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Surety Bond Quarterly.org

AN OFFICIAL PUBLICATION OF THE NATIONAL ASSOCIATION OF SURETY BOND PRODUCERS

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NOTHING WORTHWHILE IS EVER EAS

Understanding the Surety's Salvage Rights

The Contract Disputes Act:
What You Should Know

Connect with Clients and Boost Referrals with Social Media Posts

Surety Career Profile: Mary Jeanne Anderson

> Contractor Financial Statement Analysis





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ON THE COVER



FALL 2018

Understanding the intricacies and legalities of surety bonding is a challenge. But hard work pays off with the right knowledge, perspective, advice, and relationships. Meet one woman whose hard work has lifted her to the top of the industry. In this issue of Surety Bond Quarterly you'll find detailed information you can use to do the job, including the valuable NASBP Resource Directory.

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REGIONS 4, 5, 6 & 7 MEETING

October 3-5, 2018 New Orleans, LA

NASBP MID-YEAR MEETING

October 18-20, 2018 Truckee, CA

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November 13, 2018 Des Moines, IA November 15, 2018 Kansas City, KS

RISK MANAGEMENT IN UNDERGROUND **CONSTRUCTION COURSE**

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From the CEO

Nothing is Ever Easy



CONSTRUCTION HAS BEEN AND REMAINS A CONDUIT FOR **UPWARD MOBILITY** FOR COUNTLESS SAVVY INDIVIDUALS MAKING EXCELLENT LIVELIHOODS THROUGH CONSTRUCTION SERVICES. PROUDLY, BOND PRODUCERS, AS TRUSTED ADVISORS, HAVE FACILITATED MANY OF THOSE ASCENSIONS.

How often do you find yourself saying that or a similar phrase in your personal and professional lives? If you are like me, you probably say it more often than you would care to admit. Certainly, the complexity of life and business likely makes that saying a popular choice, even if only softly or silently uttered. But generally what I mean by that saying is that "nothing worthwhile is ever easy," which I often find to be apropos to the construction industry. I can think of few industries apart from construction where businesses take on such risks and are subject to such extensive compliance and regulatory burdens. And yet, construction has been and remains a conduit for upward mobility for countless savvy individuals making excellent livelihoods through construction services. Proudly, bond producers, as trusted advisors, have facilitated many of those ascensions. I would like to think of a contractor's act of achieving a bonding line for the first time as the very embodiment of the phrase "nothing worthwhile is ever easy." That contractor will have taken many steps to get the business in sufficient order to demonstrate character, capacity, and capital; and he or she will have established a relationship that will demonstrate its worth repeatedly

In helping businesses, bond producers bear the burden of staying current on the various landscapes that confront their clients. Applicable laws and regulations, media advancements, accounting practices, and dispute resolution methods, to name a few, are but some of the many areas impacting construction firms.

This issue of Surety Bond Quarterly delves into a number of these subjects, providing important insights for surety professionals and clients alike. Attorney Todd Regan of the law firm of Robinson+Cole addresses what producers need to understand with respect to the surety's rights of salvage against the bond principal; while attorney Sarah Carpenter of the law firm of Smith, Currie & Hancock examines how to succeed under the federal Contract Disputes Act. Julian Xavier of the accounting firm CliftonLarsonAllen covers the fundamentals of contractor financial statement analysis, including best practices for work-in-process reports. NASBP members discuss how they use social media for marketing and to stay in front of clients; and in a Surety Bond Quarterly Web exclusive article Eugene Polyak of Smith Currie & Hancock addresses obtaining payment for changed work not expressly authorized. Lastly, a career profile of surety and consulting professional Mary Jeanne Anderson provides invaluable perspective by recounting how things have changed over a fruitful forty-year career in and surrounding surety.

Although nothing truly worthwhile is ever easy, with the right knowledge, perspective, advice, and relationships, hard work will pay off for those willing to make the effort!

Warm regards,

Mark H. McCallum **NASBP CEO**

TOMORROW IS ALREADY HERE, TODAY!

Are You Keeping Up?

From the first contract etched in stone more than 4,500 years ago, all the way to the first bond sent by FedEx nearly 50 years ago, the surety industry has steadily evolved. It's time to prepare because the fourth industrial revolution is upon us, and once again, it's time to evolve. We must say goodbye to the tried and true technologies of typewriters and FedEx and truly take advantage of the constant, rapid advances in computing power, data storage, and cloud technology.

Today's digital world is eviscerating any competitive advantage companies once had. Therefore, it is imperative for them to keep up, grow, adapt, and grow. Nearly half the firms from the Fortune 500 in Y2K no longer exist.

Automation goes beyond streamlining administrative and transactional tasks (such as rekeying). It instantly creates more value for your customers by facilitating faster, better service delivery, and allows employees more time to spend on higher value activities while giving your company the freedom to focus on what it does best (selling).

40% of all businesses will die in the next ten years, if they don't figure out how to change their entire company to accommodate new technologies.

- John Chambers, Cisco

New sources for data like Al, IOT allow for better and bigger data compilations and enhanced customer experience. Leveraging automation is essential to success as we shift from traditional business models that are driven by supplyside economies of scale, to the new models inspired by **demand-side** economies of scale.

Remember back in 2007, when mobile phone manufacturers such as Nokia, Samsung, Motorola, Sony Ericsson, and LG, collectively dominated 90% of the marketplace? They were stable, profitable, and well entrenched. However, 2007 also marked the birth of the iPhone. By 2015, iPhones held 92% of market share! Apple did this not by trying to follow faster— but instead by progressive thinking, digital transformation and customer-centric positioning.

Digital Transformation - Time to Change

Automation is transforming how we do business and companies that don't embrace it may have a very near expiration date.

The biggest impediment to a company's future success is its past success.

- Dan Schulman, PayPal

Today's digital consumers want results fast and easy (when they want it, how they want it, on familiar platforms, and in media they regularly use). They have numerous choices, and short attention spans. They know what they want and demand it immediately. These days, consumers have little tolerance for bad experiences and poor service. In fact, businesses lost an estimated \$62 billion in 2017 because of poor customer service!

Digital Surety businesses should be facilitating a holistic customer experience from the very first search, all the way to bond delivery, and on through the bond's lifecycle, all while maximizing low to no touch experiences.

Effective modernization strategy requires holistic consideration of data, processes, technology, and people, as well as business and operational changes. Today, practically all digital transformation initiatives are being built on 3rd Party Platform technologies to expand its capabilities. Carriers are seeking to simultaneously lower costs, improve experiences, comply with regulations, and accelerate time to market.

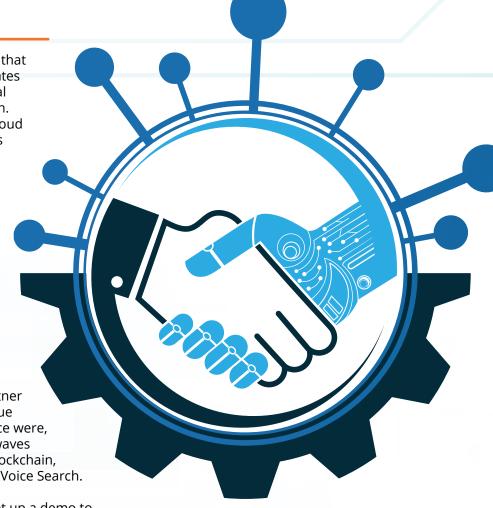
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It's predicted that within 3 years 30% of all browsing sessions will be done without a screen (Voice Search). So, remaining relevant means being able to be agile and quickly create new advantages in this never-ending, fast accelerating revolution, it requires a new mindset and readiness to embrace change. Make sure your technology partner can transform you from the tried and true typewriters and FedEx company you once were, all the way into (and through) the next waves of digital transformation via Big Data, Blockchain, Chatbots, API Interconnectivity, IOT and Voice Search.

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IT HAS OFTEN been said that a contractor's bonding capacity is its lifeblood. On more than one occasion, I have been told by contractors that their bond producer is their most important business partner. In addition to helping contractors get the bonds they need, bond producers must also be prepared to serve as an advisor to the contractor/bond principal when something goes wrong on a project. If a contractor has a payment bond claim asserted by one of its subcontractors or suppliers, or if an owner threatens to terminate the contract and call the performance bond, the contractor's first call may be to his or her bonding agent. Although bond producers do not serve as legal counsel, they do need to have an understanding of the surety's rights to indemnity and salvage in order to help a contractor make informed decisions early on in a claims/default situation.

In the event that a claim is asserted against their bond, some contractors may immediately take an adversarial stance towards their surety. Some uninitiated contractors may think that they can force their surety to deny a payment bond claim, or that the surety is obligated to advance them money to finance the completion of

a troubled project, or that the surety is obligated to prosecute an affirmative claim against the owner on their behalf. Understandably, contractors may also believe that the surety can only pay or compromise a claim after the principal's underlying liability has been established. However, all of these thoughts are, broadly speaking, mistaken and can set a contractor down the wrong path. A contractor that understands the powerful rights granted to its surety both under the typical general agreement of indemnity (GAI) and at common law will likely realize that working cooperatively with

its surety is the best, and possibly only, means of minimizing losses in a bond claim situation.

Most contractors are required to sign an indemnity agreement in order to establish a bonding program. Bond producers can provide a valuable service to their clients by ensuring that they fully understand the rights bestowed upon the surety under the GAI. Depending on the contractor's financial strength and level of experience, sureties may require that indemnity agreements be backed by cash collateral, mortgages on real property, funds control, and, typically, personal guarantees from the contractor's owners and possibly other family members. The typical GAI provides the surety with rights of indemnification to seek reimbursement from the contractor and individual indemnitors in the event any cost is incurred in connection with a bonded project, including attorney's fees. Moreover, the surety is often entitled to enforce its rights under the GAI even before it pays a claim, so long as it fears that it may incur losses.

For example, under the so-called collateral security clause, the surety may demand that the principal immediately turn over collateral in an amount sufficient to protect it from potential losses in the event that claims are asserted. If the principal fails to comply, the surety may seek a court order for specific performance requiring the principal to deposit collateral, as well as a restraining order or injunction requiring the posting of collateral. In some instances, indemnity agreements may empower the surety to obtain ex parte attachments/garnishments-empowering the surety to attach/seize the principal's and indemnitor's real property, equipment, receivables, and bank accounts without even providing the principal with advance notice or an opportunity to object.

Furthermore, a surety seeking indemnity from its principal is not required to prove that it was actually liable for claims it paid, just that it actually made payments or incurred costs. Under the so-called prima facie evidence clause, in an indemnity action against its principal, the surety's internal records summarizing its costs and payments are presumptive evidence of the amount of the principal's debt to the surety and are not easily questioned or challenged.

As noted above, a surety is generally not required to side with its principal in evaluating claims asserted against it. Indeed, typically a GAI will give the surety sole and unfettered discretion in claims handling decisions. Moreover, as long as it does not engage in bad faith, a surety is typically not obligated to act in the principal's best interests. On the contrary, the surety can act in its own self-interest in seeking to minimize its losses, even if those actions are in conflict with the interests of the principal. Courts have routinely rejected claims asserted by principals alleging that their surety owed them a fiduciary duty and have expressly stated that a surety may act solely in its own best interests in seeking to minimize its own losses-even if that means sacrificing rights or affirmative claims of the principal in order to obtain a release of its bond.

