

210028.K

McGriff Insurance Services

An expert in risk consulting, claims,
and insurance brokerage

McGriff Insurance Services, Inc.
401 East Jackson Street, Floor 20 | Tampa, FL 33602
Phone: (813) 314-5267
www.mcgriff.com



City of Gainesville Oral Presentation
Broker/Agent Insurance and Risk Management Consulting Services





Overview of McGriff

Founded in 1886, McGriff, Seibels & Williams and McGriff Insurance Services, collectively known as “McGriff”, are wholly owned subsidiaries of Branch Banking & Trust (BB&T). BB&T just completed a “Merger of Equals” with SunTrust, to form a new entity called Truist Financial.

McGriff is the sixth largest agency in the U.S., with more than \$2.0 billion in revenue in 2019.

McGriff’s solid reputation, and commitment to excellence, helps to attract some of the best and most experienced employees in the industry. The McGriff team has the knowledge, resources and expertise to solve any number of brokerage, risk management or employee benefits challenges.

McGriff’s dedication to clients truly sets us apart and contributes our 93% client retention rate. McGriff provides highly focused brokerage advice and personalized service to our clients. McGriff is a progressive full service insurance brokerage and consulting firm that has been partnering with a variety of corporations over the last 100 years.

With the backing of Truist, McGriff has the platform and resources to expand its operations nationally and globally with combined premium volumes of approximately \$36 billion, McGriff has considerable marketplace leverage.

Since the merger, McGriff has opened several new offices and have integrated the bulk of Truist’s expertise and resources throughout operations, which have resulted in expanded product offerings and customer service capabilities. We are excited about our future and the continued new opportunities it will bring to our valued clients.

McGriff has grown over 300% in the last ten years. We credit this growth to our exceptional staff, with our outstanding reputation for technical solutions, our exceptional management team, and our client-focused organizational structure. McGriff’s exceptional growth regularly ranks it amongst the highest performing insurance sales organizations in the country.

McGriff operates with minimal bureaucracy which allows each group to respond immediately to customer requests. We understand that our viability as a company depends on our ability to meet your needs.

Executive Summary

We are your advocates.

We work with the underwriting community to offer the widest possible protection for your financial interests, to create underwriter competition and to secure favorable terms for your insurance dollar.

We are your insurance specialists.

Our value lies in our ability to provide unparalleled knowledge, solutions and service for specialty market niches such as technology, real estate, healthcare, manufacturing, energy and construction risks.

We are your claims consultants.

We serve as your advocate when you face a potential claim situation and we are experts at steering you on a safe course through the sometimes uncertain and unfamiliar claims landscape.

We are your advisors.

In today's challenging business environment, you need quality protection from a wide spectrum of familiar and emerging risks. Our staff provides innovative solutions for small companies, publicly held corporations and some of the world's largest multinational companies.

We are your professional development resource.

We are committed to helping you avoid costly claims through state-of-the-art loss control programs and engineering recommendations. We can also assist you with both actuarial and forecasting studies, as well as risk management consulting.

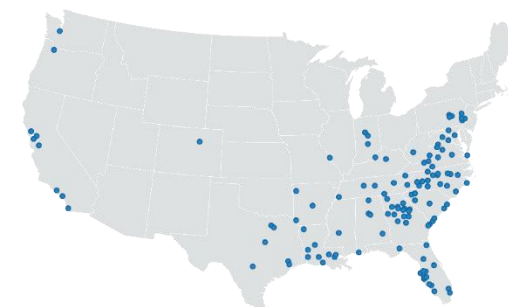
Why McGriff?

Our objectives as your insurance broker are to help the City of Gainesville obtain the optimal insurance risk transfer product at the lowest cost available in the current marketplace. Furthermore, we will support the city's risk management team with responsive service and advice on a day-to-day basis.

Public Entity Focus

Recognizing that we will never be "all things to all people", McGriff focuses on specific industry sectors, which leads to innovation and a heightened level of service that cannot be provided by a generalist. This approach strengthens our capabilities and makes us better business partners for our clients.

The public sector arena is a key focus area, and we have made a dedicated effort to hire the best and brightest insurance professionals available to support the business objectives of this group. You will have the benefit of the background and knowledge of our most senior professionals, several who have been public entity risk managers.



