letter until the appropriate certificate is received or the matter is turned over to the client for resolution. The system automatically tracks and documents all steps within the process.

Management reports are generated based upon the client's needs. Examples include a monthly deficiency report, monthly expiration list, monthly compliance by city, state or other client identified parameters if needed, and a monthly compliance status by line of coverage.

Evidence of Insurance

When clients need to issue a large number of standard certificates during the year, we can significantly reduce those numbers through the implementation of a web-based Evidence of Insurance (EOI), an online resource that readily provides pertinent information about your insurance program to authorized third parties.



11. Describe any additional services available through your company, such as actuarial, loss control, program design, counseling, property valuation, claims management, risk management audits, etc. and how the availability of these services can be beneficial to a municipality.

Hylant has a large number of services available to the City of Ann Arbor. Although Hylant is not qualified to certify actuarial data or provide legal advice, we do have experts as part of your Hylant Team that can provide expertise in the following areas:

- **Actuarial** - Loss forecasting, evaluate the adequacy of liabilities for payment of future claims and provide loss rates for budgeting.
- **Loss Control** - Risk Identification, on site visits, safety talks, policy and procedural review.
- **Program Design** - Retentions, deductibles, self insurance, coverage limits and analysis, and benchmarking.
- **Counseling** - Emerging risk analysis, trends in the marketplace and enterprise risk management.
- **Property Valuation** - Property valuation tools including Marshall and Swift as well as other resource tools.
- **Claims Management** - Claim reporting and administration, claims consulting, claims advocacy and close relationships with the City of Ann Arbor's TPA Service providers.
- **Risk Management Audits** - Audits including a proprietary check list/measurement tool.
- **Contract Review** – While Hylant does not provide legal advice, we do assist in identification and provision of customer/supplier contract language, confirm vendor's insurance coverage aligns with indemnification clause(s), identify where it may not and provide suggested solutions.
- **Information Technology** - Hylant offers an information technology (IT) staff that is dedicated to developing and implementing technology-based solutions tailored to each client's particular needs.
- **The Client Internet Portal** - Access to insurance policy information, efficient certificate tracking, ordering, and issuance process. Document Library for storage of applications, loss history, reporting forms, exhibits, newsletters, and presentations.
- **Certificate Issuance Automation** - Automated programs to issue certificates.



12. Provide a complete description of your organizational structure and experience of key personnel that will be providing services to the City, including professional qualifications, specialization, etc. Include the account executive primarily responsible, his/her assistant who will have daily contact with the City and the person who will manage any other activities. Indicate level of education and professional designations including CPCU, ARM, LIC, etc. Identify whether key personnel are capable of rating CGL and other ISO rated insurance coverage. Please include biographies for all key personnel identified.

As a privately held firm, Hylant has the flexibility to make long term decisions without regard to external pressures. We are not accountable to Wall Street or shareholder expectations - **we are accountable to our clients first and foremost**. We create customized, innovative approaches to servicing our clients' needs.

Our unique structure and culture, which puts our clients first, is why we've been able to attract and keep many of the industry's most skilled professionals, and that, in turn, is why you can be certain you will be working with the best, most qualified people.

The following Hylant Team, will always put the City of Ann Arbor's needs first, this starts at the top with our executive level. Please see **Appendix A** for the Hylant Corporate Organizational Chart, as well, **Appendix B** for the Hylant Service Team Organizational Chart.

Bill Lyle – Client Executive Bill has the ultimate responsibility for Hylant's ability to meet and exceed our service commitments to the City of Ann Arbor. He will serve as the point person to access all applicable corporate Hylant resources and will make sure that the Hylant Team is accountable to your needs. Bill is presently working to obtain the CIC designation.

Mark Miller – Executive Vice President, President of Ann Arbor Office Mark will provide executive leadership and consultation to the City of Ann Arbor and has primary responsibility for senior level market relationships and all related issues. Mark will always be available to make immediate executive decisions in the best interest of the City of Ann Arbor.

Nancy Meldrum, CPCU, ARM, AU – Senior Client Service Manager Nancy will be responsible for the overall administration of the City of Ann Arbor insurance program. Nancy has the ability to rate CGL and other ISO rated insurance coverage.

Terri Mahakian, CIC – Vice President, Property & Casualty Service Leader Terri will work closely with Bill Lyle and Nancy Meldrum in the development, design and marketing of the City of Ann Arbor's property and Casualty insurance program.



