



ANNUAL REPORT 2010

CONTINUING GROWTH



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LETTER**

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**PRODUCTS
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COLLABORATIONS

**FINANCIALS
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MEMBERS**

**OUR
BOARD**

**OUR
STAFF**

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GROWTH

PRESIDENT'S LETTER



Despite the recent “official” declaration by the National Bureau of Economic Research that the recession ended in the summer of 2009, the majority of us are still witnessing the on-going ramifications in the news and still feeling its effects. It would be easy for one to assume that nothing is happening ... that there is no movement or growth.

And yet, during these past many months, the MWCIA has continued to “grow”. Not growth in the size of our staff, office space or number of locations. Rather we’ve grown in our ability to serve our key audiences. From our perspective, this is the most important growth.

How is this achieved? It is achieved through a combination of quality, proactive people and staff longevity.

We are indeed very fortunate to have an extremely low staff turnover ratio. With good training/education programs this leads to a highly knowledgeable and experienced staff. When this is tied to a positive work environment that encourages staff to work together in solving problems, finding solutions and developing the kind of products and services needed for the 21st Century, we have a staff that takes ownership and responsibility seriously.

This is what I mean when I say Growth and I think you’ll agree that this is real growth because it not only spells growth for our staff, but growth for our organization and for you as we grow in our understanding of your needs and in our ability to predict those needs in an ever-changing environment.

Quite simply, it is human growth and that’s something far more important and permanent than any growth our economists can cite.

PRESIDENT'S LETTER



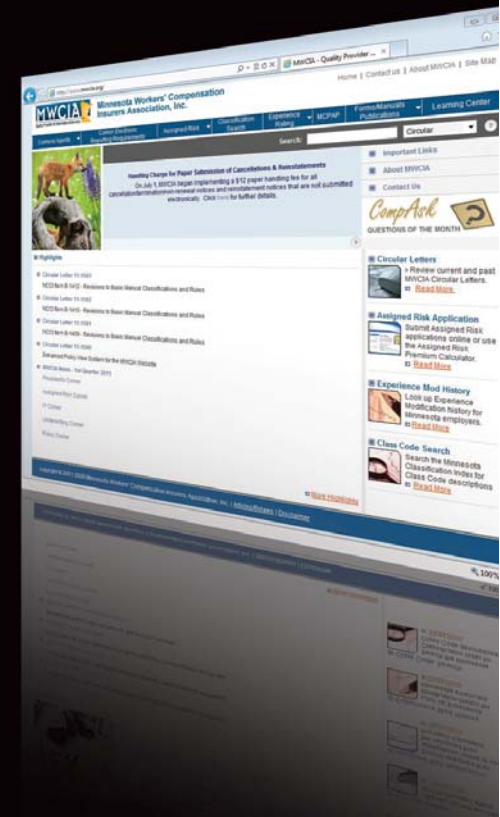
In that spirit, I am again reminded of our mission statement:

AS THE PREFERRED PROVIDER OF QUALITY MINNESOTA WORKERS' COMPENSATION INFORMATION, WE ARE COMMITTED TO DEVELOPING PRODUCTS, SERVICES AND MARKETS THAT MEET OUR CUSTOMERS' EVOLVING NEEDS, AND TO PROVIDING A WORK ENVIRONMENT RICH IN OPPORTUNITIES FOR PERSONAL AND PROFESSIONAL GROWTH.

We are the Minnesota Workers' Compensation Insurers Association, a quality provider of information and services.

A handwritten signature in black ink that reads "Bruce Tollefson".

Bruce A. Tollefson
President



GROWTH

STATE OF THE MARKET



Minnesota's workers' compensation insurance market continues to be relatively stable and healthy. Insured premium volume has dropped over the last few years due to the economy, with loss ratios and case frequency changes stabilizing after years of steady decreases. Medical average cost increases are slowing as well, but medical reserve strengthening continues. These combinations of characteristics bear watching, but current trends continue to lead to relatively predictable costs.



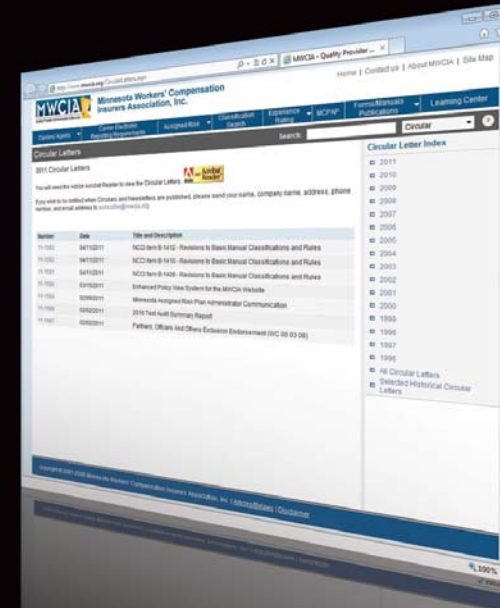
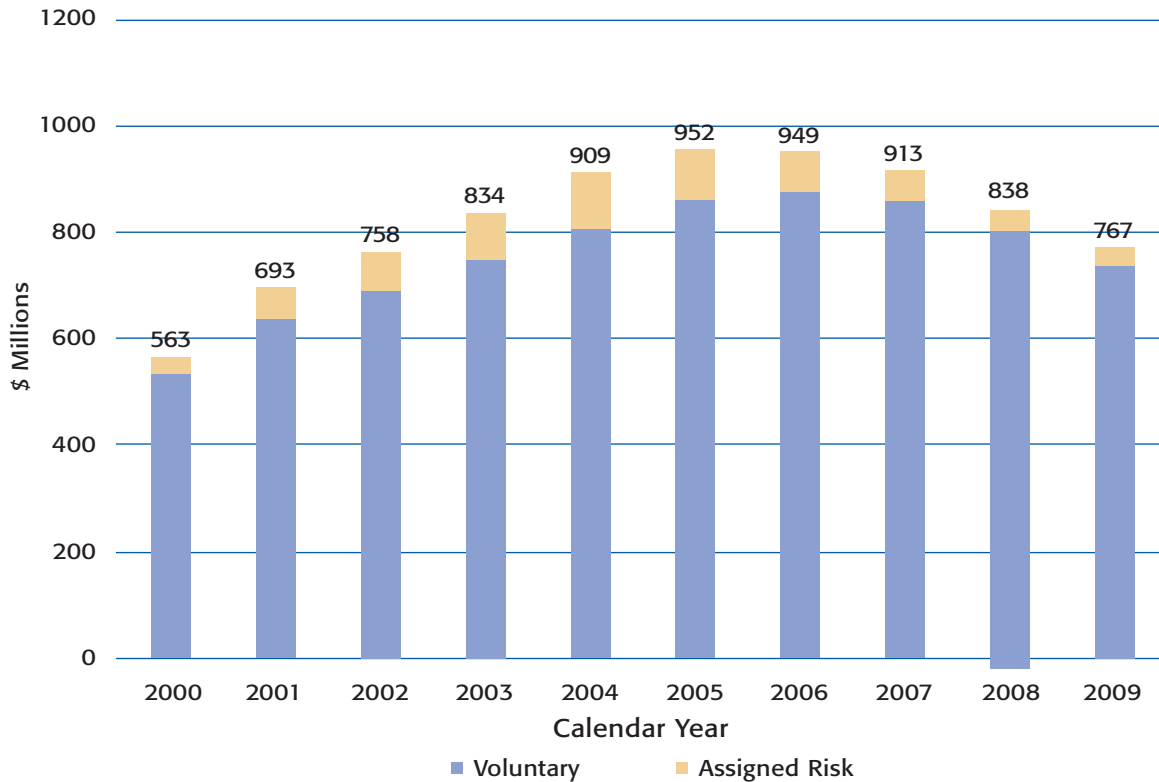
GROWTH

STATE OF THE MARKET



DIRECT EARNED PREMIUM

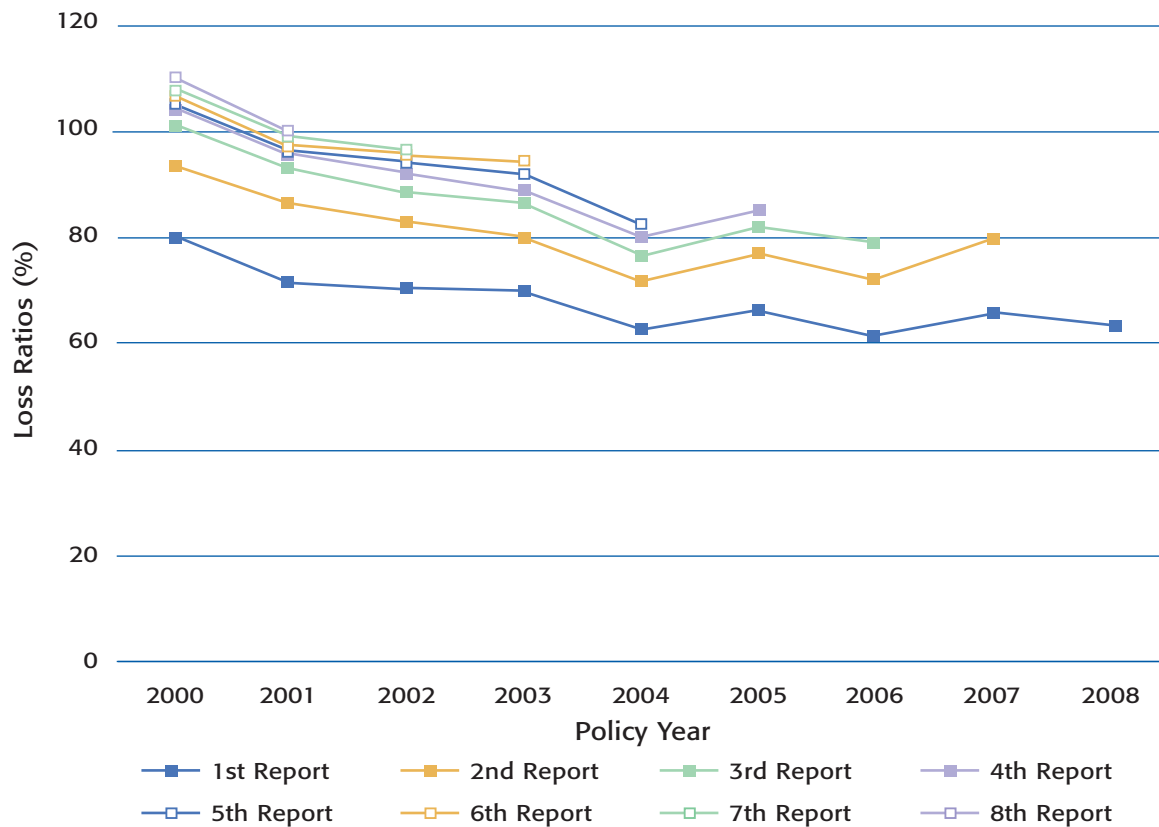
Overall insured premium levels have dropped about 20% over the last four years. The voluntary market is at its lowest level since 2003, and the assigned risk plan has depopulated to such an extent that it now represents less than 4.5% of total insured premium.

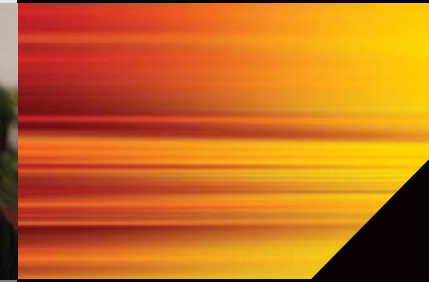




PAID+CASE TO DSR PREMIUM LOSS RATIOS

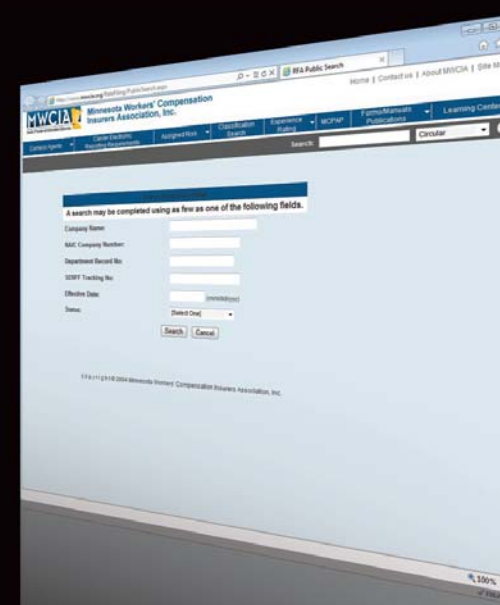
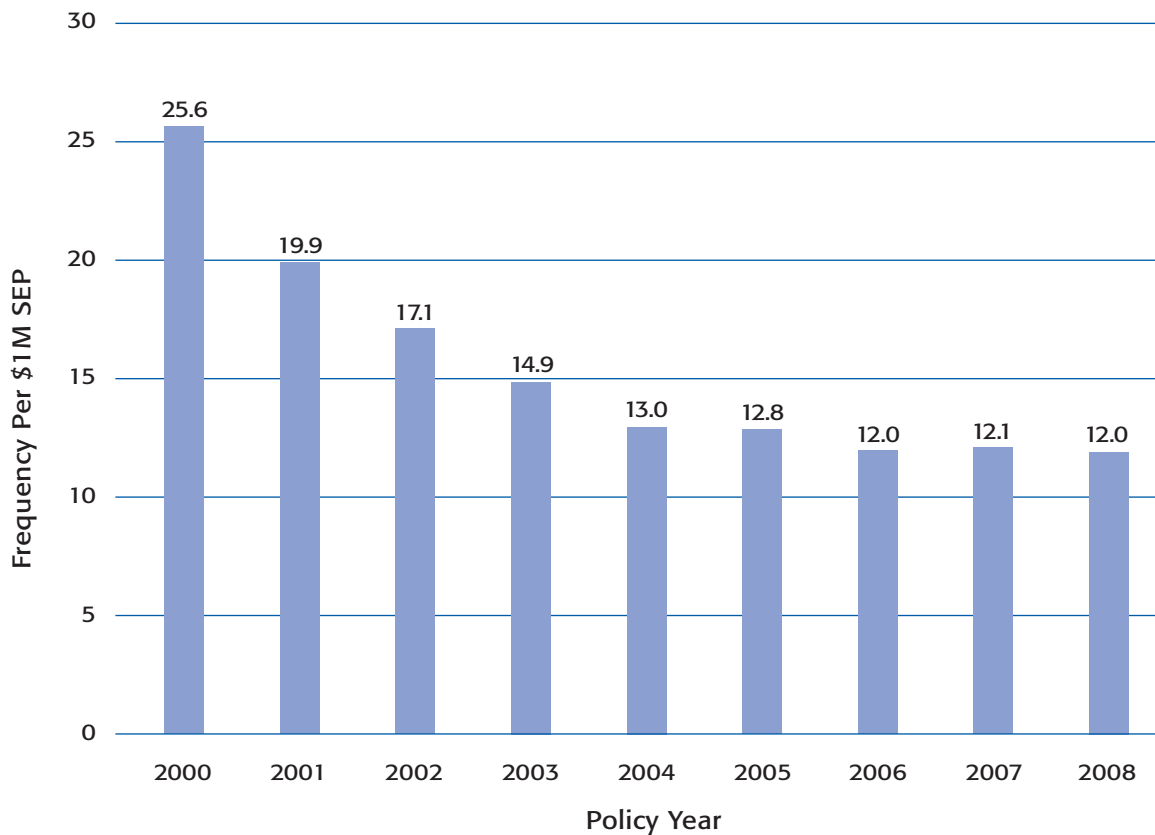
Loss experience has started to stabilize over the past few years. After years of consistent decreases, the latest few policy years suggest that on-level loss ratios may have finally bottomed out.