It is also important to consider that bond principals seeking to defeat a surety's indemnity rights based on allegations of bad faith face an uphill battle. Although the legal standard varies across jurisdictions, a finding that a surety acted in bad faith typically requires proof of an "improper motive or dishonest purpose" on the part of the surety. PSE Consulting, Inc. v. Frank Mercede & Sons, Inc., 267 Conn. 279, 305 (2004). Moreover, bad faith is not simply bad judgment or even negligence, but rather, as one court stated, "'it implies the conscious doing of a wrong because of dishonest purpose or moral obliquity...it contemplates a state of mind affirmatively operating with furtive design or ill will." PSE Consulting, at p. 305. A surety's failure to properly investigate a claim before making payment or its actual negligence in making a payment of a claim that was not valid does not amount to bad faith, and the principal will, in all likelihood, still be liable for indemnity.

In addition to asserting claims against the principal and individual indemnitors for reimbursement of costs it has incurred, a performing surety has contractual and common law rights of equitable subrogation. The doctrine of equitable subrogation allows the surety to step into the shoes of the bond principal for whose benefit it has made payments or satisfied claims, as well as the shoes of bond claimants it has paid, in order to obtain payments that may be due from the project owner, prime contractor, or others. Significantly, the performing surety's right to payment of contract funds in the hands of the owner is superior to that of the principal.

The surety's rights under standard GAIs are well established by years of legal precedence such that lawsuits between sureties and their principals concerning disputed indemnity obligations are typically resolved in favor of the surety on summary judgment. So, from the bond principal's perspective, it may seem that in the surety world, "the house always wins."

However, in fairness, it must be acknowledged that a surety investigating a claim finds itself in a difficult situation. Oftentimes the receipt of a payment bond claim or notice that the owner intends to declare a default may have been the surety's first involvement on a project that has gone on for years. In evaluating a claim, a surety must perform a delicate balancing act: on one side it has its obligations of good faith and a desire to maintain an ongoing business relationship with its principal. On the other hand, the surety has an obligation to perform a good faith and reasonable investigation of a claim and cannot deny a claim simply to please its principal. Either way, the surety may be forced to spend years litigating a bad faith claim asserted by its principal for paying a claim over its objection, or asserted by the claimant for denying the claim without conducting a sufficient investigation. As one court aptly stated it, "[c]onsequently, sureties, by the



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nature of their business, may find themselves caught between Scylla and Charybdis," PSE Consulting, at p. 316.

A contractor who understands the difficult position its surety is placed in upon receipt of a claim and the powerful rights afforded to the surety under a GAI may be more inclined to facilitate the surety's investigation by providing prompt and complete responses to the surety's requests for documentation. Merely providing self-serving responses to the surety as to why a claim should be denied or failing to promptly submit detailed backup documenting the principal's position can prove to be fatal errors. A surety will quickly lose faith in a principal who is unwilling or unable to provide prompt and detailed supporting documentation for its position. Understanding that the surety has the right and, in fact, the obligation to make its own independent evaluation of a claim is key for a bond principal.

Although the terms of indemnity agreements are typically not open to negotiation, individual indemnitors may be provided with certain legal protections. Depending on the state in which the individual indemnitors live, they may possess so-called homestead rights that exempt their home from liens or attachments to satisfy indemnity obligations to the surety. Certain states provide homestead exemptions for a limited dollar amount, while others, most notably Florida and Texas, provide a complete exemption for an individual's home. In certain instances, the surety's GAI may require the indemnitors to waive their homestead rights. However, depending on the applicable state law, such waivers may be unenforceable. Similarly, certain states recognize a doctrine known as tenancy by the entirety, concerning real property owned by a married couple. In those jurisdictions, an indemnity agreement will not be effective against an indemnitor's home unless both spouses are signatories to the indemnity agreement. Whether indemnitors are being asked

to waive their homestead exemption is an important topic to be considered when entering into a surety indemnity agreement.

Whether a producer is advising a client on the terms of a proposed indemnity agreement or guiding a client through a claims situation, it is crucial for a bond producer to have a strong understanding of the surety's rights.

Learn more at the September 25 NASBP Virtual Seminar.

Todd R. Regan, a partner with Robinson+Cole's Construction and Surety Practice Group, represents the full range of construction and surety industry stakeholders in claims involving project delays and inefficiencies, defective design and construction, unfair trade practices and bad faith, and mechanic's liens and bond claims. Regan serves on the NASBP Attorney Advisory Council. He can be reached at tregan@rc.com or 860.275.8293.







BY SARAH K. CARPENTER

can be unpleasant but are sometimes unavoidable. Contract with the federal government and you are by statute and by contract required to resolve any and all disputes under the Contract Disputes Act. So what is the Contract Disputes Act? This article

sets forth basic information all contractors should know when faced with the necessity of making or defending a claim on a federal project.

What is the Contract Disputes Act?

The Contract Disputes Act of 1978 (CDA or Act) was enacted by Congress to implement a comprehensive statutory scheme for the resolution of government contract claims. The CDA provides a framework for asserting and handling claims by either the government or any party to a government contract (contractor). All disputes under the CDA must be submitted to either the U.S. Court of Federal Claims or to an administrative board of contract appeals (BCA). The vast majority

of board cases are handled by either the Armed Services Board of Contract Appeals (ASBCA) or the Civilian Board of Contract Appeals (CBCA). The ASBCA is generally responsible for deciding appeals from decisions of contracting officers in the Department of Defense, the Department of the Army, the Department of the Navy, NASA, and, when specified, the CIA. The CBCA hears disputes from all other executive agencies except the United States Postal Service (USPS), the Postal Rate Commission, and the Tennessee Valley Authority.

The USPS is served by the Postal Service BCA. In addition, the Government Accountability Office Contract Appeals Board handles contract disputes arising in the legislative branch; and the Office of Dispute Resolution for Acquisition handles contract disputes and bid protests arising out of Federal Aviation Administration procurements.

What Types of Claims are Subject to the CDA?

The CDA governs post-award monetary claims, such as breach of contract; non-monetary claims, such as a claim for time or interpretation issues regarding a specification; and claims arising out of an implied-in-fact contract between the federal government and a contractor. Claims by the government, such as claims for liquidated damages or claims for default termination, are also subject to the CDA.

What Types of Claims are NOT Subject to the CDA?

There are a few categories of claims that may arise between the government and a federal contractor that are not subject to the CDA. For instance, a prevailing wage claim arising under the Davis Bacon Act is not subject to the CDA because claims or disputes that another federal agency is specifically authorized to handle are not subject to the disputes process under the CDA. Additionally, any tort claim that does not arise under or relate to a contract or implied-in-fact contract between the government and a contractor is not subject to the CDA. Lastly, it should be noted that the CDA governs only post-award disputes; therefore, pre-award claims, such as bid protest actions, are not subject to the Act.

Who Can Assert a **Claim Under the CDA?**

Generally, only the parties to the contract—the government and the prime contractor—can bring a claim under the CDA, which means that subcontractors and sureties generally cannot bring a claim against the government under the CDA. However, a prime contractor may assert a pass-through claim against the government on behalf of a subcontractor. A prime contractor may only sponsor a claim on behalf of a subcontractor if the prime contractor has paid the subcontractor's claim or, more commonly, the prime contractor otherwise remains potentially liable to the subcontractor pursuant to a claim's cooperation or liquidating agreement. Most liquidating agreements limit the prime contractor's liability to the amount the government agrees to pay or is required to pay.

Additionally, a surety may bring a claim under the CDA in certain limited circumstances, which must be distinguished from a surety's right to proceed against the government under the doctrine of equitable subrogation. Where a surety takes over performance of a contract or finances completion of a defaulted contract, the doctrine of equitable subrogation entitles the surety to succeed to the contractual rights of a contractor against the government. However, the doctrine of equitable subrogation does not permit a surety to bring a claim against the government under the CDA. Furthermore, indemnity and/ or assignment agreements between a contractor and its surety cannot bestow upon a surety the right to proceed against the government under the CDA. The CDA permits a "contractor" to bring a claim against the government and "contractor" is narrowly defined and interpreted as "a party to a government contract." The CDA requires privity between the government and the entity bringing the claim. Surety subrogees and assignees are not in privity with the government unless the surety executes a takeover agreement or other contractual agreement with a governmental agency. Therefore, sureties must generally pursue their claims against the government through means other than the CDA under the non-contractual doctrine of equitable subrogation.

When Can a CDA Claim **Be Asserted?**

A final decision by the contracting officer is generally a prerequisite to the assertion of any claim or counterclaim under the CDA. However, an important exception to this rule is that a contracting officer's final decision is not a prerequisite to the government's

assertion of a counterclaim against a contractor under the False Claims Act.

Claims by both the government and federal contractors are subject to a six-year statute of limitations, which means that claims under the CDA must be submitted within six years of the time when all events establishing alleged liability for an injury were known or should have been known. Additional time limitations under the Federal Acquisition Regulation may apply to claims related to changes, differing site conditions, or suspension of work. For instance, a contractor is required to give "prompt" written notice to the contracting officer of a differing site condition before it is disturbed.

How to Make a Claim Under the CDA?

A contractor is not required to submit its claim under the CDA in a particular format. However, a contractor's claim must strictly satisfy the criteria set forth below to constitute a claim under the CDA.

First, a contractor must make a written demand or assertion. A mere notification by a contractor notifying a contracting officer of an issue or an amount the contractor believes it is entitled to does constitute a claim under the CDA.

Second, the contractor's written demand or assertion must seek the payment of money in a sum certain, the adjustment or interpretation of contract terms, or other relief arising under or relating to a contract between the government and the contractor. The contractor's claim must be a sum certain or capable of determination by a simple mathematical formula. A contractor's assertion for payment "approximately" or "in excess of" an amount will not constitute a claim under the CDA.

Third, all contractor claims exceeding \$100,000 must be certified by the contractor. Claims asserted by the government are not required to be certified under the CDA. For claims exceeding \$100,000, a contractor must certify that (i) the claim is being asserted in good faith, (ii) the supporting data is accurate and complete to the best of the contractor's knowledge, (iii) the amount requested is accurate, and (iv) the person asserting the claim is duly authorized to certify the claim.

Fourth, the claim must be submitted within the six-year statute of limitations.

Fifth, the claim must be submitted to a contracting officer, not a field officer or other administrative official.

Sixth, the claim must include a specific request for a final decision or otherwise set forth a clear indication that the contractor would like the contracting officer to issue a final decision.

If a contractor's claim satisfies the six requirements set forth above, then the claim may be properly asserted under the CDA. A claim does not initially need to include supporting data, such as a detailed cost breakdown if it otherwise satisfies the criteria of a CDA claim. However, a contractor's claim should contain sufficient information to show the basis for the contractor's entitlement to the relief requested.

What is the Difference Between a Request for Equitable **Adjustment and a Claim Under the CDA?**

As discussed below, once a CDA claim is made, the contracting officer is obligated to issue a final decision that, if unfavorable, must be appealed within 90 days to a BCA or within one year to the Court of Federal Claims, Rather than start the running of this clock, a contractor may ask for a change order or submit an uncertified request for an equitable adjustment (REA). Such requests give the contractor and the government an opportunity to discuss and negotiate the contractor's request outside the time limits imposed by the CDA. If, as often happens, the contracting officer agrees to issue a change order, both sides are spared from the formal dispute resolution process. On the other hand, contractors should avoid falling into endless letter writing and negotiations. If it becomes apparent that the contracting officer has no intention of issuing a change order, the contractor should proceed to the formal CDA claims process described above.

What Happens Once a Claim Under the CDA is Asserted?

Once a contractor submits a claim to a contracting officer meeting all of the criteria of a CDA claim, the contracting officer must issue a final decision on the claim. If the contractor's claim is for an amount less than \$100,000, the contracting officer must issue a final decision within 60 days of receipt of the claim. However, if the contractor's claim is for an amount exceeding \$100,000, the contracting officer may issue a final decision within 60 days or provide to the contractor a firm date within a "reasonable time" by which the contracting officer will issue a final decision. If the contracting officer fails to issue a final decision within a reasonable time, such failure may constitute a deemed denial; and the contractor may proceed with an

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appeal to the appropriate BCA or the Court of Federal Claims. Frequently, deemed denial appeals result in an order directing the contracting officer to issue a final decision.