Experienced Designated Personnel

Part of McGriff's corporate philosophy is hands-on involvement of senior management personnel in account servicing. Management staff takes part in underwriter negotiations, claims servicing, marketing submissions and more.

The City of Gainesville's service team consists of 9 experienced professionals – 2 Account Directors (Team Leaders), 3 Account Executives, 2 Marketing Account Executives, 2 Account Service Representatives, 1 Assigned Claims Professional and 1 Loss Control Professional.

With our dedicated group of personnel, team members are available 24 hours a day, 7 days a week to meet any account service needs. Phone calls and emails are returned promptly and special projects are handled on a timely schedule.

Senior account members are always available to offer assistance and resolve any issues that arise.

Account Director

Johnny Fontenot, CPCU, AIC, ARM - Executive Vice President
Regina Lock, MBA, RMPE – Account Executive

Account Executives

Robert Waggoner, ARM, CGBA – Senior Vice President
John F. Palm III, ARM – Account Executive
Tom Keel, MPA, ARM, CSHO – Account Executive

Marketing Account Executives

Jackie Day, CPCU, CIC, AAI - Senior Vice President
Tracey Hartgrave, CIC, CRM – Vice President

Account Service Representatives

Rachel Jobb, ACSR – Assistant Vice President
Stacy Williams – Account Manager

Claims Professional

Travis Nixon – Vice President

Loss Control Professional

Doug Keefer – Vice President



Question 1: Please describe power plant generation and utility experience in detail. What support do you typically provide and what have you provided?

Our public entity team works with several clients who own or operate power plants. Our energy experience is detailed throughout the following pages and includes multiple municipalities, authorities and utility companies. We provide insurance marketing, program development, risk consulting services, loss control, and claims services as detailed in the proposal.

Question 2: Are any of your references currently providing service for power plant generation? If not, please provide a current reference specific to power plant generation.

Yes. The references on the following pages provide service for power plant generation.

Power Generation/Distribution References

McGriff has vast experience with Public Entity clients that operate power generation facilities. Below are five client references with contact information.

City of Tampa, FL

Valerie Horton Rakes | Risk Manager

12 years | 813.274.5737 | valerie.hortonrakes@tampagov.net

Texas Municipal Power Agency

Lyndi Birkhead | Director of Finance & Support Services

20 years | 936.873.1133 | lbirkhead@texasmpa.org

City of Garland, TX

Kevin Martin | Insurance Program Manager

20 years | 972.205.2600 | kmartin@garlandtx.gov

City of Denton, TX

Jason Brown | Plant Manager – Denton Municipal Electric

19 years | 940.349.8700 | Jason.brown@cityofdenton.com

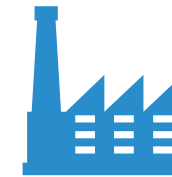
City of Bryan, TX

Cindy Kirk | Risk Manager

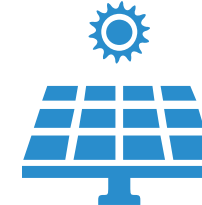
20 years | 979.209.5054 | ckirk@bryantx.gov

Other Energy Experience

Client Listing	Client Since	Client Listing	Client Since
AEP	2001	Midwest Energy	2008
American Gas Association	2000	Morgan Stanley (Energy & Infrastructure)	2016
Arkansas Electric Cooperative	2003	New York ISO	2005
AECI	2007	NextEra Energy	2004
Atmos Energy	2017	NRG Energy	2005
Avista Corporation	2005	Oglethorpe Power	2008
Capital Power Operations	2007	Omaha Public Power District	2018
CenterPoint Energy (inc. Vectren)	2003	Platte River Power	1989
Central Electric Power Cooperative	1989	Primary Energy Recycling	2003
Citizens Energy Group, Inc.	2003	Santee Cooper	2016
Dominion Energy	1995	SCANA (acquired by Dominion Energy)	1983
Energy Investors Funds	2014	Southcross Energy, LLC	2011
EnergySource	2010	Southern Company	1975
EOG Resources	1999	Strata Solar	2012
EQT Corporation	2003	SunLight General	2010
Evergy, Inc.	2019	Tennessee Valley Authority	2014
Golden Spread Electric Coop	2014	Terra Gen Power	2017
Georgia Renewable Power	2014	Third Planet Windpower	2007
Hawaiian Electric Industries	2009	Trans Bay Cable	2010
JEA	2004	Tri-State	1988
JP Morgan Chase	2004	Vistra Energy	2018
Lower Colorado River Authority	2020	WGL Holdings	1990
Magellan Midstream Partners	2009	Williams Companies	1987
Marianas Energy Corp.	2010	WEC Energy Group (Wisconsin Energy)	2000



350K+ MW
Generating Capacity



Renewable Generating Capacity.

