Fire can be one of the most beneficial elements in the world.
In the same manner as fire, if unattended, an insurance risk can become an uncontrollable and destructive threat to your business.
We at BHC are here to skillfully tend to your fire to protect you and what you have built.



AN OVERVIEW OF BHC INSURANCE SERVICES





Agenda

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II.	Ignite Program Discover – Design – Implement - Continue	pages 2
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V.	2\$&('Insurance Marketplace Outlook ''	pages 4 – 5
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A Message From Our Executive Team

Let us introduce you to the talented and experienced group of professionals who represent BHC INSURANCE.

Our primary goal is to PARTNER with our clients to understand their business and provide value beyond just the purchase of a product. We want to understand what drives and concerns our clients and provide them a competitive package of protective insurance coverages that helps them position their company best for long-term growth and stability.

Just like you are proud of the company you have built, we are also proud of the reputation we've built. You can trust our team, having earned the reputation as one of the region's most sought-after agencies by many of our carrier partners. We know that if we do right by our customers- every single day- that this is the framework of a lasting, mutually beneficial business relationship.

You have our assurance that our company will relentlessly strive to serve your company by abiding by our guiding principles: Trust, Professionalism, Positivity, and Teamwork. Just like our company tagline says, our overarching philosophy is not just a Promise, It's "More Than a Promise".

We appreciate you considering BHC INSURANCE and offering us the opportunity to work with you.

Marty C. Clark

President Risk Management Advisor Scott R. Clark

Executive Vice President Risk Management Advisor

Shannon C. Schmidly

Executive Vice President Risk Management Advisor





Our Ignite Process

At BHC, we employ a unique process where we'll help you find complete solutions to protect your employees and your business.

Our exceptional service and attention to detail will save you time and hassle- so you can focus on other aspects of your business and life.

Discover



We listen first and work closely with you to learn about your company and what actually matters to you. Our goal is to Ignite your thinking regarding risk management and partner with you to provide meaningful solution where we can partner with you for future success.

Design



We'll work together to create a custom plan for your business. Putting in the work to design a plan that meets all of your needs. Working together to satisfy your protection needs within your budget.



Implement

Implement the coverages and strategies to insulate and mitigate any risk. When you're not worried about insurance, you're free to focus and improve your business.



Continue

Everyone's needs change. We'll continue to tailor your coverage needs as you grow or your priorities change.



BHC Team

The Keys to Your Ignition

AGENT

SERVICE TEAM



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Claims Consultant 479.343.9141

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CLAIMS ADVISORS



Mary Ann Justice

Surety Bond Specialist

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- Risk Management Coordination and Insurance Policy Design
- Strategic Planning and Market Analysis
- Client Relationship/Service Coordination
- Client Strategic Discussions/ Annual Account Marketing
- Certificate Issuance/ Contract Reviews
- Designated Account Manager with Industry Specific Experience
- Endorsements/ Policy Changes
- Billing Issues
- Assist Account in all Aspects of Client Service Daily
- Insurance Marketing Director
- Represents Prospects to Carriers
- Negotiate Best Strategic Options and Pricing
- Advanced Claims Advocacy
- Claims Reserve Reduction Services
- Safety and Loss Control Resources
- Client Claims Reviews
- Claims Intermediary Services to Assist Client
- Client Communication/ Claims Investigations
- Contract Surety Bond Placement
- Commercial Surety Bond Placement
- Surety Bond Program Management



2024 Market Outlook

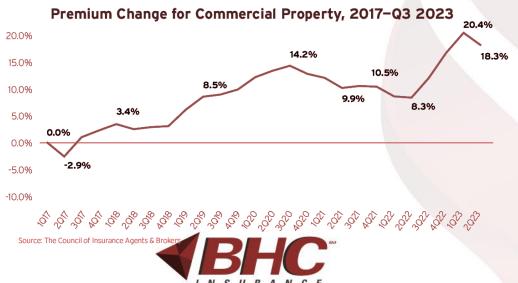
2024 Market Outlook Forecast Trends

Price forecasts are based on industry reports for individual lines of insurance. Forecasts are subject to change and are not a guarantee of premium rates. Insurance premiums are determined by a multitude of factors and differ between businesses. These forecasts should be viewed as general information and not insurance or legal advice.