How to Appeal a Final Decision?

After a contractor receives a final decision by a contracting officer regarding its claim, the contractor may choose to appeal the final decision to the Court of Federal Claims or the BCA that has jurisdiction over its contract. A contractor may appeal the entirety of the contracting officer's final decision or some portion thereof.

Timing may be dispositive for a contractor in determining in which forum to file its appeal of the contracting officer's decision. A contractor must file its appeal with the BCA within 90 days of receipt of the contracting officer's final decision. Or, a contractor may file an appeal with the Court of Federal Claims within 12 months of receipt of the contracting officer's final decision. Timing may play a crucial role in a contractor's decision, but many factors, such as preference for a more—Court of Federal Claims—or less—BCA formal set of procedural rules or the ability of the government to bring a False Claims Act counterclaim, should be weighed by a contractor in making its forum selection for its appeal. Generally, once a contractor chooses its forum, its decision is binding; and the contractor cannot pursue its claim in the other forum.

A formal complaint is not required to file an appeal of a contracting officer's final decision to a BCA. An appeal to the BCA must be in writing, express dissatisfaction with the final decision, manifest intent to appeal the final decision, and be sent to the contracting officer and the BCA. To appeal a contracting officer's decision before the Court of Federal Claims, the contractor must file a complaint setting forth the factual and legal bases for its claims.

Are Attorneys' Fees Recoverable for a Claim Under the CDA?

Generally, a contractor may not recover its attorneys' fees incurred

pursuing a claim under the CDA. The Equal Access to Justice Act (EAJA) allows some individuals and small businesses to recover attorneys' fees up to \$125 per hour if it is determined that the claimant is the prevailing party and the government's position was not substantially justified. The claimant must also comply with the size standards set forth in the EAJA.

A version of this article appeared in the January 29, 2018, Smith, Currie & Hancock, LLP newsletter, Common Sense Contract Law.

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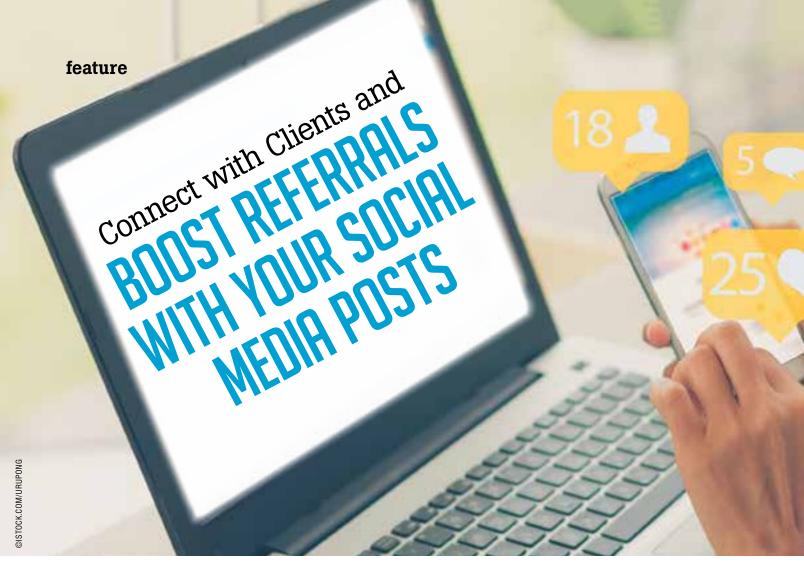
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LIKE ALL BUSINESS people, surety bond producers use many marketing techniques to attract and retain clients. In today's techno world, social media is an important part of the marketing picture.

Getting Started

There are several social media platforms, each with its own style and audience. It is too time-consuming and confusing to use them all. Pick one,



ELISABETH DEFFNER

become proficient at using it, and then add others as appropriate. "The key is to know whom you're targeting, what platforms they use and then be there, reaching out, ready to be found by them," noted Elisabeth Deffner of InsuranceSocial.Media, a

company that automates social-based marketing, including social media, for insurance agents and brokers. She recommends bond producers focus first on Facebook, Twitter, and LinkedIn. Why?

- · Facebook is the largest social platform, with more than half of Americans of every age active on it. People use it to search for information, including information on surety bonds.
- "We love Twitter because it's a great place to build a community, often more rapidly than other platforms," said Deffner. "It's also great for marketing, with 93 percent of people who follow small- to medium-sized businesses on Twitter planning to purchase from them." Twitter has two billion search queries daily. "With judicious hashtag use (think #construction, #suretybond) a surety provider could easily land in the search results," she noted.

· LinkedIn is the most business-oriented platform. Eighty percent of B2B social media leads come from it. "It's also a great place to build a reputation as a knowledgeable, trustworthy resource," she said.

"For an agent starting out, pick the least threatening platform and decide what you want your posts to accomplish," noted Skillings Shaw & Associates



MELANIE BONNEVIE

Sr. Account Executive Melanie Bonnevie. "Visibility through education, acknowledging customers and employees, announcements, and even giving the merest glimpse into someone's personal life can all be acceptable posts. Commenting on significant events in your community lets others know you are aware and care."



Managing Your Social Media Presence

Deffner said designating someone in your organization as the responsible person for social media marketing is important. This person will post consistently, at least three times weekly, depending on the platform (more often on Twitter, maybe only weekly on LinkedIn).

That person will also interact with people who connect with your social media accounts. "It's important to comment, like, and share other people's posts," said Deffner. "It builds their awareness of your business. If someone uses Facebook Messenger to request a quote or posts a comment on a post indicating a need for surety, you must respond promptly. Most Twitter users expect an answer within the hour. Facebook users get a badge on their page for consistent prompt responses. It's like any other marketing outreach. NASBP has launched a public relations campaign to help NASBP surety professionals talk about surety in a new way with clients. Consider sharing this link with client prospects—www.nasbp.org/ guaranteed—and using these hashtags—#beguaranteedtosucceed and #wearenasbp—in your social media posts.

If you want to be successful, you have to work it."

How Some Bond Producers Use Social Media

Surety Solutions has a robust social media presence with accounts on LinkedIn, Facebook, Twitter, and

YouTube.



CRYSTAL IGNATOWKSI

When they started, they published the same posts across all platforms every day. "We realized later everyone wants different things, depending on the platform," noted Marketing Content Developer Crystal Ignatowski. "Now we try to post a few times a week in all channels. On Twitter we retweet a lot of industry information, using about 75 percent other people's content and the rest our own. We use Twitter to let people know what's going on with our company.

"On LinkedIn, we publish higher level professional posts, things happening in the surety bond industry that are more business oriented," she added. "We try to have references and referrals. LinkedIn is kind of like your resume, designed to give people an affirmation of whom they're working with."

YouTube is used as an educational tool. "We post one- to two-minutelong tutorials about how to get a surety bond or how to get required licenses," Ignatowski said. "These were converted from blog posts. We've also done some videos on FAQs from questions people have asked." Their videos are popular, with a total viewership of 121 hours per month.

But Surety Solutions' most important online tool is one many people would not think of as social media-positive reviews o n Google. "We've made significant efforts to get reviewed there," noted President Corban Enns.



CORBAN ENNS

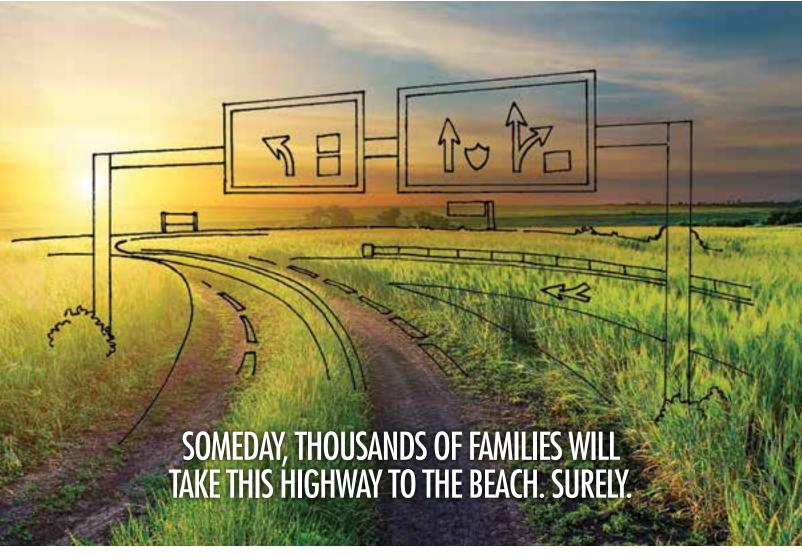
"This legitimizes our organization and expertise in a not-well-known industry. We have over 164 5-star reviews. When people Google our name, our Google Reviews are what show up first."

Skillings Shaw & Associates decided to set up accounts with Facebook, LinkedIn, and Twitter based on "which social media platforms were more popular with our customers and other commercial entities in our area," explained Bonnevie. "We also noticed social media was the topic of discussion in construction association meetings and felt it was important to reflect that current movement."

Bonnevie said they differentiate their posts to accommodate the nuances of each platform. "Twitter is often used as a quick, bullet-type update or communication of what is going on in that moment, often with a picture," she noted. "Facebook is more flexible and can be used in many ways. LinkedIn has the most professional tone and postings." They post only several times weekly to avoid irritating contacts by overposting.

"Larger companies and agencies may have their own marketing departments with an experienced individual specifically assigned for social media, but in a small agency like ours, social media posting is an additional responsibility so several of our administrators post," Bonnevie said. "Because posts to social media are public, we talked about what we wanted to achieve and how much





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we wanted to disclose online. With Bob Shaw the NASBP President this year, posts on all platforms have been easier because we can update everyone with his activities." She likes including photos from his events to show those unable to attend. They also share photos from jobsites of their construction customers and tag them, "We made sure to get permission from these accounts first, and the feedback has been very positive," she said.

Joshua Etemadi, Assistant Vice President of Construction Bonds Inc. and Chair of **NASBP** the Automation and Technology



JOSHUA ETEMADI

Committee, uses only LinkedIn and Twitter. "LinkedIn has a clean interface and feels like how I would want it to be where I work," he said. "I use it to stay connected to current clients, network with potential clients, and share with my clients/prospects what's going on in our industry. Everyone is selling their product, but we like to use it as a value-add to our clients. They see we are more than just bond producers. We're telling them about local events, drawing their attention to articles relevant to them, and occasionally posting a fun selfie at the office or on the jobsite."

While Etemadi has gained new clients from LinkedIn, that didn't happen instantly. "The last thing a new connection on LinkedIn wants is an immediate solicitation to buy a bond or to work with you," he cautioned. "Spend some time building the relationship with the new connection through your posts and then follow up. In our industry, contractors don't always like the hard sell. They appreciate the long game."

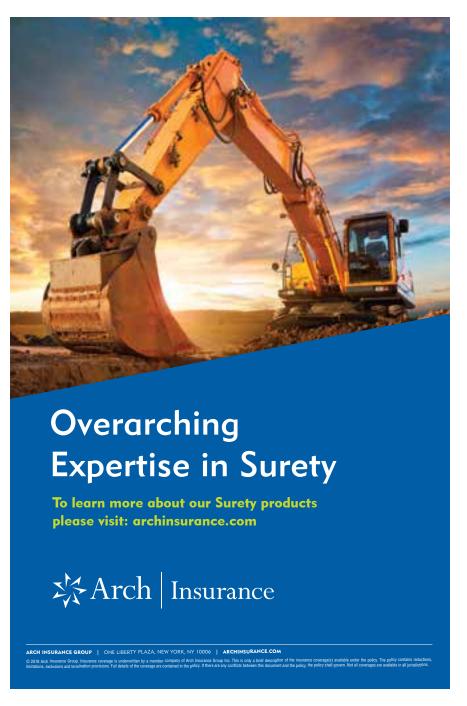
Social media can drive potential customers to your website. "We can tell whether people visit our website based on social media," Ignatowski said. "We can see return on our efforts. The biggest thing we've

gotten from it is engagement with the community. We've had some good interactions and conversations. It's helped them get to know our company better."

