

the TeamWorks! PromiseSM



Dan Vos Construction Company, Ada, Michigan
Coldbrook Insurance Group

Committed

to quality and safety, Dan Vos Construction Company has received numerous awards honoring its design build, general contracting and construction management services in Michigan and throughout the Midwest.

To secure the Dan Vos account, FCCI employees Lori Herman, Senior Marketing Underwriter; Linda Hudson, Risk Control Specialist; and Kevin Elliott, Senior Claim Adjuster, held a TeamWorks!SM meeting with Dan Vos' CFO Steve Huisjen and HR Manager Marcia Holt and their Coldbrook Insurance Group representatives, Agency Principal Bill VanderPoorte and Account Manager Donna Bolinger, in the fall of 2014. The policy was written one week later, and the TeamWorks! promise went into effect.

"We are excited to write this account. They have a wonderful reputation and are very professional. We took our whole local service team out to meet the clients and shared our service capabilities with them. We told them about FCCI's Help Line and Risk Control visits, and we also explained the ABC group dividend program, which pays dividends to participating ABC members based on their combined loss experience for other than workers' compensation coverage. I think FCCI's commitment to local service and conscientious claims handling will be an ideal complement to Dan Vos' business, and I look forward to a long relationship with them."

Lori Herman, CPCU
Senior Marketing Underwriter, FCCI

"Dan Vos is one of the cleanest construction accounts you'll find. They run a tight ship and take care of employees. But their previous carrier had centralized claims so there was no local service, and it wasn't working well for Dan Vos. Because of the previous business I had written with FCCI and the wonderful job they do with workers' comp claims, FCCI was my first – really my only – thought for this account. Lori Herman did a great job, bringing the FCCI service team together to meet with Steve and Marcia. And FCCI's partnership with the Western Michigan Chapter of Associated Builders and Contractors (ABC) made it an easy choice. Gary Vos, CEO of Dan Vos Construction, has been involved with ABC a long time, so it's a good fit. I know FCCI will do a great job on this account. There's no doubt in my mind."

Bill VanderPoorte
Agency Principal, Coldbrook Insurance Group

"The TeamWorks meeting definitely influenced our decision to change carriers to FCCI. We met firsthand with the individuals that would be handling our claims, not just a sales representative that we would never see again. ABC's endorsement and FCCI's long-standing reputation of quality service were also influential in our decision. Solving things quickly is important to us, and FCCI's local claim representatives are always on top of the issues. Timing, professional service and a reasonable price are attributes we value highly as a company."

Steve Huisjen, CPA, CCIFP
CFO, Dan Vos Construction Company

FCCI's Midwest Region

\$83.9 m Direct Written Premium
92 Employees
119 Contracted agencies

Chairman's Club

Mike Hylant

Hylant Group
Toledo, Ohio

Tim Leman

Gibson
South Bend, Ind.

Jon Loftin

MJ Insurance
Indianapolis, Ind.

President's Club

Energy Insurance Agency

Lexington, Ky.

The Horton Group

Orland Park, Ill.

J L Hubbard Insurance

and Bonds
Forsyth, Ill.

"2014 was another year of growing market share in the Midwest Region. Contributions from our valued agency partners and regional employees were instrumental in further developing the FCCI brand in the Midwest marketplace. Across our six states, we saw opportunity to engage more customers as FCCI policyholders, resulting in an almost 20% growth in total policies written. Our commitment to a local presence, with local authority, is at an all-time high as we now have 57% of our regional staff physically located in our MWR states, close to our agency partners and their insureds. Our talented employees have a commitment to exceptional customer service and that, combined with our strong agency plant, have us well-positioned for continued success in 2015 and beyond."

Gregory L. Kramer

Senior Vice President,
Midwest Region



Bill VanderPoorte, Lori Herman, Steve Huisjen, Dan Vos, Donna Bolinger and Marcia Holt in the Dan Vos Construction Company lobby.