LOST-TIME FREQUENCY

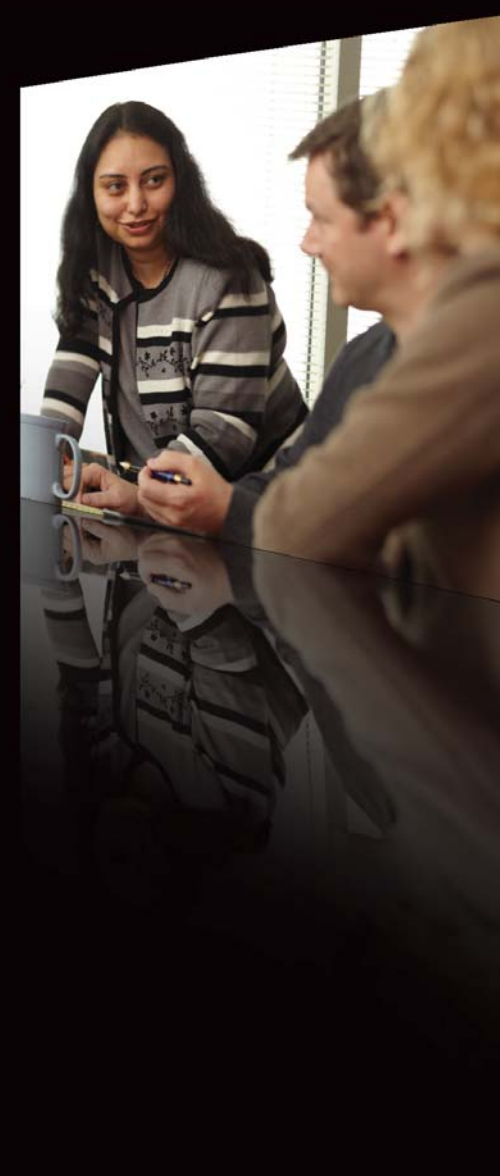
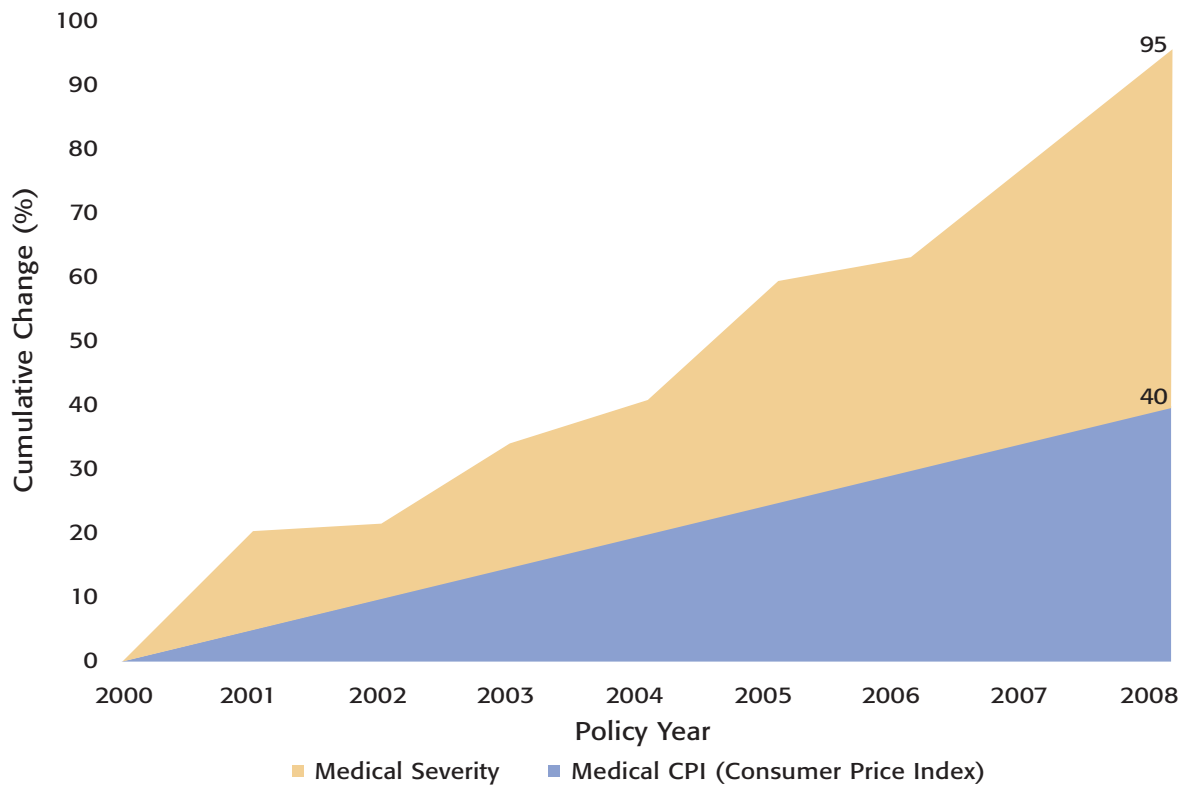
Changes in average case counts per one million dollars of standard earned premium have also settled over the past four to five years. After years of double-digit decreases, frequency has dropped about 1.5% annually over the past five years.

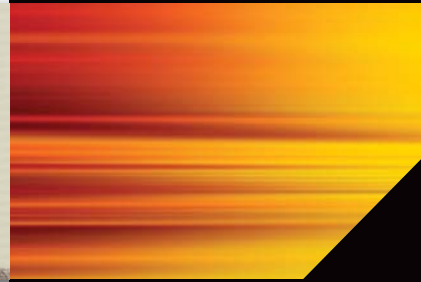




LOST-TIME MEDICAL SEVERITY AND MEDICAL CPI CHANGES

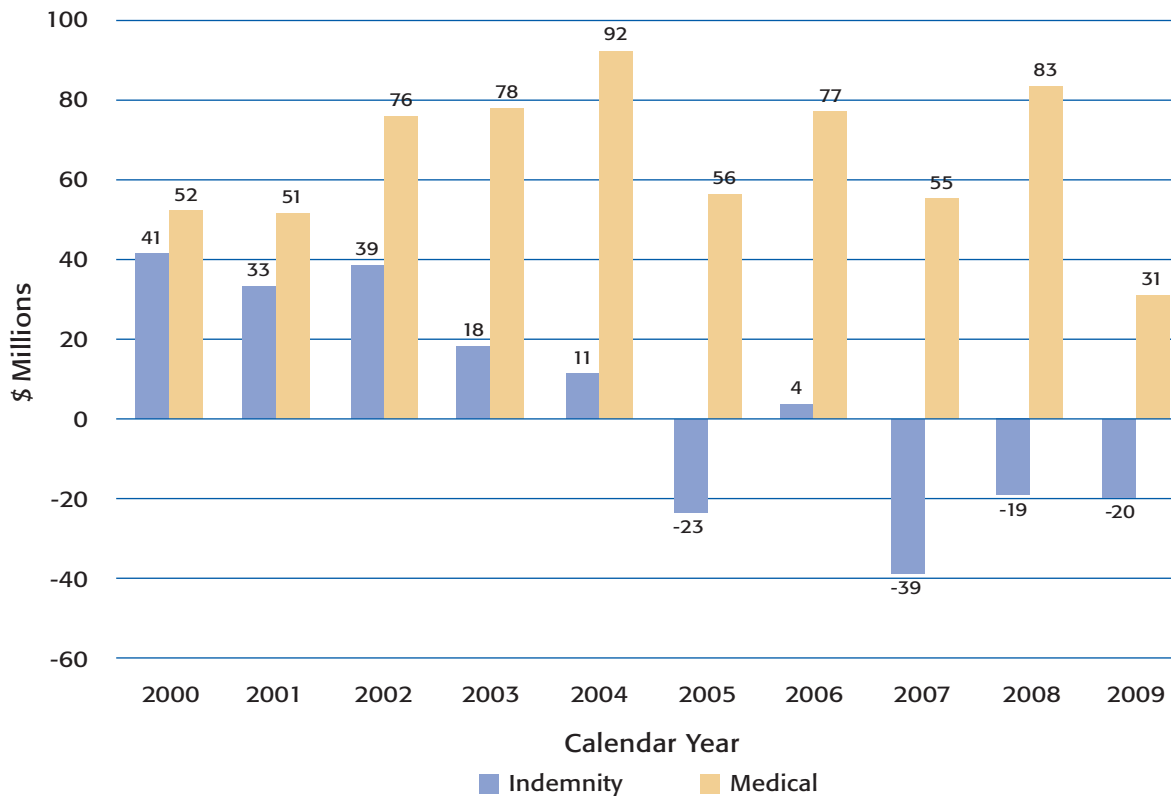
Movement in the average cost per case for all lost-time medical continues to outstrip the changes in the medical CPI. Workers compensation medical severities have increased about 8.8% annually since 2000, with the CPI growing at about half that rate.





CASE RESERVE CHANGES

Carriers continue to release indemnity reserves and strengthen their medical counterparts. Medical case reserves have increased over 160% since the beginning of the decade – and now stand at over 55% of total case reserves on the carriers’ books.



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PRODUCTS & SERVICES



MWCIA OPERATIONAL SERVICES

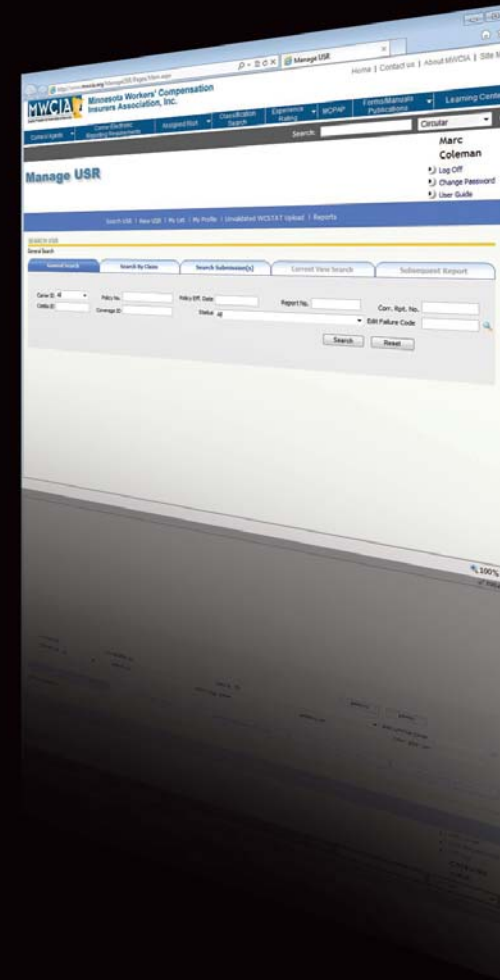
In 2010, MWCIA Operations Services staff focused on enhancing our value and service to member carriers and other industry stakeholders. We placed special emphasis on looking for ways to heighten accuracy, timeliness in communications and data quality as follows:

MANAGE USR RELEASE 2: In May, MWCIA released [Manage USR Release 2](#).

This release is a robust, web-based application enabling our registered data providers to manage submissions and facilitate online management of their USR data. The Data Provider can create new USRs as well as execute replacements, corrections, subsequent reports and make revisions to unsubmitted data.

MANAGE POLICY SYSTEM: The Operations staff worked with the IT staff on developing and testing the online Manage Policy system which is intended to help member carriers resolve coverage issues, address policy errors and verify records online.

ELECTRONIC PROCESSING: MWCIA combined the paper policy processing department with the electronic policy processing department to form a single policy processing department. Today, the majority of policy submissions are transmitted electronically. Combining the departments helped support office efficiencies and cross-training initiatives while streamlining communications with member carriers.