Enns said bond producers who decide to hire professional social media companies need to screen them carefully to understand whether content providers can handle what your firm is trying to achieve. "When social media is done right, it is a worthwhile investment,"

he said. "Otherwise, it can be a real distraction and a real money pit. If you don't do it well, it can really hurt your business. Social media is meant to be a conversation. If you're not willing to participate in that conversation, you can get a negative response from both current and potential customers. It's important to step up and address any problems quickly."

Learn more at the November 14 NASBP Virtual Seminar.





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Surety Career Profile

The first of a series of occasional profiles spotlighting surety career paths

Mary Jeanne Anderson: **Four Decades of Surety Growth**



MARY JEANNE ANDERSON didn't know anything about surety when, right out of college, she applied for a position as an underwriter with Fidelity and Deposit Company (F&D) of Maryland (later Zurich) in 1977. But she impressed the interviewers and became the second woman ever hired by F&D as a home

office contract bond underwriter. Over the next 40 years, Anderson developed a broad and deep knowledge of surety as she took on roles of increasing responsibility.

Anderson earned her law degree and was admitted to the Maryland Bar during her 20-plus years at F&D/Zurich. "I made the key decision to stay in surety in lieu of practicing law. I had been in surety for five years at that point and felt that I had found my niche in the business world," she said. She went on to become Zurich's Senior Vice President of Surety.

In 2001 Anderson joined the senior surety team at Kemper Surety before moving with the team to Arch Insurance Group. She later served as President of Surety for the Hanover Insurance Group and then went on to establish MJA Consulting LLC in 2011.

Anderson said many aspects of the surety industry have changed over four decades. Today's email is a far cry from the Telex communication method used when she first entered the business. In addition, the advent of technology has transformed the speed of business. The rapid transmission of information and automated analysis tools have created reduced submission times and benefit a bonding company's expense ratio as long as the technology budget does not get out of hand.

While the basics of surety haven't changed dramatically, Anderson does have some concerns about how the industry today is placing greater emphasis on the business of surety, because that often comes at the expense of underwriting discipline.

"During years when the surety market as a whole is showing positive results, there's a business push to acquire more customers and to write more premium," Anderson said. But contractors don't generally leave their surety partners unless there is some kind of problem. While getting those customers by loosening underwriting standards may win a surety more business short term, "cutting corners to save money on the expense side or rapid premium growth to increase revenue can be costly on the loss side," she added.

The role of the surety producer has changed but remains vitally important, especially in an era when underwriters are handling more business and spend less time out in the field with contractors. "Underwriters must rely on the producer's relationships in the community, assessment of a contractor's character, and knowledge of the local market," she added.

Anderson is concerned by one thing that hasn't changed—the continued lack of diversity in the industry. "There's still an overwhelming predominance of white males in the surety ranks, particularly at the leadership levels and in contract surety," she said. She used to think this problem would correct itself over time. But today, even when women join the industry initially, they don't stay and make a career in large numbers. While it's possible the surety industry is simply a reflection of its customer base-most contractors are male-Anderson believes that women are missing out on a fulfilling career.

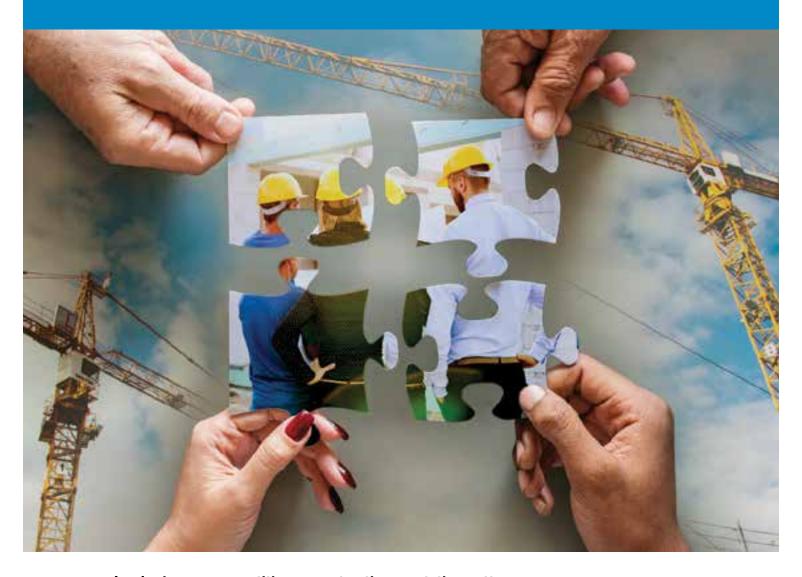
There are many reasons that Anderson herself has remained in the industry. "One is that I like what sureties do; at its core, surety protects taxpayers and business owners," she said. "Secondly, I like the quality of the people and the relationships that you build over time. The people in the industry are intelligent, committed individuals focused on building long-term relationships. There will be challenges, but you will always find a solid support system to help you address those challenges and you will never stop learning," she continued.

Working with contractors and agents has been rewarding. "I've gotten to see and do many things and meet people who make a real difference in this country with some of the projects that they're building now or have built in the past," she said.

She likes that the surety industry requires a unique blend of skills and an understanding of many different fields. "While surety represents a small niche within the insurance world, it involves a broad spectrum of disciplines: finance, engineering, law, marketing, to name just a few," Anderson added.

Her role as a consultant has brought all these elements together. "It allows me to share the lessons I have learned from both positive and negative experiences during my career and to put that knowledge to a practical use. Interestingly, I find that common sense surety basics still hold true regardless of the individual circumstances I have encountered as an expert witness in litigation, an underwriting auditor, or a technology advisor."

The right relationships make all the difference.



In a business as competitive as construction, reputation matters. And yours can be vulnerable to things unforeseen or beyond your control. That's where a surety relationship comes in. Your bond producer and surety will help you navigate the shifting world of construction, identifying the right partners, clients, and connections and the right practices to make you your competitive best. With surety, you'll have a partner focused on your reputation and your success, so your company can last as long as your buildings.





Know the Fundamentals of **Contractor Financial** Statement Analysis

Part 1 of 2



BY JULIAN M. XAVIER

Overview

This is part one of a two-part article that highlights the different service levels that contractor clients can receive from CPAs and what level of assurance the users of the financial statements should expect based on the service provided. In addition, this article reviews a contractor's balance sheet, which is a key component of the contractor's financial statement.

Overview of Financial Statement Engagements

The following table highlights the three main types of service that CPAs can provide their contractor clients. As noted below, the level of work performed and the level of assurance provided is quite different under each of these engagements. It is important that contractors discuss with their surety, their bank, and any other intended user of their financial statements what type of service they will require so that the appropriate level of service is selected. One thing to note is that the overall content of the financial statements and the footnote disclosures should be the same under all of these engagements, but the level of work provided by the CPA is quite different. For many contractors obtaining their first bank line of credit relationship or surety relationship, a compilation may be sufficient at the start-up phase. As the contractor grows and the amount of credit needed increases, the step-up to a reviewed or even audited financial statement will be the natural evolution.

Testing by Engagement Type

As noted in the table on page 31, contractors can receive three types of engagements: a compilation, a review, or an audit; and they should be aware that each of these services

involves a different level of testing by the CPA. For example, during a compilation the CPA doesn't perform tests on the underlying numbers. The contractor's internal financial statements will be presented in the appropriate format with required disclosures. The contractor can also elect to have a *compilation* performed that omits all disclosures if the user is only requiring a balance sheet for prequalification purposes. During a review, in addition to ensuring that the contractor's financial statement is presented in the appropriate format with required disclosures, the CPA will make inquiries for significant variations in key financial statement areas, including contract margins, reasons for over/under billings, collectability of accounts receivable, and increases/decreases in general and administrative expenses. Finally, when a CPA conducts an audit, this is the highest level of service that can be provided and requires the CPA to gain an understanding of the contractor's internal controls, verify and obtain independent evidence supporting the amounts in the



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contractor's records, and provide an overall opinion that the contractor's financial statements are fairly presented in accordance with Generally Accepted Accounting Principles.

Overview of Contractor Financial Statements

A contractor's financial statements include a number of items, but there are select line items on the asset side of the balance sheet that are unique to contractors, including contract receivables, costs and estimated earnings in excess of billings, and advances to and equity in joint ventures. With regard to contract receivables, there should be a breakout of current receivables and unbilled retention receivables on the balance sheet or in the footnotes. Costs and estimated earnings in excess of billings (CIE) are unique to construction and should be reflected on every contractor balance sheet that is using the percentage of completion method. The CIE balance represents costs and earned gross profit that is due the contractor but has yet to be billed. Best-in-class contractors minimize this amount, which should help their overall cash flow. Advances to and equity in joint venture (JV) represents the contractor's initial investment in joint ventures they participate in plus their share of earnings from the JV that have not yet been distributed. If a contractor is participating in a joint venture, this investment will be shown on the balance sheet if he or she is using the equity method of reporting for their JVs. This investment balance represents money that will be recouped once the joint venture project is completed and profits are distributed to the joint venture partners. Typically, joint venture activities are tied to the contractor's operating cycle; accordingly, the investment balance should be shown as a current asset on the balance sheet.

Below is a sample of the asset section of a contractor balance sheet.

Similar to the asset section of the balance sheet, there are select line items on the liability side that are unique to contractors, including accounts payable, billings in excess of costs and estimated earnings, and accrued losses on uncompleted contracts. Related to accounts payable

there should be either a breakout of current subcontractor payable and subcontractor retention on the balance sheet or in the footnotes. Billings in excess of costs (BIE) is unique to contractors, and from a best practices perspective, a larger BIE balance than CIE number indicates that the contractor is doing a good job with his or her billing practices, which should help with their overall cash flow.

Additionally, contractors are required to record 100% of the projected loss on uncompleted contracts as soon as a loss is projected. When this happens, there should be a liability on the balance sheet to accrue costs to reflect 100% of the loss on any open job that is projecting a loss. Related to deferred taxes, a C Corporation entity that has significant book versus tax differences should record deferred taxes associated with these differences (depreciation, warranty/ self-insurance reserves, completed contract method for tax are examples of differences). S Corporation entities typically won't record deferred taxes as the tax from these differences is paid at the shareholder level.