LINE OF COVERAGE	PRICE FORECAST
Commercial property	CAT-free: +5% to +15% CAT-exposed: +15% to +25%
General liability	Overall: +1% to +10%
Commercial auto	Overall: +5% to +30%
Workers' compensation	Overall: -5% to +2%
Cyber	Overall: 0% to +15%
Directors and officers liability	Private/nonprofit entities: 0% to +5%
birectors and officers hability	Public companies: -10% to +5%
Employment practices liability	Overall: 0% to +10%

Commercial Property Insurance

The commercial property insurance market has faced rising premiums since 2017. While such rate jumps showed some signs of slowing in 2022 by largely remaining within single digits, this moderation didn't last in 2023. According to industry data, commercial property insurance premiums surged by an average of 20.4% in the first quarter of 2023 alone, representing the first time the segment has seen average rate hikes above 20% in more than 20 years. In the latter half of the year, these rate increases persisted; the segment recorded the highest average premium jumps across all lines of commercial coverage at 18.3%. Industry data also confirmed that the commercial property reinsurance market has been particularly challenging this past year, with rate increases ranging between 25% and 100% for primary insurers exposed to CAT losses.





202(State of the Insurance Market

Additional Factors That Influence Your Insurance Rates

In addition to the above, the following are additional factors that may influence your insurance rates



The coverage you're seeking—The forms of insurance you're seeking, as well as the details of the coverage (e.g., limits of liability and value of insured property), will affect your insurance pricing.



The size of your business—As a general rule, the more employees your business has and the larger your revenue is, the higher you will pay for your insurance.



The industry in which you operate—There are certain industries that carry more risk than others. In general, businesses in these sectors are more likely to file an insurance claim. As a result, businesses involved in risky industries tend to, on average, pay more in insurance premiums.



The location of your business—The location of your business will also influence your commercial insurance rates. If your business is located in an area prone to certain natural disasters, insurers may determine that your facility is more at risk for property damage. This increased risk will translate to higher insurance premiums.



Your claims history—Your business's claims history, often referred to as your loss history, will also have an impact on insurance rates. If your business has an extensive claims history, then insurance carriers will tend to consider your company more likely to file future claims. This, in turn, means that your business will be viewed as risky to insure, subjecting you to higher commercial insurance premiums.



Your risk management practices—Now more than ever, conducting a careful assessment of your business's unique exposures and establishing effective, well-documented risk management practices can make your establishment more attractive to insurance carriers. After all, having a robust risk management program in place reduces the likelihood of costly claims occurring, as well as minimizes the potential losses that your business could experience from an unexpected event.





Going to Market

- 1 The preparation of the marketplace submission to the insurance carriers
- 2 The placement and purchase of traditional insurance coverages

The Underwriters View

Preparing your submission with the underwriter in mind. A typical underwriter at a major insurance carrier will have:



We represent you to the marketplace, not the other way around. Our goal is to provide a complete and accurate submission on your behalf, 4 months before your expiration date, what we call a Top of the Stack Submission (TOSS).

Top of Stack Submission (TOSS) Factors

- 1. Appetite | Submissions only to carriers that have an "appetite" for your type of risk
- 2. Trust I Between carrier and advisor
- 3. Pre-submission Discussion | With advisor and underwriter
- 4. Narrative | Telling your risk story
- 5. Loss History I A complete history of any losses that your company may have
- 6. Risk Survey | A completed industry specific risk survey
- 7. Applications | Complete and accurate applications

Carrier Partners

The specifics of your industry demand coverage that expands beyond the cookie-cutter policy. At BHC, we have access and connections to the top insurance carriers, including the following:

























The Technological Edge

Every industry throughout history has adopted new technology which propelled them into the future, so why should insurance be any different? We at BHC have invested heavily in software that greatly increases our capabilities and enhances our clients' insurance experience. As pioneers in the technological space, here are some of the unique services offered to our clients.