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PRODUCTS & SERVICES



CARRIER DATA QUALITY REPORT: In March, MWCIA distributed carrier data quality reports for data received or due in 2009. Our goal was to provide carriers with useful feedback regarding the quality and timeliness of the data they submitted to our organization during 2009. This is the second year that MWCIA has produced carrier data quality reports. While we have based the content and grading criteria on prevailing industry standards, we eventually plan to tailor the reports so that they more closely adhere to Minnesota standards. Starting with data received or due in 2011, MWCIA intends to shift the grading criteria for policy timeliness from 60 to 30 days. With the 2009 carrier data quality reports, we added policy quality measures.

IDMA TRAINING: In September, MWCIA hosted an on-site, one day Insurance Data Management Association Inc. (IDMA) training workshop for MWCIA staff on Data Management for Insurance Professionals.

Some additional operational services include the following:

ONLINE ASSIGNED RISK PLAN APPLICATION (OAR):

OAR is an online software that allows Minnesota Assigned Risk Applications to be submitted electronically. This automated online system benefits the marketplace by enhancing the efficiency and accuracy of processing Minnesota Workers' Compensation Assigned Risk Plan Applications.

MCPAP CREDIT FACTOR APPLICATIONS:

The MCPAP Credit Factor Application is web- based, allowing a contractor or agent to complete an electronic application.



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PRODUCTS & SERVICES



ASSIGNED RISK PLAN DEPOP DOWNLOAD AND SEARCH FUNCTIONS:

These MWCIA web-based applications are enhanced to include merit rating information, providing additional and useful information to member carriers and agents.

MWCIA CROSS INDEX: The MWCIA website includes a [Cross Index](#) for Minnesota Endorsement and the Workers' Compensation Insurance Organization (WCIO) WCPOLS Record Type Codes. This allows a carrier to easily determine whether an endorsement contains information required to be reported via WCIO WCPOLS and if so, where the Record Type Code specifications are located in the WCIO WCPOLS manual.

We continue to place high priority on providing timely communications to our members and customers that is both informative and educational. We achieve this through the ongoing creation and updating of electronic documents and by emphasizing our website as the main source for viewing and obtaining documents such as Circular Letters, Manuals, Newsletters and Brochures.

Some examples of how we communicate with our members, customers and the public are:

MWCIA NEWSLETTER: The [quarterly newsletters](#) are written and published by MWCIA staff. The website has quarterly newsletters dating back to 1998.

MWCIA CIRCULAR LETTERS: The [Circular Letters](#) provide official notification to our members and customers of such things as filings that have been approved or orders given by the Department of Commerce. Again, we strive to provide timely information on important changes that may have a direct impact on member and customers businesses. The Circular Letters are written by the MWCIA staff and are posted on our website.



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PRODUCTS & SERVICES



MWCIA BROCHURES: We continue to focus on publishing brochures to help educate and inform members and customers on specific topics. The brochures focus on explaining processes and answering frequently asked questions. Some of the brochures available on the MWCIA website include, “Understanding Experience Rating,” “How To Complete Minnesota’s Workers’ Compensation Assigned Risk Plan Application” and “Minnesota Contractors Premium Adjustment Program.”

MWCIA EDUCATION AND INFORMATIONAL PRESENTATIONS:

The Member and Customer Services staff continues to “reach out” to members, customers and the business community at large to provide educational and informational presentations. In 2007, the staff participated in presentations to insurance carriers, agents and other interested parties.

Member and Customer Service staff participates in a forum in which we provide an informational presentation on Workers’ Compensation for Minnesota employees.

Another way we are “reaching out” is by the participation of Member and Customer Services staff in agent industry functions through our information booth.



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PRODUCTS & SERVICES



ACTUARIAL SERVICES

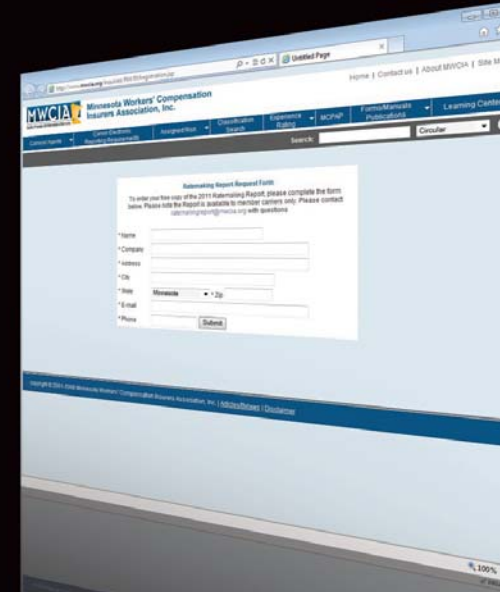
RATEMAKING REPORT

Once again, we were able to release this year's Ratemaking Report August 13, allowing our members ample time to review its findings and determine their own pricing for the coming 12-month cycle.

As displayed in the accompanying chart, the pure premium base rate level decreased 1.7% this year. By specific industry, this breaks down as follows:

Manufacturing	+4.6%
Contracting	-7.1%
Office & Clerical	-2.5%
Goods & Services	+0.3%
Miscellaneous	-5.1%

The pure premium base rate level continues to demonstrate strong stability. In the last ten years, the level has experienced seven decreases and three increases. On average, 2011 base rates are 3.4% lower than their 2001 counterparts.

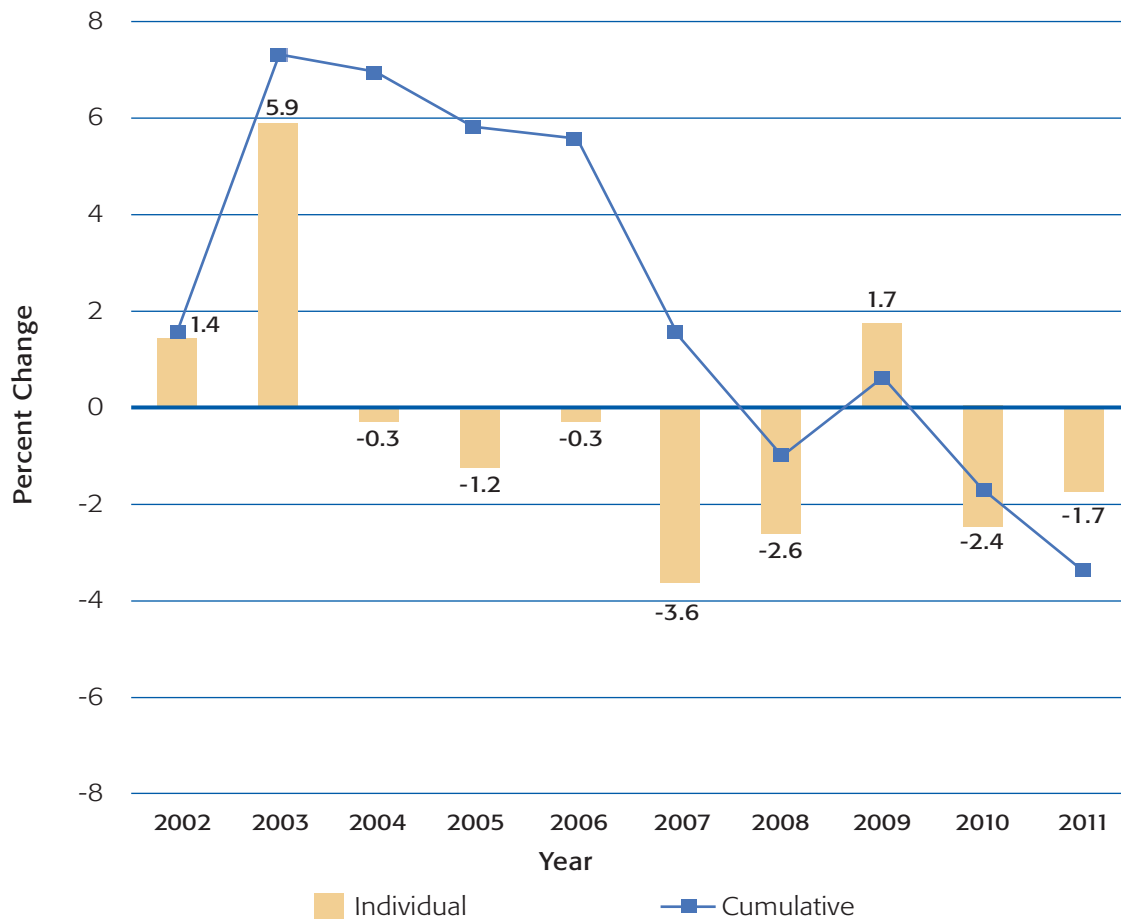


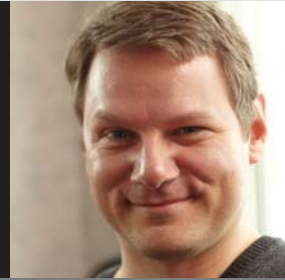
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PRODUCTS & SERVICES



PURE PREMIUM BASE RATE CHANGES 2002-2011





ACTUARIAL

MWCIA's Actuarial and Information Technology departments continue to work hand-in-hand to develop and refine valuable resources for the industry. From internal research and production software such as TRACER and XRAY to external tools like ARROW and ACCEDE, actuarial staff continues to pursue more efficient methods to collect carrier data and more robust methods to analyze it.

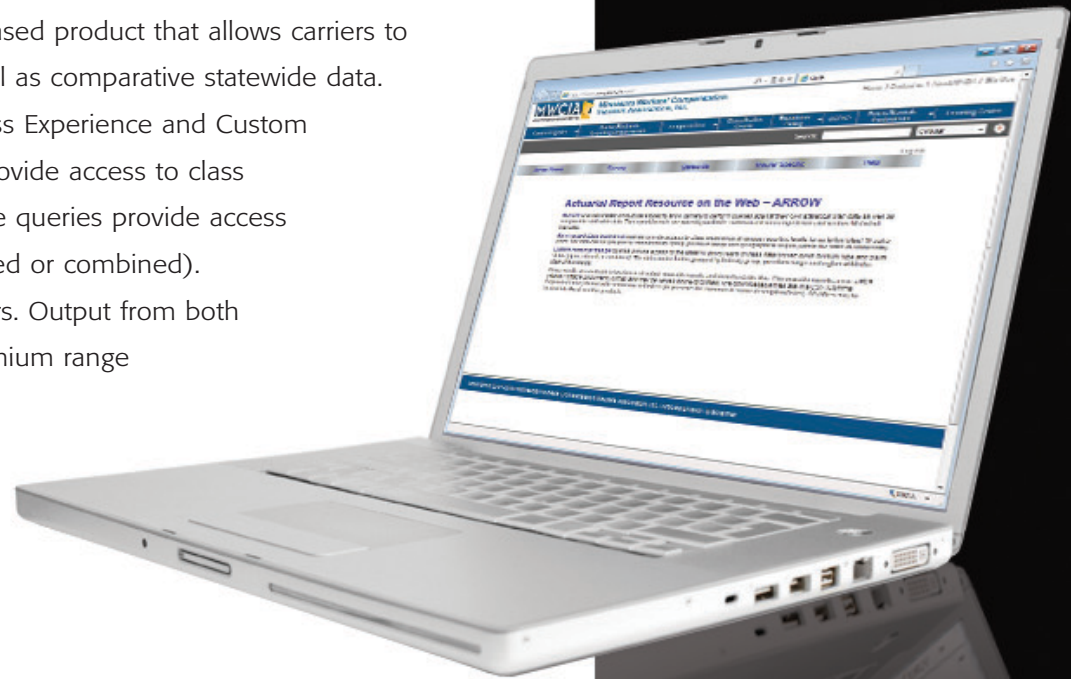
ARROW

ARROW (Actuarial Report Resource on the Web) is a web-based product that allows carriers to perform queries against their own statistical plan data as well as comparative statewide data.

Two report formats are currently available: Summarized Class Experience and Custom Historical Triangles. Summarized Class Experience queries provide access to class experience at various report levels. Custom Historical Triangle queries provide access to detailed data by injury type and claims status (open, closed or combined).

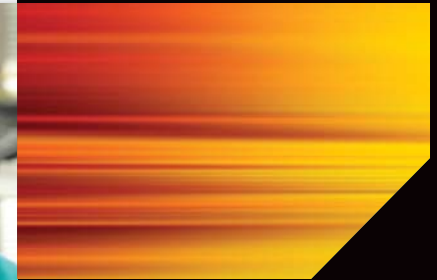
Both data sets are available through the latest 10 policy years. Output from both report formats can be grouped by class/industry group, premium range and geographical region within the state of Minnesota.

During 2007, ARROW was updated to include the display of the 6th to 10th reporting levels of data.



GROWTH

PRODUCTS & SERVICES



ACCEDE™

MWCIA's financial data reporting tool, ACCEDE™ (Automated Carrier Call Entry and Data Edit) continues to provide members with a flexible tool to summarize, edit and submit aggregate data. ACCEDE™ Online is a web-based product which allows users to directly input their Excel data and upload the completed file, significantly simplifying the overall reporting process.

TRACER

The internal TRACER (Tool for Ratemaking, Analysis of Class Experience & Research) engine continues to provide staff with growing flexibility for all class ratemaking processes. TRACER is used to produce class rate relativities and affords staff comprehensive tools for thorough class ratemaking research and sensitivity testing. TRACER was recently updated to produce pure premium rates based on the new likely/not-likely loss development methodology. This ratemaking enhancement is consistent with NCCI procedural changes being implemented countrywide.

XRAY

XRAY (Experience Rating Analysis Yardstick) was designed to evaluate the effectiveness of the Minnesota Workers' Compensation experience rating plan. XRAY continues to be used to test the plan's parameters, forecast distributions of outcomes and perform sensitivity testing.

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PRODUCTS & SERVICES



INFORMATION TECHNOLOGY

ASSIGNED RISK

OAR (ONLINE ASSIGNED RISK)

The Online Assigned Risk (OAR) application, developed for the Minnesota Workers' Compensation Assigned Risk Program (MWCARP) in 2007, allows an agent or employer to complete and submit an electronic payment for an assigned risk application.