	Audit	Review	Compilation
Level of Assurance	Reasonable - free of material misstatement	Limited - no material modifications	None
CPA is required to be independent	Yes	Yes	No - but if the CPA is not independent, it must be disclosed
CPA's responsibility surrounding internal controls	Obtain an understanding of internal control	None	None
Required to assess fraud risk	Yes	No	No
Required to perform inquiry and analytical procedures	Yes	Yes	No
CPA is required to verify information provided	Yes	No	No
Service Fees	100%	25%-50%	15%-20%

Assets	20X1	20X0
Cash and cash equivalents	\$ 304,400	\$ 221,300
Contracts receivables	3,789,200	3,334,100
Costs and estimated earnings in excess of billings on uncompleted contracts (note 4)	156,900	100,600
Inventory	89,700	99,100
Advances to and equity in joint venture	205,600	130,700
Prepaid charges and other assets	 118,400	 83,200
Total current assets	\$4,664,200	3,969,000
Note receivable, related company	175,000	150,000
Property and equipment, net of accumulated depreciation and amortization	976,400	1,019,200
	1,151,400	1,169,200
Total assets	\$ 5,815,600	\$ 5,138,200

Liabilities and Shareholders' Equity	20X1	20X0
Current maturities of notes payable	\$ 110,300	\$ 110,300
Current portion of lease obligations payable	62,250	57,250
Accounts payable	2,543,100	2,588,500
Billings in excess of costs and estimated earnings on uncompleted contracts	242,000	221,700
Accrued loss on uncompleted contract	76,600	_
Other accrued liabilities	88,700	 114,600
Total current liabilities	3,122,950	3,092,350
Notes payable, less current maturities	357,800	468,100
Lease obligations payable, less current portion	135,350	194,050
Deferred tax liability	619,200	408,000
Total long-term liabilities	1,112,350	1,070,150
Total liabilities	4,235,300	 4,162,500
Contingent liability		
Shareholders' equity		
Common stock - \$1 par value, 500,000 authorized shares, 300,000 issued and outstanding shares	300,000	300,000
Retained earnings	1,126,100	 649,500
	1,426,100	949,500
Noncontrolling interests in affiliates and joint venture	154,200	26,200
Total shareholders' equity	1,580,300	975,700
Total liabilities and shareholders' equity	\$ 5,815,600	\$ 5,138,200



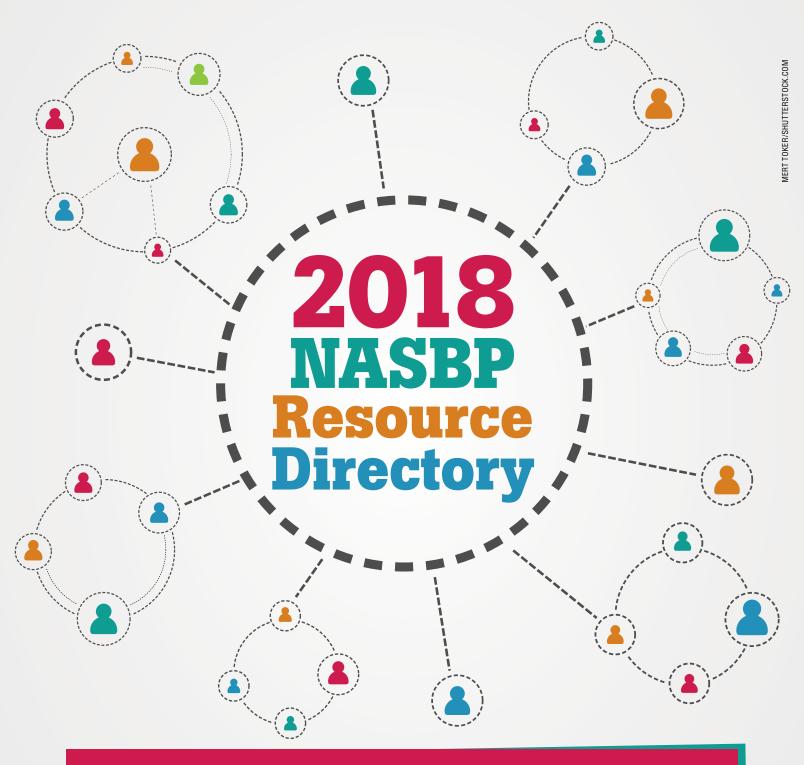
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Above is a sample of the liabilities and equity section of a contractor's balance sheet with key line items highlighted.

In the next issue of Surety Bond Quarterly, be sure to read part two of this article, which will address a contractor's income statement and key disclosures that should be included in a contractor's financial statements, such as a summary of accounting policies related to revenue recognition and contract costs, accounts receivable, a reconciliation of over/under billings on contracts, revisions in contract estimates, and information on unapproved change orders and claims.

Julian M. Xavier is the Managing Principal of CliftonLarsonAllen LLP's Walnut Creek, CA office where he provides financial statement, consulting, and tax services to the construction niche. He has over 20 years of experience in the construction industry. In fact, prior to joining CliftonLarsonAllen LLP, Xavier spent five years working for a billion dollar general contractor where he held the position of operations controller. He serves on the NASBP CPA Advisory Council. He can be reached at Julian.Xavier@claconnect.com or 925.407.2025.



The NASBP Resource Directory, which is published annually in the fall issue of NASBP's Surety Bond Quarterly magazine, offers a valuable listing of NASBP specialist firms that help construction and other businesses qualify for and maintain surety credit. The NASBP Resource Directory lists the NASBP membership in three categories and geographically as follows:

Members: bond producer agencies;

Affiliates: managing general agencies, reinsurance companies, reinsurance brokers, and surety companies; and

Associates: certified public accounting firms.

Visit the NASBP website, www.nasbp.org, for more details about the personnel of NASBP Members and NASBP Associates. If a listing needs to be updated, contact Dasha Harris at dharris@nasbp.org.

2018 NASBP Resource Directory

Members: Bond Producer Agencies

ALABAMA

Anchor Pardue Insurance, Inc. 2 Office Park Circle, Suite 105 Mountain Brook, Al. 35223 205.823.7707 • Fax: 205.823.7981 www.anchorpardue.com

Cobbs Allen 115 Office Park Drive, Suite 200 Birmingham, AL 35223 205.414.8100 • Fax: 205.414.8105 www.cobbsallen.com

J. Smith Lanier & Co., a Marsh & McLennan Agency LLC Company 10 Inverness Center Parkway Suite 400 Birmingham, AL 35242 205.969.2131 • Fax: 205.969.1034 www.jsmithlanier.com

Lakeview Risk Partners, LLC 3016 7th Avenue South Birmingham, AL 35233 205.874.7800 • Fax: 205.879.1946 www.lakeviewrisk.com

McGriff, Seibels & Williams, Inc. 2211 7th Avenue South Birmingham, AL 35233 205.252.9871 • Fax: 205.581.9463 www.mcgriff.com

The Starke Agency, Inc. 210 Commerce Street Montgomery, AL 36104 334.263.5535 • Fax: 334.264.3375 www.starkeagency.com

Thames Batré Insurance 2065 Old Shell Road Mobile, AL 36607 251.473.9000 • Fax: 251.473.9010 www.thamesbatre.com

Turner Insurance & Bonding Co. 2601 Bell Road Montgomery, AL 36117 334.244.0004 • Fax: 334.244.6556 www.turnerfirst.com

Willis Towers Watson 2101 6th Avenue North, Suite 725 Birmingham, AL 35203 205.871.3300 www.willistowerswatson.com

ALASKA

HUB International 480 W. Tudor Road Anchorage, AK 99503 907.771.6619 • Fax: 907.258.2413 www.hubinternational.com

Marsh & McLennan Agency P.O. Box 107502 Anchorage, AK 99510 907.276.5617 • Fax: 907.276.6292 www.marsh.com

ARIZONA

Lovitt & Touché, Inc. 7202 East Rosewood, Suite 200 Tucson, AZ 85710 520.722.3000 • Fax: 520.722.7199 www.lovitt-touche.com

Minard-Ames Insurance Services LLC

4646 East Van Buren Street Suite 200 Phoenix, AZ 85008 602.273.1625 • Fax: 602.273.0212 www.minardames.com

Surety Placement Services, LLC 8283 North Hayden Road Suite 258 Scottsdale, AZ 85258 480.419.2456 • Fax: 480.419.8532 www.suretyplace.com

USI Insurance Services 100 West Washington Street Phoenix, AZ 85003 602.528.3000 • Fax: 602.528.3074 www.usi.com

USI Insurance Services 2375 E Camelback Road Suite 250 Phoenix, AZ 85016 602.279.5800 • Fax: 855.874.0101 www.usi.com

Viking Bond Service, Inc. 22601 N 19th Avenue, Suite 210 Phoenix, AZ 85027 623.933.9334 • Fax: 623.933.9376 www.performancesurety bonds.com

Willis of Arizona, Inc. 16220 North Scottsdale Road Scottsdale, AZ 85254 602.787.6022 • Fax: 602.787.8040 www.willis.com

ARKANSAS

BHC Insurance 5500 Euper Lane Fort Smith, AR 72903 479.452.4000 • Fax: 479.484.0182 www.bhca.com

The Cashion Company, Inc. 321 Scott Street Little Rock, AR 72201 501.376.0716 • Fax: 501.376.2118 www.cashionco.com

McGriff Insurance Services 1500 Riverfront Drive Little Rock, AR 72202 501.661.4800 • Fax: 501.666.9592 www.mcgriffinsurance.com

CALIFORNIA

Acrisure of California, LLC dba **Brakke-Schafnitz Insurance** Brokers, LLC 28202 Cabot Road, 6th Floor Laguna Niguel, CA 92677 949.365.5100 • Fax: 949.313.3267 www.sig.us

Alliant Insurance Services, Inc. 1301 Dove Street, Suite 200 Newport Beach, CA 92660 714.473.7603 www.alliant.com

Alliant Insurance Services, Inc. 701 B Street, 6th Floor San Diego, CA 92101-8156 619.238.1828 • Fax: 619.699.2110 www.alliant.com

Alliant Insurance Services, Inc. 100 Pine Street, 11th Floor San Francisco, CA 94111 415.403.1427 www.alliant.com

Alliant Insurance Services, Inc. 177 Park Avenue, 3rd Floor San Jose, CA 95113 408.352.6700 • Fax: 408.352.6759 www.alliant.com

Arthur J. Gallagher & Co. 1255 Battery Street, Suite 450 San Francisco, CA 94111 415.391.1500 • Fax: 415.391.1869 www.ajg.com

Arthur J. Gallagher & Co. of California, Inc. 45 East River Park Place West Suite 408 Fresno, CA 93720

559.436.0833 • Fax: 559.256.6590 www.ajg.com

Arthur J. Gallagher Risk Management Services One Almaden Boulevard Suite 960

San Jose, CA 95113 408.973.9500 • Fax: 408.257.2985 www.ajg.com

BB&T - John Burnham Insurance Services 750 B Street, Suite 2400 San Diego, CA 92101 619.231.1010 • Fax: 888.770.6295 www.insurance.bbt.com

BB&T - Tanner Insurance Services 4480 Willow Road Pleasanton, CA 94566 925.598.2638 • Fax: 888.770.1943 www.insurance.bbt.com

BB&T Insurance Services of Orange County 2400 East Katella Avenue Suite 1100 Anaheim, CA 92806 714.941.2840 • Fax: 877.297.1102 www.insurance.bbt.com

Blaisdell Bonding & Insurance Services, Inc. 770 South Brea Boulevard Suite 205 Brea, CA 92821 714.674.1921 • Fax: 714.672.0625 www.blaisdellbonding.com

Bolton & Company 3475 East Foothill Boulevard Suite 100 Pasadena, CA 91107 626.799.7000 • Fax: 626.441.3233 www.boltonco.com

Bond Services of California, LLC 523 West 6th Street, Suite 242 Los Angeles, CA 90014 213.628.2970 • Fax: 213.628.2977 www.bondservices.com

Buckman-Mitchell, Inc. 500 North Santa Fe Visalia, CA 93292 559.635.3518 • Fax: 559.750.5461 www.bminc.com

Carl Nelson Insurance 1519 N 11th Avenue Hanford, CA 93230 559.584.4495 • Fax: 559.584.4516 www.carlnelsonins.com

Cavignac & Associates Bank of America Building 450 B Street, Suite 1800 San Diego, CA 92101-8005 619.234.6848 • Fax: 619.234.8601 www.cavignac.com