Zywave

- BHC Insurance Resource Center access
- Osha Log Management/Osha Client Portal
- Mod Master Workers Comp Mod Verification and Projection
- © Commercial Risk Surveys
- Risk Management Plans/Safety Plans

CSR 24

- Access to BHC mobile app
- Ability to pay bills online
- Real Time access to policies and related documents through private portal login
- Ability to access and create own insurance certificates
- 24/7 call center

Mineral

- Mobile app access
- Ability to create employee handbook
- Access to attorney backed answers 24/7
- Full-featured staff training and management system
- Thousands of template, checklists, forms and policies to make your job easier

Indio

- Objective in the properties of the properties
- Outilize "Smart Form" applications to reduce friction
- Ability to autofill information in applications





Commercial Client Services

Once you're a client, you can expect the following items as part of our client services.

Account Services

Billing Allocations

Certificates Issued/Auto ID Cards within 24 hours

Designated Account Manager/Team with Industry specific expertise

Endorsements

Equipment Changes

Policy changes (e.g. equipment, vehicles)

Review Certificates

Update Certificates, Drivers, SOV, BI Worksheet

Audit Preparation Package

Carrier Rep Introductions

Risk Assessment - In depth Coverage Analysis of current policies

Quarterly Planning Meeting

Claims Advocacy

Loss ratios/loss runs

Welcome email w/ all claim forms

Quarterly Claims Review

Property Insurance Replacement Valuations

Experience Mod Analysis / Projections

Modmaster - in depth analysis of experience mod

Reduction reports

Return to Work Program Management

Policy Delivery

Carrier Rep Introductions

Mid-Year Review (Payroll & GL Projections)

Summary of Insurance Review

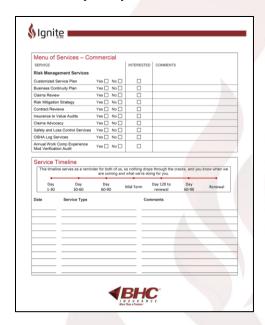
Contract Review

Coverage questions

Annual Marketing Strategy

Annual Premium comparisons

Loss Sensitivity Analysis



In 202G, our Claimg Advocacy and Reserve Verifications lowered claim reserves by over \$3,+) 0,000 resulting in over \$1,', \$,000 in premium saved due to decreases in client's experience modification factor. This past year, BHC had a 96% retention rate of satisfied clients.

Safety and Loss Control

Safety Handbook Review

Evaluate Formal Return to Work Program

Evaluate Pre-Employment Screening Process

Review Safety Program
Safety Trainings and Materials
OnSite Loss Control Visit





We've Got You Covered

We take pride in our expertise and know trust can't be assumed. It has to be earned. And as we earn it, you'll begin to understand that what we value most are relationships.

Property and General Liability

Property insurance protects your business' physical location and property including: commercial buildings, equipment, furniture, fixtures, inventories, business records, supplies, etc.

General Liability insurance consists primarily of liability coverages, which protect an insured party against injury or damage claims made by other parties. These may include premises and operation, personal and advertising injury, medical payments or products/completed operations.

Workers' Compensation

We take workers' comp seriously, knowing it's the most controllable form of insurance you have. Our Certified WorkComp Advisors work with you to establish a process that reduces costs and improves productivity.

- Experience Mod projections and analysis
- Cost of claims analysis
- Claims consulting and reviews
- Return to work programs
- Assistance with audit disputes

Surety and Performance Bonds

We help contractors understand and prepare for the complexities of the bonding arena. We work with you to gain your surety credit to take your company to the next level.

- © Contract payment and performance bonds
- Bid Bonds
- Miscellaneous Commercial Surety products
- Financial statement analysis

Cyber Liability

Every business faces cyber security risks but not every business has the same cyber exposure. We are here to show you exactly where your exposure lies and give you the cyber liability coverage you actually need.

- 3rd party liability for loss of PII, PHI, or PCI
- Network encryption and ransomware exposures
- Funds Transfer and Wire Transfer Fraud
- Network and Systems Damage Coverage
- Operation of property of the property of th
- Notification costs
- Damages to a third-party system
- Forensic costs to investigate a breach

Management Liability

While every business is unique, there are universal exposures that all businesses face. Management liability is a hybrid policy that combines several overages essential to standard business operations that are normally sold individually.

Policies commonly include:

- Directors and Officers
- © Employment Practices
- Fiduciary Liability
- Professional Liability
- Fidelity and Crime

Auto

Business auto coverage insures vehicles that are owned, leased, hired, or borrowed by businesses, whether they are associations, corporations, partnerships or sole proprietorships.