This processing continues to gain momentum (approximately 68 percent of all approved applications) as the table below indicates:

Description	OAR Count	Paper Count
Assigned	4868	2280
Nascent	4	0
Open	0	5
Payment Pending	18	0
Returned	1668	210



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PRODUCTS & SERVICES



ASSIGNED RISK NEW CARRIER SUPPORT SYSTEM

The Assigned Risk servicing carrier pool expanded from two to three in 2009. MWCIA created a Block Policy Transfer application and a New Policy Assignment application after gathering requirements from MWCARP, the three servicing carriers, and the Department of Commerce.

The Block Policy Transfer program successfully moved 7,554 policies and over \$10 million in premium over the course of 2010. It will have completed its task in late 2010 or early 2011.

CONTACT MANAGEMENT SYSTEM

MWCIA's customization of the Microsoft CRM software continued in 2010 with the addition of new features to handle the complex membership structures of our carriers.

The system is a key component in a broad strategy to integrate our website, independent contact repositories, Microsoft Outlook, our Active Directory, and our mobile devices.

ACCEDE™

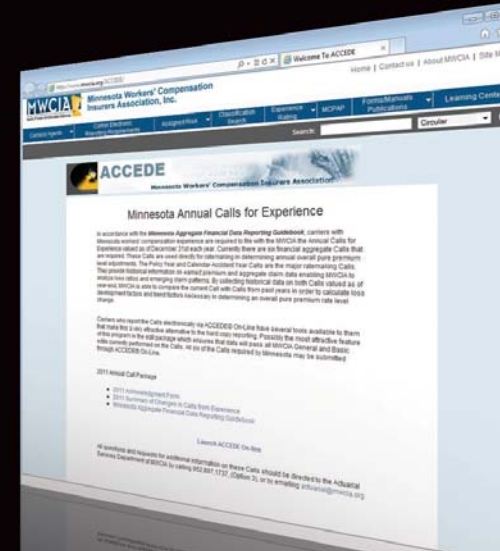
ACCEDE was enhanced in three areas in 2010 including the addition of a Loss Cost Multiplier screen, new actuarial edits, and a replaced Excel upload module.

TEST AUDIT

We modified our Test Audit software to be compliant with Spectrum 4.0 which has been enhanced to generate export files to external systems. Processes were added to trigger reminder letters.

DEPARTMENT OF LABOR ACCESS

MWCIA added 15 terminal services licenses to facilitate DLI access to Spectrum systems.



GROWTH

PRODUCTS & SERVICES



MPS (MANAGE POLICY SYSTEM)

The Minnesota Manage Policy System (MPS) is a web application being developed to allow Minnesota workers' compensation carriers to manage their own policy data. Based on a carrier's level of security, carriers can view coverage, transactions, submissions, policy letters, and policy errors. They can also renew, replace, reissue, cancel, and reinstate coverage; and import, export, copy, validate, and submit transactions. Flexible search interfaces allow carriers to find their own data and monitor the progress of submissions. Processing in MPS is near-time. This means results are available within minutes or hours instead of days. The system is scheduled for implementation in the second quarter of 2011.

POLICY VIEW PHASE II

Final testing for [Policy View P2](#) was completed in December, 2010. This new phase for the Policy View system includes transaction and error reports along with several cosmetic enhancements and is scheduled for release in January, 2011.



GROWTH

COLLABORATIONS



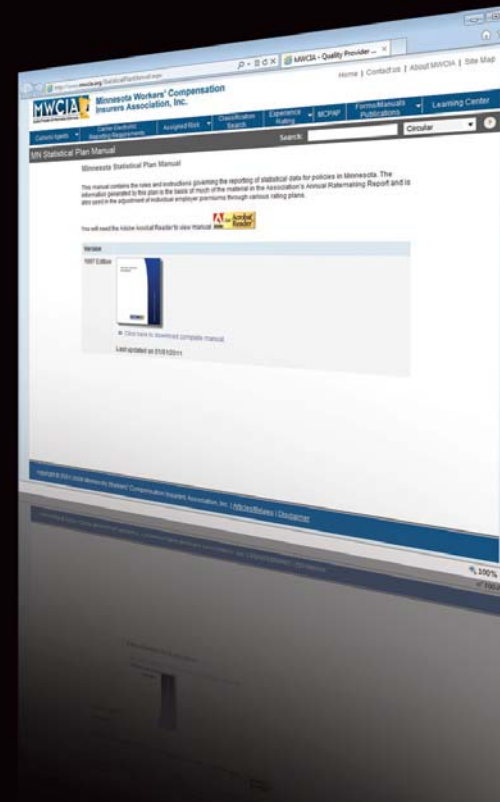
COLLABORATIONS

MWCIA fulfills many roles to meet many needs. We are able to achieve this, not only through our own products and services, but because we have joined hands with a number of other associations and organizations in our industry. Indeed, it is in this spirit of collaboration that we have realized some of our greatest breakthroughs and have played a role in the advancement of our industry overall.

ACCCT

The American Cooperative Council on Compensation Technology (ACCCT) is comprised of the state workers' compensation data collection organizations in California, Massachusetts, Michigan, Minnesota, New York, North Carolina, Pennsylvania/Delaware, Wisconsin, New Jersey and the Insurance Service Office. ACCCT's products include:

- **BEEP™ (Bureau Entry and Edit Package)** allows carriers and reporting organizations to transmit unit statistical information between any state insurance advisory and/or rating organization that is a BEEP™ member. A web-enabled BEEP™ product is available allowing the electronic storage and transmission of unit statistical data.
- **PEEP™ (Policy Entry and Edit Package)** allows policy reporting organizations to electronically enter, edit and transmit policy information to a Data Collection Organization. Fully operational in 2003, PEEP™, like BEEP™, is totally web-based.



GROWTH

COLLABORTIONS



CDX (COMPENSATION DATA EXCHANGE)

Developed in 2003, this data super highway accelerates the secure, electronic transmission of data between member insurers and Data Collection Organizations. A number of ACCCT Partners are also making use of the Experience Mod Work Sheet capability available through [CDX](#).

SPECTRUM™ PARTNERS, LLC

Spectrum Partners, LLC has developed an internal relational database operating system that serves as the foundation for many products and services.

The Spectrum suite of products continues to grow. The on-going success of Spectrum can be attributed to a strong partnership of the following state associations:

- Minnesota
- Wisconsin
- New York
- North Carolina
- Massachusetts



GROWTH

COLLABORTIONS



ADDITIONAL RELATIONSHIPS

MWCIA is an active participant in national organizations such as:

- **WCIO (Workers' Compensation Insurers' Organization)** chartered in 1995 to develop uniformity of standards with respect to forms, electronic transmissions, filings and other tools and systems necessary to the industry.
- **IAIABC (International Association of Industrial Accident Boards and Commissions)**
- **IDMA (Insurance Data Management Association)**

Our extended relationships and audiences also include the Minnesota Department of Commerce, the Minnesota Department of Labor and Industry, as well as the Minnesota Workers' Compensation Reinsurance Association (WCRA), which was founded in 1979 to provide low-cost reinsurance for Minnesota insurers and self-insurers. MWCIA Actuary, Craig Anderson, has served on the WCRA's actuarial committee since its inception.

Whenever we are able to provide assistance, technical or otherwise, to any organization in the workers' compensation arena, we strive to assist that organization's ability to better serve its audiences.

Indeed, it is through this cooperation and overlap among our fellow state associations, government and regulatory bodies, our members, and our internal departments that our capabilities have continued to evolve in leaps and bounds. What's more, in the process, we truly further the core of our mission to be the "quality provider of information and services."

GROWTH

DOCUMENTING RESULTS



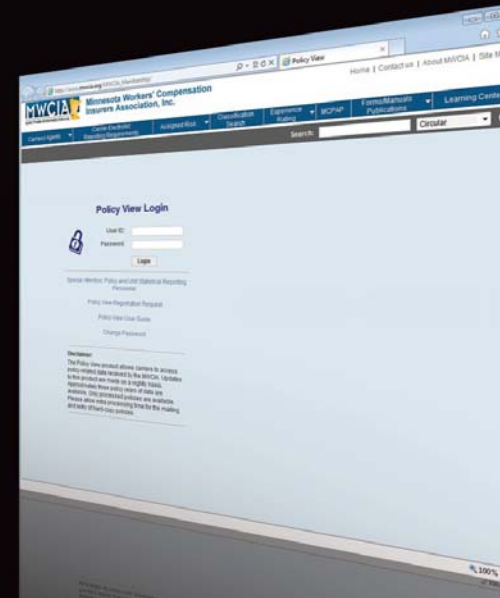
FINANCIALS & STATISTICS

POLICY REVIEW/POLICY ENTRY

An important activity of the Association is the capture of policy coverage information and the management of the Insurance Coverage Verification System (ICVS). The ICVS function provides the Department of Labor and Industry with computer-generated online information on workers' compensation insurance coverage and eliminates the carriers' obligation to file notifications of coverage and cancellation with the Department. In 2010, a total of 130,000 policies were collected with 95% of those being collected electronically. Click [here](#) if you are interested in viewing additional information on the number of policies, endorsements and cancellations processed by MWCIA during 2010.

UNIT STATISTICAL PLAN

Unit Statistical Plan data is collected, processed, and tabulated for use in developing the classification data with the Association's Annual Ratemaking Report. During 2010, a total of 154,828 reports were collected.



GROWTH

DOCUMENTING RESULTS



REVENUE AND EXPENSES

MWCIA had revenues of \$7,524,553 of which \$6,630,056 were collected through the assessment process. Click [here](#) to view the breakdown of revenues and expenses.

INSOLVENT FUND ACCOUNT

The Association continues to make regular payments to claimants of Security Casualty Company of Chicago. No assessments were levied in 2010.

FINES

The Association has a fining procedure for delinquent unit statistical reports. This procedure generated \$74,036 in 2010.





POLICY REVIEW/POLICY ENTRY

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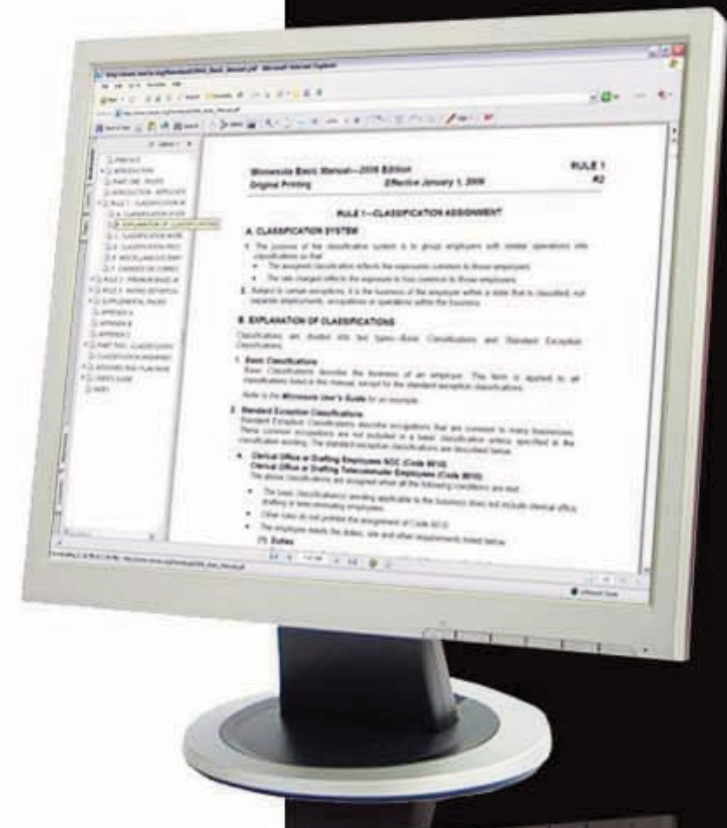
	Assigned Risk	Voluntary Market	Totals
Policies (paper)	158	7,176	7,334
Policies (electronic)	26,158	96,861	123,019
Endorsements (paper)	95	58,299	58,394
Endorsements (electronic)	193,301	696,713	890,014
Cancellations (paper)	20	6,224	6,224
Cancellations (electronic)	20,663	54,117	74,780
Subtotals	240,395	919,390	1,159,785

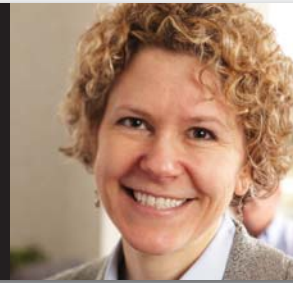


MERIT RATING

Minnesota statutes require that all Assigned Risks not eligible for experience rating must be subject to a Merit Rating Plan developed by the Department of Commerce. A total of 22,574 Assigned Risk files were published for Merit Rating in 2010. The 2010 Merit Ratings were distributed as indicated on the chart below.