Debbie Neff – Senior Service Assistant Debbie will support the City of Ann Arbor with timely issuance of certificates, policy reviews and subsequent review of endorsements. She will also be responsible for the accuracy of endorsements, audits, and policy analysis for our commercial insurance clients.

Cynthia Pulford – Claims Manager Cynthia will be responsible for monitoring each claim file to make sure the claim settlement process is on track at every step of the process.

Travis Thompson – Senior Risk Control Consultant Travis is experienced with regulatory compliance assessments and training, management system development, implementation and assessment, risk assessment, risk reduction strategies, and incident investigation root cause analysis. Travis will oversee field consultants to ensure all programs are properly executed so that you realize the full benefit of risk control.



City of Ann Arbor

Executive Leadership Team

Mark Miller
 Executive Vice President
 President Ann Arbor Office
 P 734-662-1003
 E mark.miller@hylant.com

Patrick Savage
 Chief Operating Officer
 P 734-662-1022
 E patrick.savage@hylant.com

Bill Lyle
 Client Executive
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CLAIMS

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 Senior Claims Manager
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Michelle Lafferty
 Corporate Counsel
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SERVICE TEAM

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LOSS PREVENTION

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 Risk Management
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 Senior Property Loss
 Prevention Consultant
 P 248-822-0303
 E steve.stuart@hylant.com

Practice Resources

Environmental
 Don Bryant

Executive Risk
 Doug Miller

Property
 Kevin O'Donnell

Casualty
 John Bair

Aviation
 Shawn Gratsch

Hylant Administrative Services
 Joe Seay

Surety
 Joel Speckman



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13. Describe your overall corporate philosophy and unique strengths in providing insurance coverage to municipalities in the field of insurance management and risk assessment, including but not limited to your marketing approach for municipalities.

At Hylant, we believe we offer several outstanding assets that will be of particular interest to the City of Ann Arbor.

- **Our Operating Principles.** Integrity, excellence, respect, responsibility and teamwork - that's how we serve our clients, colleagues and stakeholders.
- **Our People.** Our unique structure and culture, which puts our clients first, is why we've been able to attract and keep many of the industry's most skilled professionals. You can be certain you will be working with the best, most qualified people.
- **Public Entity Practice.** Because our practice resources are not individual profit centers, our Team members have every incentive to work together with just one goal in mind: your success. The team at the City of Ann Arbor will have direct access to this expertise. They have intense knowledge of exposures and a wealth of experience in working in the market, because it's all they do.
- **Direct Placement Model.** Hylant has proven protocols and best practices for handling large and complex accounts in order to meet the service needs of these clients. It's worth noting that the individuals who will service the City of Ann Arbor will be the same individuals who are responsible for negotiating the terms and conditions of the insurance placement in the marketplace. Your message is never diluted. We do not use a service center or centralized brokering model.
- **Strong Market Relationships.** At Hylant, our market leverage is based on relationships that have grown from decades of accurate and honest dealings with the largest insurance carriers in the world. Our strong carrier relationships reveal themselves every day in advantageous pricing, coverage terms, service, and claims handling. Most importantly, we have direct, rapid access to key insurance carrier decision-makers - including your current insurance carriers.



- **Senior Management Involvement.** Our senior management is actively involved in our key client relationships. Mark Miller, President of the Hylant Ann Arbor office and Executive Vice President, will be engaged in our relationship with the City of Ann Arbor. Mark’s primary responsibility is to ensure that we have assembled the right people and technical resources to fulfill our service commitments to you. Mark and other members of our executive management Team are available to attend meetings and are interested in feedback from you regarding our performance. We believe this strengthens our understanding of your organization, assists us in promoting the City of Ann Arbor within the insurance marketplace and affords us the opportunity to be more responsive to your changing needs.
- **Customized Technology.** Hylant continues to invest in and develop the latest client-facing technology to ensure we are leaders in delivering solutions to our clients. Hylant’s Information Technology staff is dedicated to meeting the needs of our clients.
- **Your Hometown.** The main servicing office for your Hylant Team is located on the northeast side of Ann Arbor, having outgrown our previous office in downtown Ann Arbor on Main Street. Many of our Team members and supporting office members live in the city and are actively involved in the local schools and volunteer their time with local non-profit groups. We are familiar with your local challenges and requirements to do business in the city.