Commercial Surety Bond & Insurance Agency, Inc. 1411 North Batavia Street Suite 201 Orange, CA 92867 714.516.1232 • Fax: 714.516.9563 www.commercialsurety.com

Contractors & **Developers Bonding** 534 East Badillo Street Covina, CA 91723 626.859.1000 • Fax: 626.859.1001 www.cndbonding.com

Culbertson Insurance Services, Inc. 5500 East Santa Ana Canyon Suite 201 Anaheim, CA 92807 714.921.0530 • Fax: 714.921.2096 www.culbertsonbonding.com

Garrett/Mosier Insurance Services, Inc. 12 Truman Street Irvine, CA 92620 949.559.6700 • Fax: 949.559.6703 www.garrett-mosier.com

George Petersen Insurance Agency 175 West College Avenue Santa Rosa, CA 95402 707.360.4117 • Fax: 707.573.0313 www.gpins.com

Hackett Bonds & Insurance Services LLC 9070 Irvine Center Drive Suite 115 Irvine, CA 92618 949.825.6498 • Fax: 949.825.7496 www.hackettbonds.com

HUB International Limited 6701 Center Drive, Suite 1500 Los Angeles, CA 90045 310.568.5900 • Fax: 310.568.9098 www.hubinternational.com

Inland Surety/HUB International 4371 Latham Street, Suite 201 Riverside, CA 92501 951.788.8581 • Fax: 951.788.8591 www.hubinternational.com

Integro Insurance Brokers 2300 Contra Costa Boulevard Suite 375 Pleasant, CA 94523 925.852.0428 • Fax: 925.852.0478 www.integrogroup.com

InterWest Insurance Services, LLC 8950 Cal Center Drive Building 3, 2nd Floor Sacramento, CA 95826 916.488.3100 • Fax: 916.979.7992 www.iwins.com

ISU Stephen B. Marvin Insurance Agency 43700 17th Street West, Suite 101 Lancaster, CA 93534 661.942.1101 • Fax: 661.945.7540 www.marvinins.com

Lockton Companies, LLC 725 South Figueroa Street 35th Floor Los Angeles, CA 90017 213.689.0501 • Fax: 213.689.0593 www.lockton.com

Lockton Companies, LLC Three Embarcadero Center Suite 600 San Francisco, CA 94111 415.568.4000 • Fax: 415.992.4187 www.lockton.com

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M.B. McGowan & Associates Insurance Agency, Inc. 7250 Redwood Boulevard

Suite 110 Novato, CA 94945 415.892.1080 • Fax: 415.892.1039 www.mbmcgowan.com

Maloney & Associates 435 West Grand Avenue Escondido, CA 92025 760.738.2610 • Fax: 760.738.6855 www.maloneybonds.com

Marsh & McLennan Insurance Agency 9171 Towne Center Drive

Suite 500 San Diego, CA 92122-5638 858.457.3414 • Fax: 858.452.7530 www.mma-west.com

Marsh Risk & Insurance Services 17901 Von Karman Avenue Suite 110 Irvine, CA 92614 949.399.5800 • Fax: 949.833.3027 www.marsh.com

Marsh Risk & Insurance Services 345 California Street, Suite 1300 San Francisco, CA 94111 415.743.8219 • Fax: 415.743.8094 www.marsh.com

Performance Bonding Surety & Insurance Brokerage, L.P.

15901 Red Hill Avenue, Suite 100 Tustin, CA 92780 714.824.8364 • Fax: 714.573.1770 www.performancebonding.com

Pinnacle Surety & Insurance Services

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Poms & Associates Insurance Brokers, LLC

1255 Treat Boulevard, Suite 240 Walnut Creek, CA 94597 925.279.2260 • Fax: 866.858.5909 www.pomsassoc.com

Preferred Bonding &

Insurance Services 3455 Ocean View Boulevard Suite 200 Glendale, CA 91208 855.826.6333 • Fax: 844.243.7160 www.preferredbonding.com

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26 Plaza Square, Suite 200 Orange, CA 92866 714.516.2960 • Fax: 714.516.2965 www.rohmins.com

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1100 Via Callejon, Suite A San Clemente, CA 92673 949.361.1692 • Fax: 949.361.9926 www.southcoastsurety.com

Stong Surety Insurance Services 4850 Arlington Avenue, Suite B Riverside, CA 92504 951.343.0382 • Fax: 951.343.1219

Sullivan Curtis Monroe 1920 Main Street, Suite 600 Irvine, CA 92614 949.852.4829 • Fax: 949.474.4067 www.sullivancurtismonroe.com

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USI Insurance Services 11017 Cobblerock Drive, Suite 100 Rancho Cordova, CA 95670 800.257.4860 • Fax: 916.231.1478 www.usi.com

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Venbrook Insurance Services 11512 El Camino Real, Suite 120 San Diego, CA 91367 858.764.7447 • Fax: 858.764.7874 www.venbrook.com

Warren G. Bender Co. 516 Gibson Drive, Suite 240 Roseville, CA 95678 916.380.5300 • Fax: 916.380.5206 www.wgbender.com

Willis Insurance Services of California, Inc. 525 Market Street, 34th Floor

San Francisco, CA 94105 415.955.0100 www.willis.com

Willis Risk & Insurance Services 18101 Von Karman Avenue Suite 600 Irvine, CA 92612-1041 949.885.1206 • Fax: 949.885.1225 www.willis.com

Woodruff-Sawyer & Co. 50 California Street, Floor 12 San Francisco, CA 94111 415.391.2141 • Fax: 415.989.9923 www.wsandco.com

COLORADO

Bond Placements, Ltd. 5261 South Quebec Street Suite 100 Greenwood Village, CO 80111 720.289.2002 • Fax: 303.758.8921 www.bondplacementsltd.net

CoWest Insurance Associates, LLC 1720 South Bellaire Street Suite 500 Denver, CO 80222 720.524.9344 • Fax: 720.524.9352 www.cowestassociates.com

Flood & Peterson Insurance 4821 Wheaton Drive Fort Collins, CO 80525 970.266.8710 • Fax: 970.970.6869 www.floodpeterson.com

Flood & Peterson Insurance 4687 West 18th Street Greeley, CO 80634 970.356.0123 • Fax: 970.330.1867 www.floodpeterson.com

Holmes Murphy & Associates, LLC 7600 East Orchard Road Suite 330 South Greenwood Village, CO 80111 800.247.7756 • Fax: 855.534.8891 www.holmesmurphy.com

HUB International Insurance Services Inc.

2742 Crossroads Boulevard Grand Junction, CO 81506 970.245.8011 • Fax: 970.245.8016 www.hubinternational.com

IMA. Inc.

1705 17th Street, Suite 100 Denver, CO 80202 303.534.4567 • Fax: 303.615.7805 www.imacorp.com

Lockton Companies, LLC 8110 East Union Avenue Suite 700 Denver, CO 80237 303.414.6000 • Fax: 303.865.6327 www.lockton.com

Marsh USA, Inc. 1225 17th Street, Suite 2100 Denver, CO 80202 303.308.4500 www.marsh.com

Moody Insurance Agency, Inc. 8055 East Tufts Avenue Suite 1000 Denver, CO 80237 303.824.6600 • Fax: 303.370.0118 www.moodyins.com

Six & Geving Insurance Inc. 3630 Sinton Road, Suite 200 Colorado Springs, CO 80907 719.590.9990 • Fax: 719.590.9992 www.six-geving.com

Surescape Insurance Services, LLC 7800 South Elati Street, Suite 100

Littleton, CO 80120 303.225.8030 • Fax: 303.225.8034 www.surescapeins.com

USI Colorado LLC 6501 South Fiddlers Green Circle Suite 100 Greenwood Village, CO 80111 303.831.5274 • Fax: 303.831.5146 www.usi.com

USI Insurance, Inc. 90 South Cascade Avenue Colorado Springs, CO 80903 719.577.5333 • Fax: 877.405.9032 www.usi.com

USI Insurance Services 1700 Lincoln Street Denver, CO 80203 303.863.6807 • Fax: 212.818.9139 www.usi.com

Willis of Colorado 2000 South Colorado Boulevard Tower II, Suite 900 Denver, CO 80222 303.722.7776 • Fax: 303.722.8862 www.willis.com

CONNECTICUT

Arthur J. Gallagher Risk Management Services, Inc. 10 Columbus Boulevard Hartford, CT 06106 860.418.5322 • Fax: 860.616.2768 www.ajg.com

Como & Nicholson, Inc. 501 Main Street, Suite 2D Monroe, CT 06468 203.445.8388 • Fax: 203.445.8334

The Kerin Agency, Inc. 131 Day Street Newington, CT 06111 860.953.6881 • Fax: 860.953.4059 www.kerinagency.com

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People's United Insurance Agency, RC Knox Division One Goodwin Square Hartford, CT 06103-4305 860.524.7600 • Fax: 860.240.1598 www.peoples.com

Smith Brothers Insurance, LLC 68 National Drive, Suite 2 Glastonbury, CT 06033-4314 860.652.3235 • Fax: 860.652.3236 www.smithbrothersusa.com

Willis of Connecticut 10 State House Square, Floor 11 Hartford, CT 06103 800.843.5404 www.willis.com

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Anderson & Catania Surety Services, LLC 707 Philadelphia Pike Wilmington, DE 19809 302.762.7599 • Fax: 302.762.7939 www.acsurety.com

DISTRICT OF COLUMBIA

Marsh USA Inc. 1050 Connecticut Avenue, NW Suite 700 Washington, DC 20036-5386 202.263.7600 • Fax: 202.263.7839 www.marsh.com

USI Insurance Services 1750 H Street, NW, Suite 200 Washington, DC 20006 202,416,2500 www.usi.com

FLORIDA

Alliant Insurance Services, Inc. 1200 Brickell Avenue, Suite 1800 Miami, FL 33131 305.961.1174 www.alliant.com

AssuredPartner's of Florida, LLC dba Dawson of Florida 3501 Del Prado Boulevard Suite 204 Cape Coral, FL 33904 239.205.1541 • Fax: 239.542.5527 www.dawsoncompanies.com

Atlas Insurance 7120 Beneva Road Sarasota, FL 34238 941.366.8424 • Fax: 941.552.4099 www.atlasinsuranceagency.com

BB&T Insurance Services 850 Concourse Parkway South Suite 200 Maitland, FL 32751 407.691.9600 • Fax: 888.635.4180 www.bbandt.com

Brown & Brown of Florida 220 South Ridgewood Avenue Daytona Beach, FL 32119 386.252.9601 • Fax: 386.239.5705 www.bbinsurance.com

Fisher Brown Bottrell Insurance, Inc. 1701 West Garden Street Pensacola, FL 32501-0711 850.432.7474 • Fax: 850.470.2660 www.fbbins.com

Florida Surety Bonds, Inc. 620 North Wymore Road Suite 200 Maitland, FL 32751 407.786.7770 • Fax: 407.786.7766 www.floridasuretybonds.com

Guignard Company 1904 Boothe Circle Longwood, FL 32750 407.834.0022 • Fax: 407.260.1767 www.guignardcompany.com

Lykes Insurance Inc. 400 N Tampa Street, Suite 1900 Tampa, FL 33602 813.223.3911 • Fax: 813.221.1857 www.lykesinsurance.com

Marsh & McLennan Agency -

Florida Region 3001 PGA Boulevard, Suite 203 Palm Beach Gardens, FL 33410 561.209.1688 • Fax: 212.948.5651 www.mma-fl.com

Matson-Charlton Surety Group 700 South Dixie Highway Suite 100 Coral Gables, FL 33146 305.662.3852 • Fax: 305.661.9948 www.mcsurety.com

McGriff Insurance Services, Inc. 3375 B Capital Circle, NE Tallahassee, FL 32308 850.386.2143 • Fax: 888.328.1326 www.mcgriffinsurance.com