Take Control of Your Group Health Plan

Employee Benefits

Coverage Designed for Your Team

From design and administration to communication, our team will lead you to a custom-tailored plan that retains valued employees, attracts qualified candidates, all while helping you stay within budget. As your trusted group benefits advisor, we will continually analyze your employee benefits data to determine whether your current plan continues to meet your needs.

STRATEGIC PLANNING

Predict, plan and perform
Proactive strategies and services
Preparation for future
Opportunities and threats

SERVICE

Team Size and Focus
Experience
Proactive Reaction to Needs
Effective, Efficient and Respectful

EXPERTISE

Evaluate, examine and predict
Team approach
Delegation of duties
Maximize experience and resources

Group Health Insurance Plans

FULLY INSURED

A traditional group health insurance plan. The insurance company assumes the financial and legal risk of loss in exchange for a fixed premium paid by the employer. The insurance carrier pays health care claims as outlined in the policy.

LEVEL PREMIUM

Sometimes called partially-funded, the employer pays a set amount each month. At the end of the year, if the total paid out in claims is greater than the employer's contribution, the insurance company covers the difference.

SELF- FUNDED/ CAPTIVE

Employers retain the risk of paying for their employees' health care claims themselves, either from a trust or directly from corporate funds. Stop-loss insurance helps limit your exposure in the event of a catastrophic claim

Boost Your Benefits Package

- Opental Plans
- Vision Plans
- Group Life Insurance
- MSAs and FSAs
- Open Dependent Care Accounts
- Short & Long Term Disability
- Accident and Hospital Indemnity
- Oritical Illness Cancer





Next Steps

Next, let's agree upon our move forward plans:

1

Name BHC Insurance as your Agent of Record.



2



Design your Ignite Plan and go to market on your behalf.



3

There's no fit. No further discussions at this time.





POLICY

Return to Work

- Changed duties w
- An altered schedul

DEFINITIONS

Transitional duty physical, emotiona assignments are m assignments back-

APPLICABILITY

Length of Duty

Prepared by BHC Insu

ABC Company Fleet Safety Policy

Our Company recognizes that our employees are our most valuable asset, and the most important contributors to our continued growth and success. Our Company is firmly committed to the safety of our employees. The Company will do everything possible to prevent workplace accidents and is committed to providing a <u>safe</u> working environment for <u>all employees</u>.

Revision Number: 1

Traffic related motor vehicle accidents are the leading cause of work-related fatalities. The environment in which these accidents occur involves numerous complex factors of which the majority is uncontrollable. The purpose of ABC Company is Rett Safety program is to provide the means to reduce such factors to eliminate unnecessary injuries and fatal corumstances. We value our employees not only as employees but also as human beings crucial to the success of their family, for local community and ABC Company.

Recruitment:

ABC Company focuses its initial efforts on driver selection through a variety of resources, the first being the job application. The application will require a prospective employee to list past driving experience, employers, and types of vehicles driven. In addition, the prospective employee is required to notify ABC Company of any motor vehicle violations for at least the list (a of) years. References will be required.

Driver selection will be made upon completion of a formal interview and background check to include contacting references, review of the FVR, and a negative drug screen. Authorizations will be obtained to contact prior employers and personal references.

NVRs will be requested upon completion of a satisfactory interview and periodically thereafter at a minimum of at least once per year. Management reserves the right to use its discretion in determining an unsatisfactory VMR. As a guideline, if or of violations in the past three years will be grounds for an unsatisfactory VMR prohibiting hiring of a prospective employee or possible termination and/or disciplinary actions of an active employee.

Special Company Policies



General Employee

SAFETY MANUAL

ABC Company

Safety Matters■

Ladder Safety

Falls from elevated surfaces are frequently listed as one of the top 10 causes of accidents in the workplace. Most of these accidents occur due to failure to follow basic ladder safety. To help prevent ladder injuries, practice the following safety tips.