Merit Rating Factor	Number of Assigned Risk Files
0.67	20,670
0.90	1,426
1.00	421
1.10	57





EXPERIENCE RATING

During 2010, we continued our activities in connection with the experience rating of employers. 25,835 Minnesota intrastate experience ratings were published, including revisions. The 2010 breakdown of current Minnesota intrastate ratings by modification factor is as follows:

Total Ratings between 0.01 & 0.49	0
Total Ratings between 0.50 & 0.59	0
Total Ratings between 0.60 & 0.69	7
Total Ratings between 0.70 & 0.79	135
Total Ratings between 0.80 & 0.89	2,486
Total Ratings between 0.90 & 0.99	14,688
Total Ratings between 1.00 & 1.09	2,422
Total Ratings between 1.10 & 1.19	2,245
Total Ratings between 1.20 & 1.29	1,666
Total Ratings between 1.30 & 1.39	880
Total Ratings between 1.40 & 1.49	546
Total Ratings between 1.50 & 1.59	312
Total Ratings between 1.60 & 1.69	179
Total Ratings between 1.70 & 1.79	98
Total Ratings between 1.80 & 1.89	67
Total Ratings between 1.90 & 1.99	46
Total Ratings greater than 1.99	58



GROWTH

DOCUMENTING RESULTS

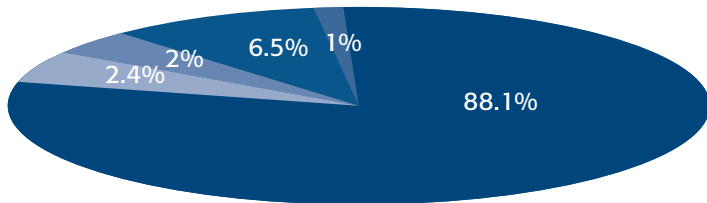


REVENUE AND EXPENSES

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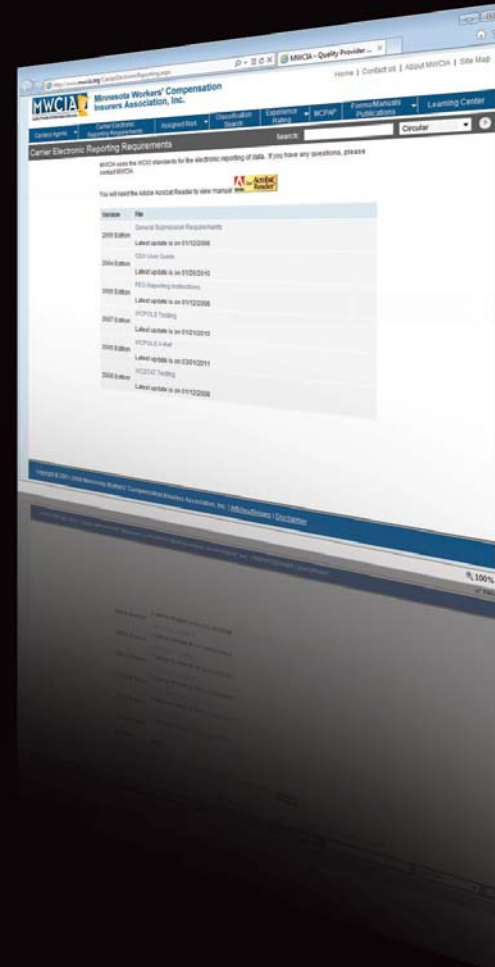
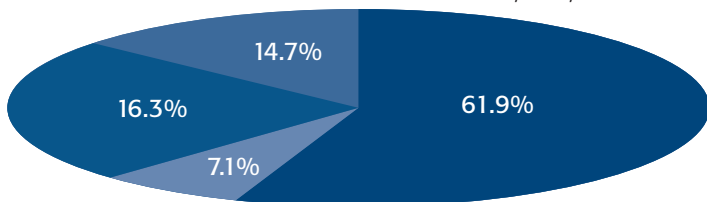
Revenues

Assessments	6,630,056	88.1%
Contract Services	490,035	6.5%
USP Fines	74,036	1%
Other	152,673	2%
Paper Processing	177,753	2.4%
Total	7,524,553	100%



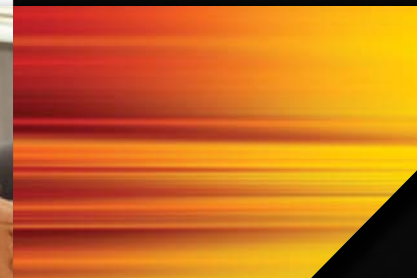
Expenses

Compensation	4,445,280	61.9%
Management, General and Other	1,171,347	16.3%
Management Information Systems	1,056,771	14.7%
Rent & Utilities	507,290	7.1%
Total	7,180,688	100%



GROWTH

DOCUMENTING RESULTS



COMMITMENTS AND CONTINGENCIES

Future lease and rent obligations have continued to drop, with future lease obligation of \$1,902,765 for 2011 and forward.

2006	211,770.00
2007	211,770.00
2008	417,006.00
2009	431,010.00
2010	414,713.00

Thereafter

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GROWTH

PUTTING THE CUSTOMER FIRST



ACCIDENT FUND COMPANY OF AMERICA
Accident Fund General Insurance Company
Accident Fund Insurance Company of America
Accident Fund National Insurance Company
CompWest Insurance Company
United Wisconsin Insurance Company

ACE LIMITED
Ace American Insurance Company
Ace Fire Underwriters Insurance Company
Ace Indemnity Insurance Company
Ace Property & Casualty Insurance Company
Bankers Standard Fire & Marine Company
Bankers Standard Insurance Company
Century Indemnity Company
Indemnity Insurance Company of North America
Insurance Company of North America
Pacific Employers Insurance Company
Westchester Fire Insurance Company

ACUITY, A MUTUAL INSURANCE COMPANY

ADVANTAGE WORKERS COMPENSATION
INSURANCE COMPANY

AETNA INSURANCE COMPANY OF CONNECTICUT

AFFILIATED FM INSURANCE COMPANY

ALASKA NATIONAL INSURANCE COMPANY

ALEA NORTH AMERICA INSURANCE COMPANY

ALLEGHANY HOLDINGS
Capitol Indemnity Corporation
Platte River Insurance Company

ALLIANZ GLOBAL RISKS US INSURANCE COMPANY

ALLIED WORLD REINSURANCE COMPANY

ALLSTATE INSURANCE GROUP
Allstate Indemnity Company
Allstate Insurance Company
Allstate Property & Casualty Insurance Company
Northbrook Indemnity Company

AMERCO
Republic Western Insurance Company

AMERICAN CENTENNIAL INSURANCE COMPANY

AMERICAN CONTRACTORS INSURANCE GROUP
ACIG Insurance Company

AMERICAN EMPIRE INSURANCE COMPANY

AMERICAN FAMILY MUTUAL INSURANCE GROUP

AMERICAN FUJI FIRE & MARINE INSURANCE COMPANY

AMERICAN NATIONAL PROPERTY & CASUALTY COMPANY

AMERICAN PET INSURANCE COMPANY

AMERICAN RELIABLE INSURANCE COMPANY

AMERICAN ROAD INSURANCE GROUP

AMERICAN SAFETY CASUALTY INSURANCE COMPANY

AMERICAN SENTINEL INSURANCE COMPANY

AMERICAS INSURANCE COMPANY

AMERISAFE, INCORPORATED
American Interstate Insurance Company

AMERISURE COMPANIES
Amerisure Insurance Company
Amerisure Mutual Insurance Company

AMTRUST FINANCIAL COMPANY
Milwaukee Casualty Insurance Company
Security National Insurance Company, Inc.
Technology Insurance Company
Wesco Insurance Company

APCAPITAL INCORPORATED
American Physicians Assurance Corporation
AP Specialty Insurance Corporation

ARCH INSURANCE GROUP
Arch Indemnity Insurance Company
Arch Insurance Company
Arch Reinsurance Company

ARGONAUT INSURANCE GROUP
Argonaut Great Central Insurance Company
Argonaut Insurance Company
ArgonautMidwest Insurance Company
Rockwood Casualty Insurance Company

GROWTH

PUTTING THE
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ARROWWOOD INDEMNITY COMPANY

ATLANTIC MUTUAL INSURANCE GROUP
Atlantic Mutual Insurance Company
Centennial Insurance Company

AUSTIN MUTUAL INSURANCE COMPANY

AUTO-OWNERS INSURANCE GROUP
Auto-Owners Insurance Company
Owners Insurance Company

AXA CORPORATE SOLUTIONS GROUP
AXA Insurance Company
Coliseum Reinsurance Company

AXIS U.S. INSURANCE
AXIS Insurance Company
AXIS Reinsurance Company

BALDWIN AND LYONS INCORPORATED
Protective Insurance Company
Sagamore Insurance Company

BANCINSURE, INCORPORATED

BENCHMARK INSURANCE COMPANY

BERKSHIRE HATHAWAY
Cornhusker Casualty Company

BROTHERHOOD MUTUAL INSURANCE COMPANY

BURLINGTON INSURANCE GROUP
First Financial Insurance Company

CATERPILLAR INSURANCE COMPANY

CENTRE INSURANCE COMPANY

CENTURION CASUALTY COMPANY

CHARTIS INSURANCE GROUP
AIU Insurance Company
American Home Assurance Company
Chartis Property Casualty Company
Commerce & Industry Insurance Company
Granite State Insurance Company
Illinois National Insurance Company
Insurance Company Of The State Of Pennsylvania
National Union Fire Insurance Company Pittsburg
New Hampshire Insurance Company

CHEROKEE INSURANCE COMPANY

CHRYSLER INSURANCE COMPANY

CHUBB GROUP OF INSURANCE COMPANIES
Chubb Indemnity Insurance Company
Chubb National Insurance Company
Executive Risk Indemnity Inc.
Federal Insurance Company
Great Northern Insurance Company
Pacific Indemnity Company
Vigilant Insurance Company

CHURCH MUTUAL INSURANCE COMPANY

CINCINNATI INSURANCE COMPANY
Cincinnati Casualty Company
Cincinnati Indemnity Company
Cincinnati Insurance Company

CLARENDON NATIONAL INSURANCE COMPANY

CNA INSURANCE GROUP
American Casualty Company of Reading Pennsylvania
Continental Casualty Company
Continental Insurance Company
National Fire Insurance Company of Hartford
Transportation Insurance Company
Valley Forge Insurance Company

COMPANION PROPERTY & CASUALTY INSURANCE GROUP
Companion Commercial Insurance Company
Companion Property & Casualty Insurance Company

COMPASS INSURANCE COMPANY

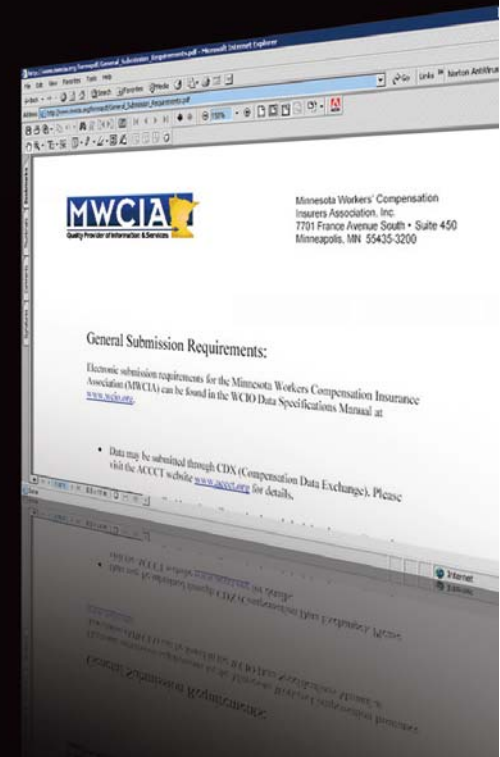
CONTINENTAL INDEMNITY COMPANY

COOPERATIVE MUTUAL INSURANCE COMPANY

CRUM & FORSTER INSURANCE GROUP
Crum & Forster Indemnity Company
North River Insurance Company
United States Fire Insurance Company

CUMIS INSURANCE SOCIETY, INCORPORATED

DAKOTA TRUCK UNDERWRITERS
Dakota Truck Underwriters
First Dakota Indemnity Company



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DALLAS NATIONAL INSURANCE COMPANY

DELOS INSURANCE COMPANY

DIAMOND INSURANCE COMPANY

ELECTRIC INSURANCE COMPANY

EMC INSURANCE COMPANIES

EMC Property & Casualty Company
EMCASCO Insurance Company
Employers Mutual Casualty Company
Hamilton Mutual Insurance Company
Union Insurance Company of Providence

EMPLOYERS PREFERRED INSURANCE COMPANY

ENDURANCE SPECIALTY GROUP

Endurance Reinsurance Corporation of America
Endurance Risk Solutions Assurance Company

ERIE INSURANCE GROUP

Erie Insurance Company
Erie Insurance Company of New York
Erie Insurance Exchange
Erie Insurance Property & Casualty Company
Flagship City Insurance Company

EVEREST REINSURANCE GROUP

Everest National Insurance Company
Everest Reinsurance Company

FAIRFAX FINANCIAL INCORPORATED

Clearwater Select Insurance Company
Hudson Insurance Company
Odyssey America Reinsurance Corporation

FARM BUREAU MUTUAL INSURANCE COMPANY

Farm Bureau Property & Casualty Insurance Company
Western Agricultural Insurance Company

FARMERS INSURANCE GROUP

21st Century Advantage Insurance Company
21st Century North American Insurance Company
Farmers Insurance Exchange
Mid-Century Insurance Company
Truck Insurance Exchange

FEDERATED MUTUAL INSURANCE GROUP

Federated Mutual Insurance Company
Federated Service Insurance Company

FEDERATED RURAL ELECTRIC INSURANCE EXCHANGE

FIREMAN'S FUND INSURANCE COMPANIES

American Automobile Insurance Company
American Insurance Company
Associated Indemnity Corporation
Fireman's Fund Insurance Company
National Surety Corporation
San Francisco Reinsurance Company

FIRST MERCURY CASUALTY COMPANY

FIRST NONPROFIT COMPANIES

FIRSTCOMP INSURANCE COMPANY

FLORISTS MUTUAL INSURANCE COMPANY

FRANKENMUTH MUTUAL INSURANCE COMPANY

GATEWAY INSURANCE COMPANY

GENERAL REINSURANCE GROUP

Fairfield Insurance Company
General Reinsurance Corporation
Genesis Insurance Company
National Reinsurance Corporation
North Star Reinsurance Corporation