Nielson, Hoover & Company, Inc. 8000 Governors Square Boulevard, Suite 101 Miami Lakes, FL 33016 305.722.2663 • Fax: 305.558.9650 www.nielsonbonds.com

Rudnik Surety, Inc. 24600 South Tamiami Trail Suite 212 Bonita Springs, FL 34134-7023 763.786.9666 • Fax: 763.786.9444 www.rudniksurety.com

Unique Surety and Insurance Services, LLC

3801 PGA Boulevard, Suite 600 Palm Beach Garden, FL 33410 561.429.3600 • Fax: 561.899.0650 www.uniquesuretybonds.com

USI Insurance Services 4601 Touchton Road, Suite 3210 Jacksonville, FL 32246 904.450.4704 • Fax: 877.775.0285 www.usi.com

GEORGIA

Acrisure, LLC dba PentaRisk Associates of GA, LLC 3715 Northside Parkway Building 400 Atlanta, GA 30327 404.809.2530 www.pentarisk.com

BB&T Insurance Services, Inc. 3100 Royal Boulevard South Alpharetta, GA 30023 770.664.6818 • Fax: 888.827.9864 www.insurance.bbt.com

Integro Insurance Brokers 200 Glenridge Point Parkway Suite 400 Atlanta, GA 30342-1450 404.439.8015 • Fax: 404.439.8016 www.integrogroup.com

JSL Surety, a Marsh & McLennan Agency LLC company 47 Postal Parkway Newnan, GA 30263 770.683.1031 • Fax: 770.683.1035 www.jsmithlanier.com

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Lockton Companies -Southeast Series 3280 Peachtree Road, NE Suite 250 Atlanta, GA 30305 404.460.0754 • Fax: 404.460.0854 www.lockton.com

Marsh USA, Inc. 3560 Lenox Road, Suite 2400 Atlanta, GA 30326 404.995.3000 • Fax: 404.995.3448 www.marsh.com

Sterling Seacrest Partners, Inc. 2500 Cumberland Parkway Suite 400 Atlanta, GA 30339 678.424.6500 • Fax: 678.424.6501 www.sterlingseacrest.com

USI Insurance Services 3475 Piedmont Road, Suite 800 Atlanta, GA 30305 404.923.3700 • Fax: 404.255.4454 www.usi.com

Willis Insurance Services of Georgia, Inc. Concourse Corporate Center 5 18th Floor Atlanta, GA 30328 404.224.5000 • Fax: 404.224.5001 www.willis.com

Yates Insurance Agency 2800 Century Parkway, NE Suite 300 Atlanta, GA 30345 404.633.4321 • Fax: 404.633.1312 www.yatesins.com

P.O. Box 385 Vidalia, GA 30475 912.537.7951 • Fax: 912.537.6118 www.zorninsight.com

GUAM

Cassidy's Associated Insurers, Inc. 376 West O'Brien Drive Hagatna, GU 96910 671.472.8834 • Fax: 671.477.3127 www.cassidysguam.com

HAWAII

King & Neel, Inc. 1164 Bishop Street, Suite 1710 Honolulu, HI 96813 808.521.8311 • Fax: 808.526.3893 www.kingneel.com

Risk Solution Partners, LLC 800 Bethel Street, Suite 201 Honolulu, HI 96813 808.954.7448 • Fax: 808.954.7444 www.risksolutionpartners.com

IDAHO

The Buckner Company 960 Pier View Drive, Suite A Idaho Falls, ID 83402 208.523.9100 • Fax: 801.365.0865 www.buckner.com

The Hartwell Corporation 1220 Cleveland Boulevard Caldwell, ID 83606 208.459.1678 • Fax: 208.484.1114 www.thehartwellcorp.com

The Hartwell Corporation 1084 North Skyline Idaho Falls, ID 83402 208.522.5656 • Fax: 208.524.5721 www.thehartwellcorp.com

Higgins & Rutledge Insurance, Inc.

1661 Shoreline Drive, Suite 100 Boise, ID 83702 208.343.7741 • Fax: 208.343.9371 www.higginsrutledge.com

PayneWest Insurance, Inc. University Plaza 960 Broadway Avenue Suite 100 Boise, ID 83706 208.424.2900 • Fax: 208.424.2999 www.paynewest.com

ILLINOIS

Acrisure, LLC dba International IRM 1228 West Northwest Highway

Palatine, II 60067 847.991.3500 • Fax: 847.991.3520 www.internationalirm.com

Alliant/Mesirow Insurance Services, Inc. 353 North Clark Street, 11th Floor Chicago, IL 60654

312.595.6200 • Fax: 312.595.7205 www.alliant.com

Arthur J. Gallagher & Co. 300 South Riverside Plaza **Suite 1500** Chicago, IL 60606 847.392.9720 • Fax: 847.392.9730 www.ajg.com

Assurance Agency, Ltd. One Century Centre 1750 East Golf Road Schaumburg, IL 60173 847.797.5700 • Fax: 847.670.0484 www.assuranceagency.com

Brown & Brown of Illinois, Inc. dba Weible & Cahill 2300 Cabot Drive, Suite 100 Lisle, IL 60532 630,245,4600 • Fax: 630,245,4601 www.bbinsurance.com

Dohn & Maher Associates 4811 Emerson Avenue, Suite 102 Palatine, IL 60067-7416 847.303.6800 • Fax: 847.303.6963 www.dohn.com

DSP Insurance Services, Inc. 1900 East Golf Road, Suite 650 Schaumburg, IL 60173 847.934.6100 • Fax: 847.934.6180 www.dspins.com

Gallagher 2850 Golf Road Rolling Meadow, IL 60008 630.285.4067 • Fax: 630.285.3631 www.ajg.com

The Horton Group 10320 Orland Parkway Orland Park, IL 60467 708.845.3000 • Fax: 708.845.3001 www.thehortongroup.com

HUB International Limited 300 North LaSalle Street Chicago, IL 60654 800.432.2558 www.hubinternational.com

HUB International Scheer's 1411 Opus Place, Suite 450 Downers Grove, IL 60515 630.468.5600 • Fax: 630.468.5695 www.hubinternational.com

Integro USA Inc. 161 North Clark Street, Suite 1850 Chicago, IL 60601 312.780.8000 • Fax: 312.780.8001 www.integrogroup.com

J.L. Hubbard Insurance and Bonds

1090 South Route 51, P.O. Box 14 Forsyth, IL 62535-0014 217.877.3344 • Fax: 217.877.0795 www.jlhubbard.com

Lockton Companies, LLC 500 West Monroe Street Suite 3400 Chicago, IL 60661 312.669.6900 • Fax: 312.681.6900 www.lockton.com

Marsh USA, Inc. 540 West Madison Street Chicago, IL 60661 312.627.6000 • Fax: 312.627.6226 www.marsh.com

NFP Property and Casualty Services, Inc. 500 West Madison Street Suite 2700 Chicago, IL 60661 312.630.0800 • Fax: 312.630.0833 www.nfp.com

Roanoke Insurance Group, Inc. 1475 East Woodfield Road Suite 500 Schaumburg, IL 60173-4903 800.762.6653 • Fax: 847.969.8200 www.roanoketrade.com

The Rockwood Company 20 North Wacker Drive, Suite 960 Chicago, IL 60606 312.621.2200 • Fax: 312.621.2288 www.rockwoodco.com

USI Insurance, Inc. 1800 River Drive Moline, IL 61265 309.764.9666 • Fax: 309.764.6321 www.usi.com

USI Insurance Services 10 South Wacker Drive 17th Floor Chicago, IL 60606 312.920.9177 • Fax: 312.658.4100 www.usi.com

INDIANA

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MJ Insurance, Inc. 571 Monon Boulevard, Suite 400 Carmel, IN 46032 317.805.7500 • Fax: 317.805.7515 www.mjinsurance.com

Moore Surety Bonds Agency 101 West Ohio Street, Suite 2000 Indianapolis, IN 46204 317.966.0544 www.moorebonds.com

USI Insurance Services, LLC -Terre Haute, IN Office 24 North 6th Street Terre Haute, IN 47807 812.232.0441 • Fax: 812.232.0926 www.usi.com

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Holmes Murphy & Associates, LLC 3001 Westown Parkway

West Des Moines, IA 50266-1321 515.223.6800 • Fax: 515.223.7068 www.holmesmurphy.com

LMC Insurance & Risk Management

4200 University Avenue Suite 200 West Des Moines, IA 50266-5945 515.244.0166 • Fax: 515.244.9535 www.lmcinsurance.com

KANSAS

Haas & Wilkerson Insurance 4300 Shawnee Mission Parkway Shawnee Mission, KS 66205 913.432.4400 • Fax: 913.432.6159 www.hwins.com

IMA, Inc.

51 Corporate Woods 9393 W. 110th Street, Suite 600 Overland Park, KS 66210 913.982.3693 • Fax: 913.982.3495 www.imacorp.com

IMA, Inc.

8200 E 32nd Street North Wichita, KS 67226-2622 316.267.9221 • Fax: 316.266.6328 www.imacorp.com

The Miller Group 6363 College Boulevard Suite 400 Overland Park, KS 66211 800.332.2808 • Fax: 816.822.1634

Surety Support Services Inc. 7255 West 98th Terrace, Suite 170 Overland Park, KS 66212 913.385.7760 • Fax: 913.385.7699 www.suretyss.com

KENTUCKY

Assured NL Insurance

www.millercares.com

Agency, Inc. 2305 River Road Louisville, KY 40206 502.894.2100 • Fax: 502.894.8602 www.assuredptrnl.com

AssuredPartners

1945 Scottsville Road, Suite 100 Bowling Green, KY 42104 270.781.8181 • Fax: 270.781.3908 www.assuredpartners.com

BB&T Insurance Services 200 West Vine Street Lexington, KY 40507 859.422.8899 • Fax: 859.422.3899 www.insurance.bbt.com

Garrett-Stotz Company 1601 Alliant Avenue Louisville, KY 40299-6338 502.415.7000 • Fax: 502.415.7001 www.garrett-stotz.com

LA Surety Solutions, LLC 127 S. Sherrin Avenue Suite 150 Louisville, KY 40207 502.895.9377 • Fax: 502.895.9690 www.lasurety.net

McGriff Insurance Services, Inc. 2600 Eastpoint Parkway Louisville, KY 40223 502.241.2400 • Fax: 866.881.2185 www.mcgriffinsurance.com

2307 River Road, Suite 200 Louisville, KY 40206 502.636.9191 • Fax: 502.636.5328 www.smithmanus.com

Sterling G. Thompson Company 545 South Third Street, Suite 300 Louisville, KY 40202 502.585.3277 • Fax: 502.585.3306 www.sterlingthompson.com

USI

220 Lexington Green Circle Suite 410 Lexington, KY 40503-3311 859.317.6950 www.usi.com

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Arthur J. Gallagher Risk Management Services, Inc. 111 Veterans Memorial Boulevard **Suite 1130**

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4041 Essen Lane, Suite 400 Baton Rouge, LA 70809 225.336.3200 • Fax: 225.336.4536 www.bxsi.com

Cory, Tucker & Larrowe, Inc. 3850 North Causeway Boulevard Suite 1360 Metairie, LA 70002 504.834.5080 • Fax: 504.835.7726 www.ctl-inc.com

Ellsworth Corporation 3636 South I-10 Service Road Suite 101 Metairie, LA 70001 504.455.4545 • Fax: 504.455.9449 www.ellsworthcorporation.com

Insurance Underwriters, Ltd. 2610 Edenborn Avenue Metairie, LA 70002 504.883.2500 • Fax: 508.883.2535 www.iulins.com

International Sureties, Ltd. 701 Poydras Street, Suite 420 New Orleans, LA 70139 504.581.6404 • Fax: 504.581.1876 www.internationalsureties.com

Louisiana Companies 801 North Boulevard Baton Rouge, LA 70802 225.383.4761 • Fax: 337.232.9120 www.lacompanies.com

McGriff Insurance Services 2600 Citiplace Court, Suite 100 Baton Rouge, LA 70808 225.927.7575 • Fax: 866.255.0200 www.mcgriffinsurance.com

Querbes & Nelson

214 Milam Street Shreveport, LA 71101 318.221.5241 • Fax: 318.429.0599 www.querbes-nelson.com

R.A. Brunson, Inc.