Setting up Safely
Make sure you select the correct ladder for the
job—check the length and duty rating. Proper length is a minimum of three feet extending over the roofline or working surface. Inspect your ladder before each any of the following loose or damaged parts:

- Rungs
- Spreaders
- Rung dogs Safety feet

Clear the area where you will be working. Never place a ladder in front of a door that isn't locked, blocked or guarded. Because metal ladders conduct electricity, use a wooden or fiberglass ladder near powerlines or electrical equipment.

Check that all locks on extension ladders are properly engaged before placing your ladder on a steady surface. The ground underneath the ladder should be level and firm. Large, flat wooden boards braced underneath a ladder can

ground. Straight, single or extension ladders should be set up at approximately a 75 degree angle.

Use the I:4 ratio to ensure your safety when on a ladder. Place the base of the ladder one foot away from whatever it's learning against for every four feet of height up to the point of contact for the top of the ladder.

Always exercise caution when using a ladder with the following safety considerations:

- Make sure the weight that your ladder is supporting does not exceed it maximum load rating (user plus materials). And only one person sho be on a ladder at a time.
- the ladder and move it

∢BHC



Avoid Speeding, and Use Safety Devices

Driver Safety

Reduce your risk of auto accidents

Safety Flyers and Safety Meeting Materials

Inspect Your Vehicle

Alcohol is the single greatest contributing factor to fatal motor vehicle accidents. In addition, some prescription medications may have the same effect as alcohol. Do not drink alcoholic beverages before or during a driving trip and consult your doctor about possible side effects of any medications you may be taking.

Don't Drink Alcohol

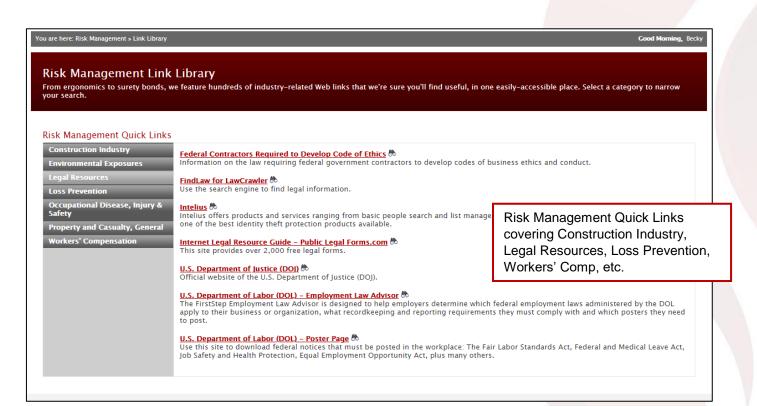
ob at ABC Company with become familiar with the general directions. If you need to check your map or call for directions along the way, pull over.

driver safety is the responsibility of all of our employees. Review our company driver policy to help you arrive safely at your destination."