- Solar
- Wind
- Geothermal
- Biomass
- Battery Storage
- Subsea Cables



6 of 10

Largest Electric Generation Companies In The U.S.

Question 3: Please describe how you work with the customer regarding insurance risk assessments. What do those assessments entail? Describe the insurance assessors and their process.

We are actively involved with risk assessments affecting the City's insurance and risk management program, including risk transfer/retention, loss control and assistance with carrier inspections. Multiple team members are former city risk managers and our risk control consultant has 19 years of experience assisting clients with loss control. Further details are provided throughout the following pages.

Insurance Risk Assessment

Insurance risk assessment is an integral part of our account management services. Upon takeover and throughout the service term McGriff will work with the City to assess exposures and appropriate insurance to ensure adequate coverage. Assessment services include:

Account Management

- Promote communications and contact with the City's staff regarding risk avoidance, retention and insurance.
- Work closely with the City in the design and implementation of the most cost-effective risk financing program by determining the appropriate level of self-insurance and limits of liability.
- Consistently review all new and emerging exposures to loss, including new operations, for addition to the insurance/risk management program or for the implementation of other risk management techniques.
- Monitor and interpret loss runs.
- Coordinate with the City's legal counsel on insurance and risk management issues, if requested.

Contract/Minimum Insurance Requirement Review

- Review of contracts, leases and agreements for insurance requirements, assumption of liability and other risk management issues as requested.
- Assist in the development and maintenance of vendor minimum insurance requirements under master service agreements and on risk management procedures to eliminate or transfer vendor liability.
- Review third-party Certificates of Insurance for compliance with contractual agreements and indemnification provisions.
- Communicate with underwriters when agreement or comment is needed in connection with contracts the City is bidding or negotiating.

Insurance Risk Assessment

Analytics

McGriff augments experience and knowledge with data and analytics by providing:

Casualty Analytics

- Loss Stratification & Analysis
- Loss Projection
- Collateral Analysis and Negotiation
- Total Cost of Risk (TCOR) Analysis
- Experience Modifier Rating Verification and Promulgation
- Benchmarking of Limits and Deductibles

Property Analytics

- Catastrophe (CAT) Modeling
- Historical Catastrophe Event Analysis
- Natural Hazard Mapping and Reporting
- Building Valuation Services

Benchmarking

McGriff's ability to benchmark the City's risks and exposures is supported by our industry focused, but operationally diverse, client base. The City's unique set of risks will be evaluated in the context of each operation performed.

In addition to our ability to benchmark qualitative aspects of the City's risk and exposures, our client base will also support meaningful quantitative benchmarking. To provide this broader perspective we use a combination of in-house peer data and third-party benchmarking resources to compare limits, retentions, cost of risk and other data points.

Question 4: Please describe your company's aggressive marketing strategy with carriers to drive down costs. Please describe how effective this strategy has been for you in the past using examples.

Our marketing strategy is detailed throughout the following pages along with success stories from some of our current clients.

Marketing

Summary

Our marketing process begins with historical data gathering relative to the City's operations and associated risks, followed by quantitative analyses to determine the most cost effective balance between retention, coverage limits and premium. We gather input on the desired program from your senior management and contact underwriters regarding potential involvement. McGriff will then develop a conceptual coverage program and prepare underwriter submissions that present specific program structure and pricing. McGriff will use meetings, submissions and underwriter discussions to differentiate the City's unique qualities and merits to avoid classification as a "standard" industry-specific risk. McGriff's underwriter submissions are professional and informative, and are distributed to multiple senior level underwriters appropriate for the City's industry. We utilize long-standing relationships and market leverage to negotiate the most beneficial terms and conditions with selected underwriters. Our proactive approach has produced successful programs for thousands of clients.