GENERALI UNITED STATES BRANCH

GERLING GROUP

Global Reinsurance Corporation (US Branch)
Global Reinsurance Corporation Of America
HDI-Gerling America Insurance Company

GMAC GROUP HOLDINGS

Integon National Insurance Company

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GRANGE MUTUAL CASUALTY GROUP
Grange Mutual Casualty Company
Integrity Mutual Insurance Company
Integrity Property & Casualty Insurance Company
Trustguard Insurance Company

GRAY INSURANCE GROUP

GREAT AMERICAN INSURANCE GROUP
Great American Alliance Insurance Company
Great American Assurance Company
Great American Insurance Company
Great American Insurance Company of New York
National Interstate Insurance Company

GREAT MIDWEST INSURANCE COMPANY

GREAT NORTHWEST INSURANCE COMPANY

GREATER NEW YORK MUTUAL INSURANCE COMPANY

GRINNELL MUTUAL REINSURANCE COMPANY

GUARD INSURANCE GROUP
Amguard Insurance Company
Eastguard Insurance Company
Norguard Insurance Company

GUIDEONE INSURANCE
Guideone Elite Insurance Company
Guideone Mutual Insurance Company

HANOVER INSURANCE GROUP
Allmerica Financial Benefit Insurance Company
Citizens Insurance Company of America
Hanover Insurance Company
Massachusetts Bay Insurance Company
Nova Casualty Company

HARCO NATIONAL INSURANCE COMPANY

HARLEYSVILLE MUTUAL INSURANCE COMPANY
Harleysville Insurance Company
Harleysville Lake States Insurance Company
Harleysville Mutual Insurance Company
Harleysville Preferred Insurance Company
Harleysville Worcester Insurance Company

HARTFORD INSURANCE GROUP
Hartford Accident & Indemnity Company
Hartford Casualty Insurance Company
Hartford Fire Insurance Company
Hartford Insurance Company of the Midwest
Hartford Underwriters Insurance Company
New England Insurance Company
Property & Casualty Insurance Company of Hartford
Sentinel Insurance Company, Ltd
Twin City Fire Insurance Company

HEALTH CARE INSURANCE RECIPROCAL

HIGHLANDS INSURANCE COMPANY

HOME INSURANCE COMPANIES

HORACE MANN INSURANCE GROUP
Horace Mann Insurance Company
Teachers Insurance Company

ICW GROUP
Insurance Company of the West

ILLINOIS CASUALTY COMPANY

IMT MUTUAL HOLDING COMPANY
IMT Insurance Company
Wadena Insurance Company

INDIANA LUMBERMENS MUTUAL INSURANCE COMPANY

IOWA MUTUAL INSURANCE COMPANY

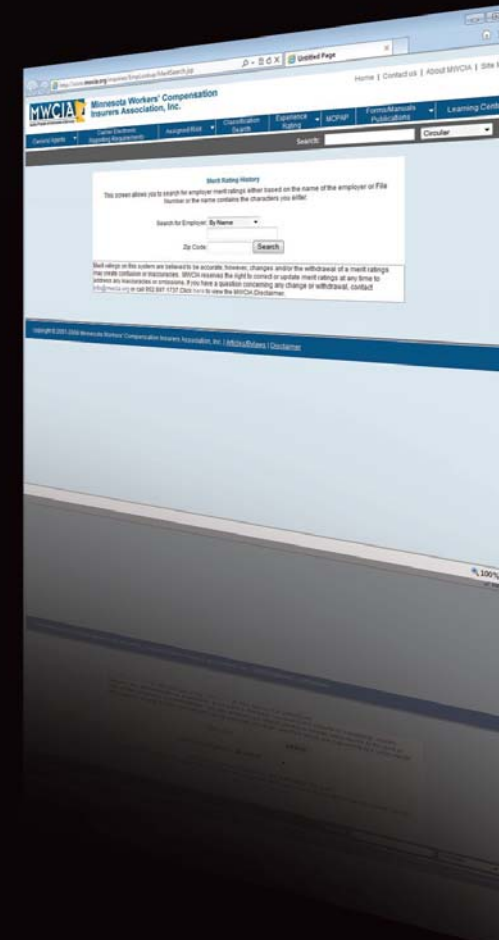
IRONSHORE INDEMNITY, INCORPORATED

KINGSWAY AMERICA, INC.
America Country Insurance Company
Lincoln General Insurance Company
Mendakota Insurance Company
Mendota Insurance Company

KNIGHTBROOK INSURANCE COMPANY

LANCER INSURANCE COMPANY

Laurier Indemnity Company



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LIBERTY MUTUAL INSURANCE GROUP

American Economy Insurance Company
American Fire and Casualty Company
American States Insurance Company
Consolidated Insurance Company
Employers Insurance Company of Wausau
First Liberty Insurance Corporation
First National Insurance Company of America
General Insurance Company of America
Hawkeye-Security Insurance Company
Indiana Insurance Company
Liberty Insurance Corporation
Liberty Insurance Underwriters, Inc.
Liberty Mutual Fire Insurance Company
Liberty Mutual Insurance Company
LM General Insurance Company
LM Insurance Corporation
LM Property and Casualty Insurance Company
Midwestern Indemnity Company
Netherlands Insurance Company
Ohio Casualty Insurance Company
Ohio Security Insurance Company
Peerless Indemnity Insurance Company
Peerless Insurance Company
Safeco Insurance Company of America
Wausau Business Insurance Company
Wausau Underwriters Insurance Company
West American Insurance Company

LUMBERMENS MUTUAL GROUP

American Manufacturers Mutual Insurance Company
American Motorists Insurance
Lumbermens Casualty Insurance Company
Lumbermens Mutual Casualty Company

LUMBERMEN'S UNDERWRITING ALLIANCE

MADA INSURANCE EXCHANGE

MARKEL CORPORATION GROUP

MCM CORPORATION GROUP

Acceptance Casualty Insurance Company
Acceptance Indemnity Insurance Company
Occidental Fire & Casualty Company of North Carolina

MEADOWBROOK INSURANCE GROUP

Star Insurance Company

MEDMARC CASUALTY INSURANCE COMPANY

MEMIC INDEMNITY COMPANY

METLIFE AUTO & HOME GROUP

Economy Fire & Casualty Company

MHA INSURANCE COMPANY

MIC PROPERTY CASUALTY INSURANCE CORPORATION

MICHIGAN MILLERS MUTUAL INSURANCE COMPANY

MIDSTATES REINSURANCE CORPORATION

MIDWEST FAMILY MUTUAL INSURANCE COMPANY

MIDWEST INSURANCE COMPANY

MILLERS FIRST INSURANCE COMPANY

MITSUI SUMITOMO INSURANCE GROUP

Mitsui Sumitomo Insurance Company of America
Mitsui Sumitomo Insurance USA Inc.

MOTORISTS INSURANCE GROUP

American Hardware Mutual Insurance Company
Wilson Mutual Insurance Company

MUNICH RE AMERICA CORPORATION GROUP

American Alternative Insurance Corporation
Munich Reinsurance America, Inc.

NATIONAL AMERICAN INSURANCE COMPANY

NATIONAL INDEMNITY GROUP

Atlanta International Insurance Company
National Indemnity Company
National Liability & Fire Insurance Company
Philadelphia Reinsurance Corporation

NATIONWIDE INSURANCE GROUP

Allied Property & Casualty Insurance Company
AMICO Insurance Company
Farmland Mutual Insurance Company
Freedom Specialty Insurance Company
National Casualty Company
Nationwide Affinity Insurance Company of America
Nationwide Agribusiness Insurance Company
Nationwide Mutual Fire Insurance Company
Nationwide Mutual Insurance Company
Nationwide Property & Casualty Insurance Company

NAU COUNTRY INSURANCE COMPANY

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OLD REPUBLIC INSURANCE GROUP
American Business & Personal Insurance Mutual Insurance
Bituminous Casualty Corporation
Bituminous Fire & Marine Insurance Company
Great West Casualty Company
Old Republic General Insurance Corporation
Old Republic Insurance Company

OMAHA INDEMNITY COMPANY

ONE BEACON INSURANCE GROUP
Atlantic Specialty Insurance Company
Camden Fire Insurance Association
Employers Fire Insurance Company
Esurance Insurance Company of New Jersey
Houston General Insurance Company
National Farmers Union Property & Casualty
Northern Assurance Company of America
OneBeacon America Insurance Company
OneBeacon Insurance Company
Pennsylvania General Insurance Company

PARTNERRE INSURANCE COMPANY OF NEW YORK

PENN MILLERS INSURANCE COMPANY

PENNSYLVANIA LUMBERMENS MUTUAL INSURANCE COMPANY

PENNSYLVANIA NATIONAL MUTUAL CASUALTY
INSURANCE COMPANY

PETROLEUM CASUALTY COMPANY

PHARMACISTS MUTUAL INSURANCE COMPANY

PMA INSURANCE GROUP
Pennsylvania Manufacturers Association Insurance Company
PMA Capital Insurance Company

PREFERRED PROFESSIONAL INSURANCE COMPANY

PRO ASSURANCE GROUP
Meemic Insurance Company
ProAssurance Indemnity Company, Inc.

PROVIDENCE HOLDINGS GROUP
Imperial Casualty and Indemnity Company

PROVIDENCE WASHINGTON INSURANCE COMPANY

PUBLIC SERVICE MUTUAL INSURANCE COMPANY

PUTNAM REINSURANCE COMPANY

PXRE REINSURANCE COMPANY

QBE INSURANCE COMPANY
Praetorian Insurance Company
QBE Insurance Company
QBE Reinsurance Company

QBE REGIONAL INSURANCE GROUP
General Casualty Company of Wisconsin
General Casualty Insurance Company
Regent Insurance Company

QUANTA INDEMNITY COMPANY

RAM MUTUAL INSURANCE COMPANY

RAMPART INSURANCE COMPANY

REPUBLIC INSURANCE GROUP
Southern Insurance Company

RIVERPORT INSURANCE COMPANY

RTW, INC.
American Compensation Insurance Company
Bloomington Compensation Insurance Company

RURAL COMMUNITY INSURANCE COMPANY

SAFETY NATIONAL CASUALTY CORPORATION
Safety First Insurance Company
Safety National Casualty Corporation

SCOR U S GROUP
General Security National Insurance Company
SCOR Reinsurance Company

SEABRIGHT INSURANCE COMPANY

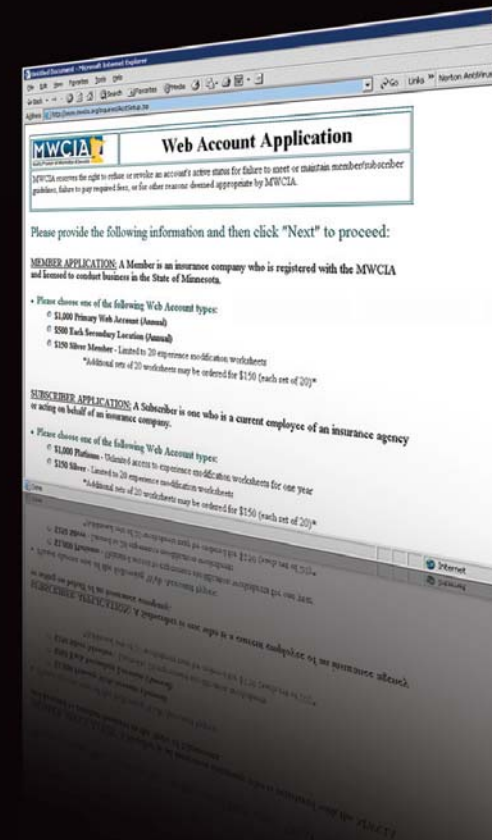
SEATON INSURANCE COMPANY

SECURA INSURANCE COMPANIES
SECURA Insurance, A Mutual Company
SECURA Supreme Insurance Company

SECURIAN CASUALTY COMPANY

SELECTIVE INSURANCE GROUP
Selective Insurance Company of America
Selective Insurance Company of South Carolina
Selective Insurance Company of the Southeast

SENECA INSURANCE COMPANY, INC.



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SENTRY INSURANCE, A MUTUAL GROUP
Middlesex Insurance Company
Patriot General Insurance Company
Sentry Casualty Company
Sentry Insurance, A Mutual Company
Sentry Select Insurance Company

SEQUOIA INSURANCE COMPANY

SFM MUTUAL INSURANCE GROUP
SFM Mutual Insurance Company
SFM Select Insurance Company

SOCIETY INSURANCE, A MUTUAL COMPANY

SOMPO JAPAN INSURANCE COMPANY OF AMERICA

SPARTA INSURANCE COMPANY

STATE AUTOMOBILE MUTUAL INSURANCE GROUP
Meridian Citizens Mutual Insurance Company
Meridian Security Insurance Company
Milbank Insurance Company
State Auto Property & Casualty Insurance Company
State Automobile Mutual Insurance Company

STATE NATIONAL INSURANCE COMPANY, INC.