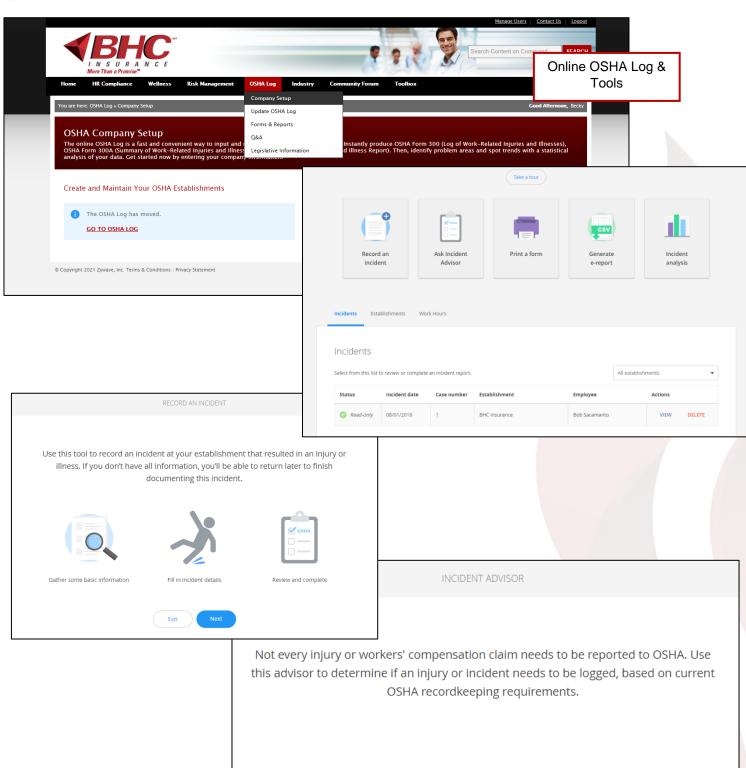














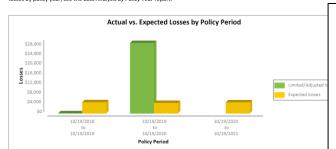


ModMaster - Workers' Compensation Analysis & Reports

Mod Analysis for ABC Company

Loss Analysis by Policy Period

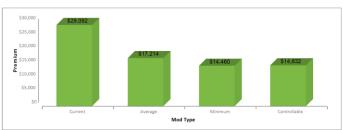
This analysis shows the actual versus expected losses for each policy period in the mod. This data is important in identifying trends which may help you predict, generally, the direction of your mod in the future. As unfavorable policy periods – those with actual losses higher than expected—age out of the mod calculation, you can expect your mod to improve if your new loss experience shows actual losses less than expected. This is an achievable goal through specific loss control practices your broker advises. To view losses by policy year, see the Loss Analysis by Policy Year report.



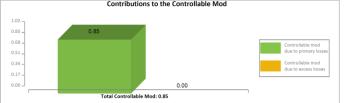
Policy Period	Limited/Adjusted Losses	Expected		
Toney Teriod	Elitted/Adjusted Eduses	Expected		
10/19/2018 to 10/19/2019	\$70			
10/19/2019 to 10/19/2020	\$29,219			
10/19/2020 to 10/19/2021	\$0			
Totals:	\$29,289			
Number of periods where actual losses were less than expected:				

ModMaster* Mod Analysis brought to you by BHC Insurance
Proprietary and Confidential. ModMaster software provides for an ESTIMATE of an experience
andification factor. Your Official experience modification factor. In source discussion of the source of th

Mod Impact on Premium Analysis



Mod Type	Mod Value	Premium	Description
Current	1.69	\$29,092	Your actual mod and estimated premium.
Average	1.00	\$17,214	The average mod is always 1.00. This premium represents what the average competitor in your industry is paying.
Minimum	0.84	\$14,460	The lowest mod and premium you could achieve if you had zero losses in the experience rating period.
Controllable	0.85	\$14,632	The mod points and premium amount you could have saved if you had zero losses in the experience rating period.
		Contributions	to the Controllable Mod



Mod Analysis for ABC Company Specific Loss Sensitivity Detail

| State | Indiany Date | Indiany Dat

r® Mod Analysis brought to you by BHC Insurance	Page 2
and Confidential. ModMaster software provides for an ESTIMATE of an experience	ABC Company
n factor. Your official experience modification factor is issued solely by the applicable Impensation rating bureau. © 2021 Zywave, Inc. All Rights Reserved.	Mod Effective Date: 10/19/2022





Mineral





HR and Compliance Just Got Waaay Easier.



HR and compliance is complicated—but it doesn't have to be. At Mineral, we've made it our mission to take the guesswork out of HR and compliance so you can manage workplace challenges with confidence. From expert guidance and resources to proactive alerts, we're your one-stop ticket to a healthier organization.

You've got HR and compliance questions. Mineral has answers.

Mineral Platform™

Powered by an innovative mix of data, technology and human expertise, Mineral Platform offers everything you need to keep your organization on track.

- · Smart Employee Handbook · Salary Compare
- HR Compliance Library
- · Compliance Calendar
- Proactive To-Dos
- HR Assessment
- · Learn: Employee
- · Benefits Document Creator
- Training Courses
- · OSHA Log
- Job Description Library
- ..and so much more!





Mineral





HR and compliance questions?

We've got experts for that



Get connected with certified HR experts who have made it their mission to stay current on the employment laws and regulations that impact your business. With an average of 18+ years of experience, Mineral HR and legal experts are happy to listen and ready to help you manage all your workplace challenges.

Conflict · Leave of Wage resolution absence and hour What can Document Performance Worker a Mineral Review management classification Expert help · Policies and Employee Workers relations procedures compensation with? Hiring and Safety Workplace termination and health harassment