McGriff's proactive marketing techniques include the following:

Selective market relationships – McGriff maintains close working relationships with underwriters and their management teams. We utilize long-standing senior level relationships and market leverage to negotiate the most beneficial terms with the selected underwriters.

Aggressive marketing – We present specific program structures and pricing, rather than waiting for underwriters to respond with their program design. The City's account is presented to multiple underwriters in order to create the most competitive environment possible for your renewal.

Client differentiation - We encourage underwriters to focus on the unique qualities of each client's business. We use meetings, submissions and underwriter discussions to differentiate our client's special merits, with the goal of avoiding classification as a "standard" industry-specific risk.

Negotiating coverage enhancements – Many public entities have found that their coverage is becoming more and more restrictive, while retention limits are growing. One of McGriff's areas of expertise is in negotiating coverage enhancements with our underwriters. A successful renewal is one in which the most critical coverage amendments are maintained and projected pricing and retentions are achieved.

Underwriter meetings - We encourage our clients to meet and maintain close relationships with their underwriters. These meetings assist in providing the most accurate picture of each entity's risks and differentiating factors, as well as fostering relationships that may be very valuable during difficult claims negotiations and future renewals.

Client Success Stories

The City of Tampa

- Increased Property Loss Limit Sub-limits to better reflect the City's needs.
- Increased Named Windstorm and Flood Limits by 43%
- Increased primary Flood coverage with the National Flood Insurance Program by 68% while reducing the premiums for these policies by 42%
- Established a Bridge Insurance Program for 42 of the City's Bridges
- Reduced the Premium for Aviation coverage by 51%
- Overall reduced the City's expiring insurance by \$987,204 in the first year

The City of Houston

- Increased Flood Zone A, Debris Removal, Errors & Omissions and Unnamed Locations sub-limits, among others, significantly.
- Decreased the All Other Perils deductible 22 days before the City suffered a \$2 Million dollar loss at one of their locations which would not have been covered under the expired program.
- Decreased the flood deductible before the City suffered a flood loss in excess of \$20 Million. The change in deductibles made a significant impact on the loss payment from the carriers.
- Reduced the Property Program premium by \$1.3 Million.
- Significantly increased the City's Terrorism coverage.
- Reduced the City's Terrorism deductible while reducing the City's annual Terrorism premium by \$139,845.
- Renewal included a 4% rate reduction while lowering the cap on the Named Storm Deductible by 25% and increasing the hazardous flood zone limits.

Client Success Stories

The Port of Houston Authority (“PHA”)

The PHA is an independent political subdivision created under the Constitution of the State of Texas. The port owns and operates the public facilities located on the Houston Ship Channel.

- Revamped the property and casualty coverage forms and limits provided.
- Changed casualty program from large deductible to Self Insured with retentions.
- Increased property limits and enhanced coverage.
- Did a complete evaluation of property values and exposure information (providing better underwriting information for marketing efforts).
- Reduced overall annual premiums in excess of \$1,000,000 savings.
- Assisted with large hurricane claim that had previously been in dispute.
- Renewal process resulting in an additional overall premium savings of \$250,000.
- McGriff has helped the Port of Houston accomplish a total cost of risk decrease of 28% over four (4) years, or a cumulative total cost of risk decrease of \$7,373,219.

Question 5: Which of your references most closely aligns with the City's requirements? If none, please provide a reference that is more closely aligned with the City's requirements.

City of Tampa, FL
Valerie Horton Rakes
Risk Manager
813.274.5737
valerie.hortonrakes@tampagov.net

*The City of Tampa operates the McKay Bay Refuse-To-Energy Facility. The energy created in burning this waste is converted into electrical power for up to 15,000 homes per month. Electrical energy generated at the McKay Bay facility is sold to Tampa Electric Company as a revenue source for Tampa's residents.



© 2020, McGriff Insurance Services, Inc. and McGriff, Seibels & Williams, Inc. All rights reserved.

McGriff Insurance Services, Inc. and McGriff, Seibels & Williams, Inc. are subsidiaries of Truist Insurance Holdings, Inc.