STATE FARM FIRE & CASUALTY GROUP
State Farm Fire & Casualty Company
State Farm General Insurance Company

STONINGTON INSURANCE COMPANY

SWISS REINSURANCE GROUP
North American Elite Insurance Company
North American Specialty Insurance Company
Swiss Reinsurance America Corporation
Washington International Insurance Company
Westport Insurance Corporation

T.H.E. INSURANCE COMPANY

TIG INSURANCE GROUP
Fairmont Insurance Company
Fairmont Premier Insurance Company
Fairmont Specialty Insurance Company
TIG Insurance Company

TOKIO MARINE NICHIDO GROUP
TNUS Insurance Company
Tokio Marine & Nichido Fire Insurance Company Ltd. (USB)
Trans Pacific Insurance Company

TOWER GROUP COMPANIES
CastlePoint National Insurance Company
Tower Insurance Company of New York
Tower National Insurance Company

TRANSATLANTIC REINSURANCE COMPANY

TRANSGUARD INSURANCE COMPANY OF AMERICA, INCORPORATED

TRANSPORT INSURANCE COMPANY

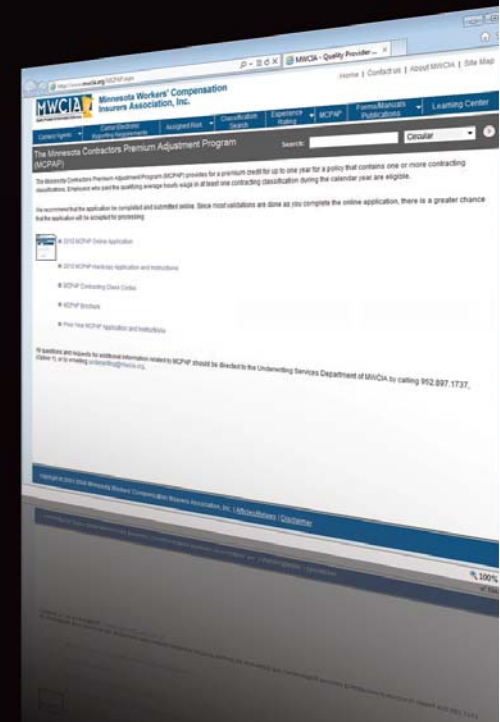
TRAVELERS INSURANCE GROUP
Athena Assurance Company
Automobile Insurance Company of Hartford, Connecticut
Charter Oak Fire Insurance Company
Discover Property & Casualty Insurance Company
Farmington Casualty Company
Fidelity & Guaranty Insurance Company
Fidelity & Guaranty Insurance Underwriters, Inc.
Northland Insurance Company
Phoenix Insurance Company
Select Insurance Company
St. Paul Fire & Marine Insurance Company
St. Paul Guardian Insurance Company
St. Paul Medical Liability Insurance Company
St. Paul Mercury Insurance Company
St. Paul Protective Insurance Company
Standard Fire Insurance Company
Travelers Casualty & Surety Company
Travelers Casualty & Surety Company of America
Travelers Casualty Company of Connecticut
Travelers Casualty Insurance Company of America
Travelers Commercial Insurance Company
Travelers Indemnity Company
Travelers Indemnity Company of America
Travelers Indemnity Company of Connecticut
Travelers Property Casualty Company of America
United States Fidelity & Guaranty Company

TRENWICK AMERICA GROUP, INCORPORATED
Insurance Corporation of New York
Trenwick America Reinsurance Corporation

ULICO CASUALTY COMPANY

UNITED FIRE & CASUALTY GROUP
Addison Insurance Company
United Fire & Casualty Company

UNITED NATIONAL GROUP
Diamond State Insurance Company
United National Specialty Insurance Company



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UNITRIN AUTO & HOME INSURANCE COMPANY

UTICA MUTUAL INSURANCE COMPANY

VANLINER INSURANCE COMPANY

VIRGINIA SURETY COMPANY, INCORPORATED

W. R. BERKLEY CORPORATION GROUP

- Acadia Insurance Company
- American Mining Insurance Company
- Berkley Insurance Company
- Berkley Regional Insurance Company
- Carolina Casualty Insurance Company
- Continental Western Insurance Company
- Firemen's Insurance Company of Washington DC
- Great Divide Insurance Company
- Key Risk Insurance Company
- Midwest Employers Casualty Company
- StarNet Insurance Company
- TriState Insurance Company of Minnesota
- Union Insurance Company
- Union Standard Insurance Company

WEST BEND MUTUAL INSURANCE COMPANY

WESTERN NATIONAL MUTUAL INSURANCE GROUP

- Pioneer Specialty Insurance Company
- Western National Assurance Company
- Western National Mutual Insurance Company

WESTFIELD COMPANIES

- Ohio Farmers Insurance Company
- Westfield Insurance Company
- Westfield National Insurance Company

WORK FIRST CASUALTY COMPANY

XL AMERICA GROUP

- Greenwich Insurance Company
- XL Insurance America, Inc.
- XL Reinsurance America Inc.
- XL Specialty Insurance Company

ZENITH NATIONAL INSURANCE COMPANY

ZURICH INSURANCE GROUP U.S.

- American Guarantee & Liability Insurance Company
- American Zurich Insurance Company
- Assurance Company of America
- Colonial American Casualty & Surety Company
- Empire Fire & Marine Insurance Company
- Fidelity & Deposit Company of Maryland
- Foremost Insurance Company
- Foremost Property and Casualty Company
- Foremost Signature Insurance Company
- Maryland Casualty Company
- Northern Insurance Company of New York
- Universal Underwriters Insurance Company
- Universal Underwriters of Texas Insurance Company
- Zurich American Insurance Company
- Zurich American Insurance Company of Illinois

GROWTH

PROGRESSIVE LEADERSHIP



Our 2010 Annual Meeting was called to order at 9:00 a.m. Tuesday, April 20, 2010, at the MWCIA offices, 7701 France Avenue South, Suite 450, Edina, Minnesota.

The following members were elected to fill the traditional four-year director terms of those terms that had expired:

Director:

Mr. Brian Bent

Mr. Keith Krueger

Representing:

SFM Mutual Insurance Company (non-stock)

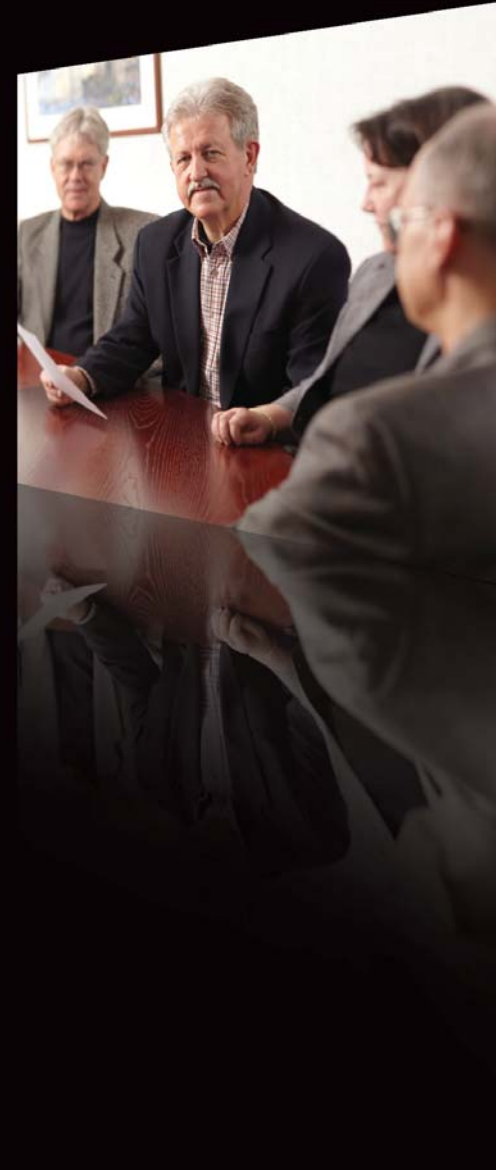
American Compensation Insurance Company (stock)

During 2009-10, we held four Board Meetings at which we focused our discussions on the 2010 Ratemaking Report, web-based delivery of MWCIA products and services, industry-wide collaborative efforts, MWCIA manuals, and communications



GROWTH

PROGRESSIVE LEADERSHIP



As of December 31, 2010, the members of our Board were as follows.
Please click on the respective name of any Director to see his or her resume and credentials.

Director:

[Mr. Keith Krueger](#)

[Mr. John DeSanto](#)

[Mr. Scott Holzerland](#)

[Mr. Brandon Miller*](#)

[Mr. Peter Caminiti](#)

[Mr. Bill Dupont](#)

[Mr. Gary Thaden*](#)

[Mr. Barry Preslaski](#)

[Mr. Brian Bent](#)

[Ms. Mary Wachholz](#)

[Mr. Kevin Christy](#)

[Mr. William Meyer](#)

Representing:

American Compensation Insurance Company

Chartis Insurance Group

Federated Insurance Companies

Ingenix

Liberty Mutual Insurance Company

Lumbermen's Underwriting Alliance

MN Mechanical Contractors Association

Owners Insurance Company

SFM Mutual Insurance Company

Travelers Insurance Companies

Western National Mutual Insurance Company

Zurich American Insurance Company

*Public member appointed by the Minnesota Department of Commerce

BIOGRAPHY OF BRIAN R. BENT**AVP AND DIRECTING OF UNDERWRITING
SFM MUTUAL INSURANCE COMPANY**

A native of Lewistown, MT, Brian Bent received his Masters of Science degree from Central Missouri State University, Warrensburg, MO in 1989.

From 1995 to 1999, he worked as a branch manager for EBI Companies, Minneapolis, MN, before joining the Montana State as its director of underwriting.

In 2003, he joined the Associated Financial Group as vice president of Property & Casualty Operations and in 2006 was named assistant vice president and director of underwriting at SFM Mutual Insurance Company.

A current member of the CPCU Chapter and Website Committee (Charter Property and Casualty Underwriter), Brian has served the Boy Scouts of America since 2004 as a leader assistant, district commissioner and Wood Badge instructor. He holds the insurance industry designations of CPCU and ARM (Associate in Risk Management).

He enjoys waterskiing, camping and snowmobiling.

He and his wife, Dana, make their home in Eden Prairie, MN with their four children.



BIOGRAPHY OF PETER CAMINITI**FINANCIAL MANAGER****LIBERTY MUTUAL INSURANCE COMPANY**

A native of Roxbury, CT, Peter Caminiti holds a bachelor degree in accounting from the University of Connecticut. He began his career with Arthur Andersen LLP's Assurance and Business Advisory Services insurance practice in Hartford, CT.

After his time in public accounting, Mr. Caminiti joined Liberty Mutual in 2002 and served in a variety of financial capacities in Boston.

In 2005, he left his native New England for the Midwest, joining Liberty's Business Market Midwest Division in Schaumburg, IL where he served as Division Financial Manager and later as Division Underwriting Manager.

In 2009, he returned to Boston where he serves in his current capacity with Liberty's National Market, specializing in captive and other complex transactions.

After moving to the Midwest, Peter pursued his interest in flying and is an aspiring private pilot. He makes his home in Southborough, MA with his wife, Megan, and daughter, Carolyn.



BIOGRAPHY OF KEVIN J. CHRISTY
VICE PRESIDENT, CHIEF ACTUARY
WESTERN NATIONAL MUTUAL INSURANCE COMPANY

A native of Evanston, IL, Kevin Christy holds a 1995 degree in Actuarial Science from the University of Wisconsin, Madison.

Beginning his career in the insurance industry as an Actuarial Analyst with Capitol Indemnity Company in 1995, Kevin worked his way up through the ranks, becoming vice president and chief actuary of Western National Mutual Insurance Company in 2008.

Over the years, Mr. Christy has served his industry as a board member of the MJUA (Minnesota Joint Underwriters Association), 2005 – present; as a member of the ISO (Insurance Services Office) Personal Lines Actuarial Panel, 2007 – present; and as treasurer of the University of Wisconsin Actuarial Alumni Club, 2008 – present.

He is a Fellow of the Casualty Actuary Society (FCAS) and a member of the American Academy of Actuaries (MAAA).

An avid golfer and reader, Kevin enjoys traveling and remains active as devoted supporter of his alma mater's football, hockey and basketball teams.

He makes his home in Richfield, MN with his wife, Kerrie.



BIOGRAPHY OF JOHN G. DESANTO

BRANCH MANAGER

CHARTIS INSURANCE GROUP

A native of New Haven, CT, John G. DeSanto graduated from St. Anselm's College with a B.A. in history (1965) and from the University of Bridgeport with an M.A. in history (1971).

In 1976, he was transferred to Minneapolis as multi-peril supervisor with Aetna Insurance and became underwriting manager in 1980 in the merger that became known as Cigna.

In 1985, John joined J. H. Crowther (Swett Insurance Managers) as branch manager and went on to become regional vice president of New Hampshire Insurance Company by 1988. When AIG closed that office, he moved over to the company's Minneapolis office, accepting his current position as branch manager.

He holds both a property/casualty license and a surplus lines license. His industry designations are CPCU (he serves on the Board of the Minnesota Chapter) and AIM (Associate in Management).

Formerly president of the Branch Manager's Association (1995-98) as well as a past president of the Twin City Insurance Association (1998), Mr. DeSanto is a member of Calvary Lutheran Church in Golden Valley, MN, where he participates in a number of activities.

An avid sports enthusiast, John coaches both hockey and soccer and is a past recipient of the McNamara Coaching Award. He is an active member of Toastmasters, and enjoys reading, jogging and travel. He makes his home in Plymouth, MN, with his wife, Deborah, and her three daughters.



BIOGRAPHY OF WILLIAM R. DUPONT

REGIONAL MANAGER

LUMBERMEN'S UNDERWRITING ALLIANCE

A native of Minneapolis, MN, Bill DuPont earned his Bachelor of Science degree in marketing at St. Cloud State University (1982).

In 1986, Mr. DuPont joined Lumbermen's Underwriting Alliance as an insurance producer. After several successful years as a producer, Bill was promoted to District Manager in 2004 followed by a promotion to regional manager in 2010. Bill's office is responsible for production in the states of Minnesota, Wisconsin, North Dakota, South Dakota and Upper Michigan.

He holds the industry designation of CIC (certified insurance counselor).

An avid golfer, Bill also enjoys fishing, hiking and reading. He makes his home in Eden Prairie, MN, with his wife, Suzette, and their two children.



BIOGRAPHY OF SCOTT HOLZERLAND**UNDERWRITING PRODUCT MANAGER
FEDERATED INSURANCE COMPANIES**

A native of Owatonna, MN, Scott Holzerland holds a bachelor's degree in Business Administration from Gustavus Adolphus College (1985).

