

## OUR NEW COMPANY MISSION IS SIMPLE: POWERING YOUR SUCCESS.

At ICW Group we understand that your success is our success and our role is to help Elevate you in the eyes of your clients.

### 8 New Ways We Help Power Your Success

1

#### CEO Luncheon Series

Our new CEO/Key Executive Luncheon Series offers agents the opportunity to meet with our senior leadership team to tell us how they see it and offer new ideas on how we can better serve them.

2

#### Comprehensive Agency Feedback Program

Our new customer feedback program features ongoing agent/CSR roundtables, surveys and online suggestions to gather continuing insight into how we can tangibly elevate you in the eyes of your clients.

#### Leadership Advisory e-Bulletin

Our new company e-bulletin, Elevate, provides you with the latest news, resources and tools to keep you informed and up-to-date so you can better serve your clients and strengthen your relationships.

3

#### Co-Branded Risk Management Solutions

Our plan in Workers' Compensation is to showcase your key involvement in workplace safety by co-branding with your agency key offerings in our Risk Management program - including our Risk Management Rx (RMRx) Safety Advisor web tool, safety awards and client correspondence.

4

5

#### Agent Showcased in Win-Win Solutions

For Workers' Compensation producers when there is an important win for your client, (ie: positive claims outcome or a successful fraud conviction), our team includes you in the communication with your client, showcasing your role and involvement in their success.

6

#### Value-Added Workers' Compensation Services

On larger Workers' Compensation accounts, we will now offer specialized services such as customized Ex-Mod analysis and stewardship reports, helping you provide more effective solutions for your clients.

#### myResource: New Online Service for Policyholders

Announcing myResource for Workers' Compensation – a new online service designed exclusively for your clients. myResource will help your clients create a culture of safety and take a proactive approach to managing their claims.

7

#### Earthquake Account Advisor Report

For Earthquake producers our new customized Account Advisor Report reinforces your informed leadership role by providing comprehensive analysis of your client's risk so they can make more accurate and informed decisions on coverage.

8

We see the business of insurance through your eyes.