As a privately held firm, Hylant has the flexibility to make long term decision without regard to external pressures. We are not accountable to Wall Street or shareholder expectations – **we are accountable to our clients first and foremost.** We create customized, innovative approaches to servicing our clients’ needs.



14. Provide a complete overview of any educational programs, including specialized subjects and company-sponsored seminars, conducted by or made available by your company and available to City staff.

Understanding the complexity of risks to public entity is a challenge even for experienced insurance/brokerage/consulting team; keeping abreast of constantly changing trends, laws and other regulations. The Hylant Team will keep the City of Ann Arbor team up-to-date on these challenges by providing the following:

- eBlasts ~ emails containing timely topics and links to additional information
- Electronic Legislative Updates
- Webinars
- Seminars
- Monthly electronic newsletters
- Access to our Corporate Health & Wellness Specialist
- Hylant website for links to updated Health Care Reform articles
- Access to our proprietary Client Portal & Resource Center ~ internet-based client center where employers have access to legislative guides, resource library, employee communications, newsletters and document postings

Hylant sponsors seminars throughout the year on topics that may be meaningful to our clients. An example includes the recent seminar/webinar we presented on the legislative changes in COBRA, CHIPRA, HIPAA, etc. Educational seminars are provided at no cost to our clients in web-based and live format depending on the subject matter and speakers.

In addition, e-Blasts are sent out to our clients with time sensitive compliance updates. We are also pleased to provide training to our clients on Hylant products and tools as requested.



QUALIFICATION QUESTIONNAIRE

1. Name of Firm

Hylant Group

2. Website Address

www.hylant.com

3. Servicing Office Address

24 Frank Lloyd Wright Drive, Suite J4100, Ann Arbor, Michigan 48105

4. Telephone/Fax Numbers

Phone: 734-741-0044

Fax: 734-741-1850

5. E-mail

annarbor@hylant.com

Please refer to **Appendix B**, Hylant Service Team Organizational Chart, for a complete list of Team members.

6. Organization structure e.g. corporation, partnership, etc

Organized under the laws of the State of Ohio, Hylant is organized as a Sub-S Corporation holding with Limited Liability Corporations (LLCs) in most of our locations.

A copy of our Hylant Corporate Organizational Structure Chart is provided in **Appendix A**.

7. How long has your agency been in the insurance business?

Hylant Group was established in 1935 in Toledo, Ohio. In 2005, Hylant acquired the former Dobson-McOmber Agency in Ann Arbor, which had been in operation for over 100 years in Ann Arbor.

8. Do you maintain an office in Southeastern Michigan (local office)

Our office, located at 24 Frank Lloyd Wright Drive, Ann Arbor, MI 48105 will be the primary servicing office for the City.

9. Number of Licensed Agents within local office

Hylant's Ann Arbor office has 43 Licensed Agents.



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10. Number of Licensed Insurance Counselors

There are two Insurance Counselors in our Ann Arbor office.

11. Do you have insurance agents/brokers errors and omissions insurance with a minimum limit of \$1,000,000 per occurrence? If you are selected to provide quotation you must provide evidence of this coverage.

Yes – Please refer to **Appendix H** for a copy of a current certificate of insurance.

12. List your three largest public entity accounts in Michigan, and describe the scope of each relationship. May the City of Ann Arbor contact these accounts? If so, please list the contact persons and their telephone number: If not, state reason.

Entity: Ann Arbor Public Schools
Contact: Robert Allen, Deputy Superintendent
Phone: (734) 994-2250
Scope: Brokerage And Consulting Services. Management of the Property & Casualty Insurance Program. Yes, it is ok to contact Mr. Allen.

Entity: City of Warren, MI
Contact: Denise Williams, Risk Management
Phone: (586) 574-4654
Scope: Brokerage and Consulting Services. Management of the Property & Casualty Insurance Program. Yes, it is ok to contact Ms. Williams.

Entity: Pittsfield Township
Contact: Anna Hornyak
Phone: (734) 822-3137
Scope: Brokerage and Consulting Services. Management of the Townships Workers Compensation and Employee Benefit Programs. Yes, it is ok to contact Ms Hornyak.



13. State your annual public entity property and liability premium volume within the State of Michigan in 2009, 2010, and 2011:

<u>2009</u>	<u>2010</u>	<u>2011.</u>
\$ 6,830,169	\$ 6,484,083	\$ 6,884,448

Bill Lyle, Client Executive

**Name and Title of individual
completing this questionnaire**

Signature

734-662-1435

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