In 1985 Scott joined Federated Insurance and began a career in Underwriting. He has held numerous positions in the Underwriting department and is currently a home office underwriting product manager responsible for Workers Compensation. Scott earned his CPCU designation in 1994 and is also involved with the American Insurance Association's Workers Compensation Committee.

He and his wife, Katie, make their home in Owatonna with their four children. He enjoys reading, all sports, and participating in hockey and golf.



BIOGRAPHY OF KEITH D. KRUEGER
PRESIDENT
AMERICAN COMPENSATION INSURANCE COMPANY

A military dependent born in Guantanamo Bay, Cuba, Keith Krueger began his career with Sentry Insurance, a Mutual Company. He was named underwriting manager in 1985.

In 1995, he left Sentry to join American West Insurance Company as vice president of underwriting and marketing, then joined Citizens Security Mutual Insurance in 1997 as underwriting manager.

In 1998, he joined RTW as director of underwriting services, a position he held until 2002 when he was named vice president of insured products. Keith currently has the role of president of American Compensation Insurance Company.

Mr. Krueger holds the CPCU designation and is a member of its Twin Cities Chapter.

An avid golfer, he makes his home in Cottage Grove, MN, with his wife, Cece, and their three children.



BIOGRAPHY OF WILLIAM MEYER**ACCOUNT EXECUTIVE
ZURICH NORTH AMERICA**

A native of Buffalo, MN, Bill Meyer is a 2002 graduate in Business Administration from the University of North Dakota, in Grand Forks ND.

Bill began his insurance career with St. Paul Companies in 2002 as a worker's compensation claims adjuster, then joined Zurich in 2004, specializing in complex workers' compensation claims and underwriting for the construction industry.

In 2007, Bill was promoted to his present position as an account executive with responsibilities in underwriting, agency management and marketing.

In addition to his current pursuit of the designation of Certified Insurance Counselor (CIC), he is active in a number of industry associations, including the Association of General Contractors (AGC), Minnesota Contractors Association (MCA), American Subcontractors Association (ASA) and the Construction Financial Management Association (CFMA).

An avid sportsman and enthusiast, Bill and his wife Allysa are the proud new parents of a baby girl. They make their home in Albertville, MN.



BIOGRAPHY OF BRANDON MILLER
VICE PRESIDENT – OPERATIONS
P&C MARKETS
INGENIX

A native of St. Paul, MN, Brandon Miller earned his Bachelor of Arts degree from the University of Minnesota and his MBA in Finance and Risk Management from the Carlson School of Management (University of MN).

In 1990, Mr. Miller joined the Minnesota Department of Labor and Industry as a mediator and arbitrator. In 1994, he became the Director of the Special Compensation Fund, where he also oversaw the Rehabilitation and Medical Affairs and Research and Statistics Units.

In 2002, he left the public sector and joined Hays Companies and served as Vice President of Consulting.

In 2005, Brandon joined Ingenix, a United Health Group Company, as Vice President for P&C markets. During his time at Ingenix, he has brought e-billing, mandatory reporting services, on-line network directories, and CMS reporting solutions to the market.

An avid sports enthusiast, Brandon enjoys baseball, skiing, biking, golfing and camping, and reading. He makes his home in North St. Paul, MN, with his wife, Cathy, and three children.



BIOGRAPHY OF BARRY M. PRESLASKI**REGIONAL VICE PRESIDENT
OWNERS INSURANCE COMPANY**

A native of Green Bay, WI, Barry Preslaski earned his bachelor of science degree as well as his masters degree in business administration from Drake University (1987, 1988) before joining American Family Insurance (West Des Moines, IA office) in 1989.

In 1991, Mr. Preslaski joined Owners Insurance Company in Lansing, MI, as a personal lines underwriter. He remained with the company's Lansing office through 1995, working on to the positions of commercial lines underwriter and home office line underwriter before becoming marketing representative for the Lansing office.

Mr. Prelaski returned to West Des Moines, IA, as marketing representative in 1996. He was promoted to underwriting supervisor by 1999 and became underwriting manager in 2000. Deciding on a move in 2001, he accepted a position as underwriting manager in the company's White Bear Lake, MN, office and by 2002, was promoted to his current position of regional vice president.

He holds the industry designations of CPCU and CLU.

An avid sports enthusiast, Barry enjoys camping, boating and other outdoor activities. He makes his home in Lino Lakes, MN, with his wife, Victoria, and their son, Kyle.



BIOGRAPHY OF GARY K. THADEN**GOVERNMENT AFFAIRS DIRECTOR,
PETTERSEN & ASSOCIATES, INC.**

A native of Minnesota, Gary Thaden earned a bachelor of elected studies degree in the college of liberal arts at the University of Minnesota before attending William Mitchell College of Law (St. Paul) where he earned his J.D. degree (1984).

The government affairs director for Pettersen & Associates, he is a member of both the Minnesota and American Bar Associations, the Minnesota Unemployment Insurance Advisory Council and the Minnesota Workers' Compensation Advisory Council. Mr. Thaden is a nationally recognized health care speaker and serves as the management co-chair of the Labor/Management Health Care Coalition of the Upper Midwest.

In addition, he serves on the board of directors for Friends of the Sherlock Holmes Collection (University of MN) and is president of Norwegian Explorers of Minnesota (a Sherlockian literary society). He is a former member of the board of trustees of the Minneapolis Public Library Board and many other civic organizations.

An avid reader, Gary also enjoys collecting books, especially those involving Sherlock Holmes and Arthur Conan Doyle. He makes his home in Minneapolis with his wife and their two daughters.



BIOGRAPHY OF MARY WACHHOLZ**SECOND VICE PRESIDENT****WORKERS COMPENSATION PRODUCT MANAGEMENT****TRAVELERS INSURANCE COMPANIES**

A native of Minnesota, Mary Wachholz earned her Bachelor of Arts degree from the University of Minnesota. She began her insurance career as a Commercial Underwriter for SAFECO Insurance in Schaumburg, Illinois. She advanced through various underwriting positions including Chicago Branch Commercial Underwriting Manager and Northeast Regional Workers Compensation Manager.

In 1994, she joined Northbrook Property and Casualty Insurance Company in South Barrington, Illinois becoming the Home Office Workers Compensation Manager.

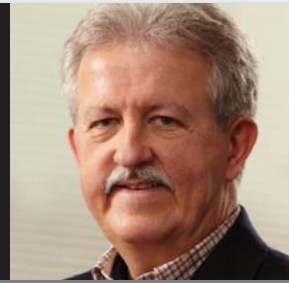
Mary returned to Minnesota in 1997 joining the St Paul Companies where she held various Home Office Workers Compensation Underwriting positions. She is currently a Second Vice President, Workers Compensation Product Management for Travelers Insurance Companies. She holds the CPCU designation.

An avid reader, she also enjoys yoga, antiquing, and kayaking. She makes her home in Woodbury, MN with her husband, Wayne.



GROWTH

OUR DEDICATED STAFF



MWCIA MANAGEMENT TEAM

Bruce Tollefson, President

Kathleen Peterson, Vice President, Operations, Treasurer and Secretary

Chuck Eldridge, Vice President, Information Technology

Craig Anderson, Vice President, Actuarial Services



GROWTH

OUR DEDICATED STAFF



MWCIA DEPARTMENTS & STAFF

MEMBER & CUSTOMER SERVICES

Staff: Jeff Kvam, Melodie LaChapelle, Jodell Miller, Caroline Timmerman, Glenn Colby and Jennifer Glywasky

Main Functions

- Member & Customer Services is the primary link to the public, providing assistance to employers, agents, carriers, state regulators, legislative representatives and other interested parties. Staff answers questions related to such things as classifications, experience modification calculations and rules, basic manual rules, Assigned Risk rules, procedures and classifications, MCPAP application assistance, audit procedures, ownership, etc.
- Includes Field Service staff that performs Test Audits and Classification Surveys.
- Publishes Circular Letters and MWCIA's quarterly newsletters.
- Coordinates, researches and/or prepares filings of various manual rules, forms and classification changes with the Department of Commerce.
- Develops and publishes informational brochures on a variety of workers' compensation topics.
- Provides education and information to agents, employers and member carriers through outside speaking engagements and by attending industry trade shows.



GROWTH

OUR DEDICATED STAFF



UNIT STATISTICAL/EXPERIENCE RATING

Staff: Ora Lowery, Cindy Westphal, Letha Kuehn, Christine Flaschberger and Jane Payne

Main Functions

- Collects, analyzes, interprets and summarizes statistical data for the voluntary and self-insured markets.
- Administers notice and/or fining process for incorrect or late reporting of unit statistical data.
- Handles unit statistical data reporting inquiries from carriers and other interested parties.
- Oversees experience ratings, interstate ratings and merit ratings.
- Researches and resolves policy ownership change issues.



GROWTH

OUR DEDICATED STAFF



ACTUARIAL

Staff: Sharon Bye and Auntara De

Main Functions

- Coordinates the various actuarial, statistical, reporting and administrative aspects of the process for publishing the annual Ratemaking Report.
- Develops, maintains and provides actuarial, statistical and economic technical expertise for both internal and external sources.



GROWTH

OUR DEDICATED STAFF



ASSIGNED RISK

Staff: Jane Payne, Gayle Dussling, Vicki Evenson and Kim Eckhart

Main Functions

- Processes Assigned Risk applications including the calculation of premium quotes.
- Responds to inquiries on Assigned Risk Application from employers, agents and other interested parties.



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OUR DEDICATED STAFF



DATA QUALITY

Staff: Pam Flaten

Main Functions

- Data quality assurance.
- Develops processes and procedures for operational workflow.
- Key representative for Data Quality Industry Groups, Forums, and Industry Committee Work Groups.

HUMAN RESOURCE & ACCOUNTING

Staff: Karen Ose and Sue Erickson

Main Functions

- Assists in planning and directing the accounting and budgeting activities for MWCIA.
- Administers the assessment and reapportionment of member carriers.
- Manages the Human Resource function for MWCIA personnel.



GROWTH

OUR DEDICATED STAFF



POLICY TAPE

Staff: Kim LaHoud, Jody Hetrick, Mary Munt and Penny Lord

Main Functions

- Reviews, analyzes and validates policy data information submitted electronically by member carriers and enters data submitted hand copy.
- Key liaison in communicating and resolving issues with member carriers related to the electronic submission of policy data to MWCIA.



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OUR DEDICATED STAFF



ADMINISTRATION/FACILITIES

Staff: Jan Olson, Carmen Day, Mary Loehrs and Phyllis Rence

Main Functions

- Coordination of membership tracking and maintaining email distribution lists.
- Responsible for receptionist duties and mailroom activities.
- Provides administrative support to management and Board of Directors, including the planning of annual events for member carriers such as the Annual Meeting, Annual Lunch and Annual Golf Outing.
- Handles facilities including office space and telephone systems.



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OUR DEDICATED STAFF



INFORMATION TECHNOLOGY

Staff: Muhammad Kashif, Tom Goodrich, Savitha Venkateshaiah, Ailyna Khath, Pat Riley, Scott Gatzke, Marc Coleman, Debbie Peterson, Sue Levey, Deb Ronald, Bill Kostur and Nicholas Korsakov

Main Functions

- Responsible for database administration including software and web development.
- Provides technical help desk, batch job administration, system security, ensures networking capability, backup systems, connectivity and email capability.
- Responsible for imaging administration.
- Electronic data transmission (administration and loading).
- Provides user support documentation and training.
- Responsible for translating business needs (external and internal) into project designs by conducting requirement gathering and project documentation.
- Dual role of representing MWCIA and leading collaborative projects with other bureaus and state agencies.
- Represents MWCIA in industry standards discussions.
- Technical support of MWCIA website.
- Responsible for system testing.



GROWTH

ANNUAL MEETING & GOLF OUTING



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ANNUAL MEETING



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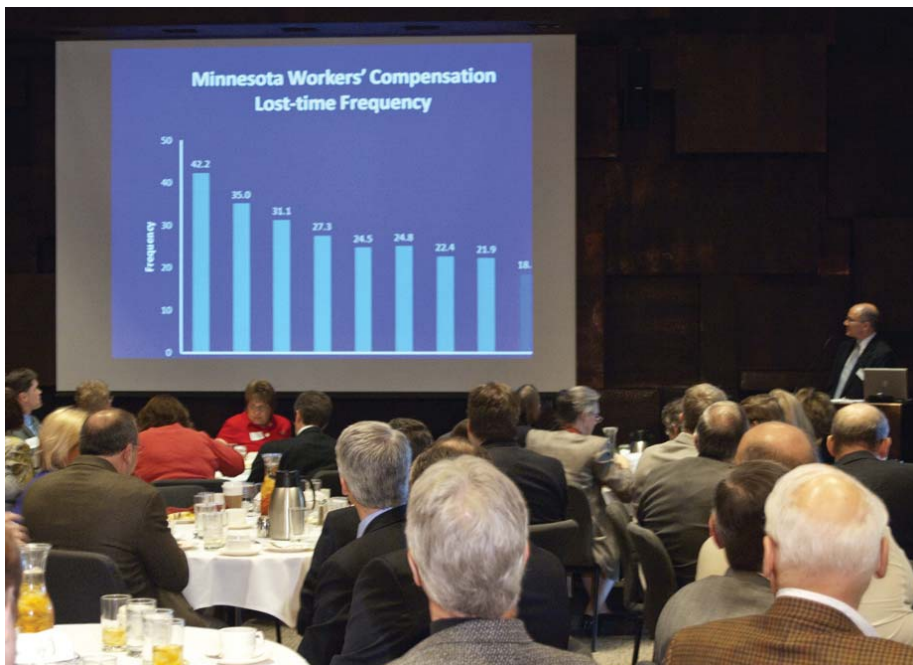
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ANNUAL MEETING



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