2151 Quail Run Drive, Suite A Baton Rouge, LA 70808 225.927.2282 • Fax: 225.927.2331 www.rabrunson.com

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Clark Insurance

2385 Congress Street Portland, ME 04102 207.774.6257 • Fax: 207.774.7994 www.clarkinsurance.com

Skillings Shaw & Associates, Inc. P.O. Box 481, 103 Park Street 2nd Floor Lewiston, ME 04243 207.753.7300 • Fax: 207.753.7310 www.ssasuretv.com

Varney Agency 32 Oak Street Bangor, ME 04401 877.947.8637 • Fax: 207.947.1243 www.varnevagencv.com

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11403 Cronridge Drive, Suite 270 Owings Mills, MD 21117-2219 410.356.9500 • Fax: 410.363.3520 www.consolidatedinsurance.com

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Cross Surety, Inc. 101 South Street Pittsfield, MA 01201 207.786.6750 • Fax: 207.786.6714 www.crossagency.com

DeSanctis Insurance Agency, Inc. 100 Unicorn Park Drive Woburn, MA 01801 781.935.8480 • Fax: 781.933.5645 www.desanctisinsurance.com

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Eastern States Insurance Agency, Inc. 50 Prospect Street Waltham, MA 02453 781.642.9000 • Fax: 781.647.3670 www.esia.com

Marsh & McLennan Agency, LLC 100 Front Street, Suite 800 Worcester, MA 01608 508.852.8500 • Fax: 508.852.8600 www.mma-ne.com

McCue Insurance Agency, Inc. 5 Whitter Street, 4th Floor Framingham, MA 01701 781.461.9434 • Fax: 781.461.9651

Phillips Insurance Agency, Inc. 97 Centre Street Chicopee, MA 01013 413.594.5984 • Fax: 413.592.1142 www.phillipsinsurance.com

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Surety Bond Professionals, Inc. 205 Union Street, 2nd Floor Natick, MA 01760 781.559.0568 • Fax: 781.559.0569 www.SuretyBond Professionals.com

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USI Insurance Services, LLC 123 Interstate Drive West Springfield, MA 01089 855.874.0123 • Fax: 413.733.7722 www.usi.com

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Associated Benefits and Risk Consulting 6000 Clearwater Drive Minnetonka, MN 55343 952.947.9700 • Fax: 952.947.9793 www.associatedbrc.com

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CCI Surety, Inc. 1710 North Douglas Drive Suite 110 Golden Valley, MN 55422 763.543.6993 • Fax: 763.512.0430 www.ccisurety.com

Cobb Strecker Dunphy & Zimmermann

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Goldleaf Surety Services, LLC P.O. Box 466 Montevideo, MN 56265 320.269.3144 • Fax: 320.269.3154 www.goldleafsurety.com

Klein Agency, Inc., a Marsh & McLennan Agency LLC Company 3570 North Lexington Avenue Suite 206 Shoreview, MN 55126-8058 651.484.6461 • Fax: 651.484.6861 www.kleinagency.com

Kraus-Anderson Insurance 420 Gateway Boulevard Burnsville, MN 55337-2790 952.707.8200 • Fax: 952.890.0535 www.kainsurance.com

Marsh & McLennan Agency 7225 Northland Drive North Suite 300 Minneapolis, MN 55428 763.746.8000 • Fax: 763.548.8985 www.marsh.com

Newton Surety Services, LLC dba Newton Bonding 5630 Memorial Avenue North Suite 1 Stillwater, MN 55082 651.705.7960 • Fax: 651.222.9151 www.newtonbonding.com

USI Insurance Services 400 Highway 169 South 8th Floor St. Louis Park, MN 55426 952.830.3000 • Fax: 952.830.3009 www.usi.com

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BXS Insurance 213 Porter Avenue Biloxi, MS 39530 228.374.2000 • Fax: 228.432.7420 www.bancorpsouth.com

Marchetti Robertson and Brickell Insurance & Bonding Agency, Inc. 1062 Highland Colony Parkway Building 200, Suite 175 Ridgeland, MS 39157 601.605.3115 • Fax: 601.605.4082 www.mrbins.com

McGriff Insurance Services 1020 Highland Colony Parkway Suite 302 Ridgeland, MS 39157 601.790.8500 • Fax: 601.790.8558 www.mcgriffinsurance.com

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Holmes Murphy & Associates, Inc. 1828 Walnut Street, Suite 701 Kansas City, MO 64108-2150 913.660.1203 • Fax: 855.448.2837 www.holmesmurphy.com

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Marsh USA, Inc. 701 Market Street, Suite 1100 St. Louis, MO 63101-2500 314.342.7019 • Fax: 314.342.2618 www.marsh.com

Thomas McGee, L.C. 120 West 12th Street, Suite 1000 Kansas City, MO 64105 816.842.4800 • Fax: 816.472.5018 www.thomasmcgee.com

TRUSS 9200 Ward Parkway, Suite 500 Kansas City, MO 64114 816.708.4600 www.trussadvantage.com

USI Insurance, Inc. 308 North 21st Street St. Louis, MO 63103 314.436.2399 • Fax: 314.342.7170 www.usi.com

Winter-Dent & Company 101 East McCarty Street Jefferson City, MO 65101 573.634.2122 • Fax: 573.636.7500 www.winter-dent.com

MONTANA

Cogswell Insurance Agency LLC 800 9th Street South Great Falls, MT 59401 406.761.5000 • Fax: 406.453.3946 www.cogswellinsurance.com First West, Inc. 1905 Stadium Drive Bozeman, MT 59715 406.587.5111 • Fax: 406.586.0271 www.1stwestinsurance.com

HUB International Limited 100 Park Drive South Great Falls, MT 59401 406.453.1464 • Fax: 406.453.0073 www.hubinternational.com

PayneWest Insurance, Inc. 3289 Gabel Road Billings, MT 59102 406.238.1900 ◆ Fax: 406.245.9887 www.paynewest.com

PayneWest Insurance, Inc. 1283 North 14th Avenue Suite 101 Bozeman, MT 59715 406.586.3351 • Fax: 406.586.0437 www.paynewest.com

PayneWest Insurance, Inc. 2925 Palmer Street Missoula, MT 59808 406.721.1000 • Fax: 406.532.5817 www.paynewest.com

NEBRASKA

Gene Lilly Surety Bonds, Inc. 735 South 56th Street Lincoln, NE 68510 402.475.7700 • Fax: 402.475.5043 www.glsbinc.com

The Harry A. Koch Co. 14010 FNB Parkway, Suite 300 Omaha, NE 68154 402.861.7000 • Fax: 402.861.7111 www.hakco.com

NEVADA

Assurance Limited 5740 South Arville, Suite 204 Las Vegas, NV 89118 702.798.3700 • Fax: 702.238.7101 www.assuranceltd.com

L/P Insurance Services, Inc. 300 East 2nd Street, Suite 1300 Reno, NV 89501 775.996.6037 • Fax: 775.996.6097 www.lpins.net

NEW HAMPSHIRE

The Rowley Agency, Inc. 45 Constitution Avenue Concord, NH 03302 800.238.3840 • Fax: 603.224.6422 www.rowleyagency.com

NEW JERSEY

Alliant Insurance Services, Inc. 67 Walnut Avenue, Suite 406 Clark, NJ 07066 732.587.1953 • Fax: 732.388.3627 www.alliant.com

Arthur J. Gallagher & Co. 200 Jefferson Park Whippany, NJ 07981 973.921.8490 www.ajg.com

Brown & Brown Metro, LLC 56 Livingston Avenue Roseland, NJ 07068 973.549.1900 • Fax: 973.549.1000 www.bbmetro.com

C.A. Shea & Company, Inc. 6 Mill Ridge Lane Chester, NJ 07632 908.879.0990 • Fax: 908.879.2272 www.cashea.com

C&H Agency 783 Riverview Drive Totowa, NJ 07512

973.890.0900 • Fax: 973.890.9038 www.chagency.com

Marsh USA, Inc.

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NFP

26 Main Street, Suite 203 Chatham, NJ 07928 212.233.0010 • Fax: 212.233.0767 www.nfp.com

Turner Surety and Insurance Brokerage, Inc.

650 From Road, Suite 295 Paramus, NJ 07652 201.267.7500 • Fax: 201.267.7532 www.tsibinc.com

300 Executive Drive, Suite 380 West Orange, NJ 07052 973.965.3100 www.usi.com

Willis of New Jersey, Inc. 150 John F. Kennedy Parkway Suite 520

Short Hills, NJ 07078 732.688.2760 www.willis.com

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Burke Insurance Group, Inc. 1691 Hickory Loop, Suite B Las Cruces, NM 88005 575.524.2222 • Fax: 575.525.1716 www.burke-insurance.com

Downey and Company 6565 Americas Parkway, NE Suite 750 Albuquerque, NM 87110

505.881.0300 • Fax: 505.881.0908 www.downevandco.com

HUB International Insurance Services, Albuquerque, NM 7770 Jefferson Street NE Albuquerque, NM 87109 505.828.4000 • Fax: 866.487.3972 www.hubinternational.com

HUB International Limited 313 North Canyon Street

Carlsbad, NM 88220 575.941.0304 • Fax: 866.289.5962 www.hubinternational.com

Minick & Company 541 Paisano NE

Albuquerque, NM 87123 505.262.2236 • Fax: 505.262.2288 www.minickandcompany.com

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Acrisure, LLC dba Vanguard Coverage

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Bergassi Group LLC 35 Portman Road New Rochelle, NY 10801 914.576.9300 • Fax: 914.576.7847

Blaise Group NY, LLC 256 East 3rd Street, 2nd Floor Mt. Vernon, NY 10553 914.667.7700 • Fax: 914.663.5900 www.blaisebonds.com

Cool Insuring Agency, Inc. 784 Troy Schenectady Road Latham, NY 12110 518.783.2665 • Fax: 518.783.8754 www.coolins.com

Fleetwood Agency, Inc. 65 Broadway, Suite 1104 New York, NY 10006-2503 212.968.9100 • Fax: 212.248.0380 www.bonds-suretyfidelityny.com

James P. Reagan Agency, Inc. 8 East Main Street, P.O. Box 191 Marcellus, NY 13108 315.673.2094 • Fax: 315.673.1121 www.reagancompanies.com

JP West Inc.

90 Broad Street, 3rd Floor New York, NY 10004 212.461.2261 • Fax: 212.461.2263 www.jpwest.com

Lawley Service, Inc. 361 Delaware Avenue Buffalo, NY 14202 716.849.8696 • Fax: 716.849.8253 www.lawleyinsurance.com

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Chas. E. Slusser Agency, Inc. 2650 West Market Street 2nd Floor Akron, OH 44333-4201 330.867.0770 • Fax: 330.867.5385 www.slusseragency.com

L. Calvin Jones & Company 3744 Starr Centre Drive Canfield, OH 44406-0159 330.533.1195 • Fax: 330.533.7583 www.lcalvinjones.com

Marsh & McLennan Agency, LLC 409 East Monument Avenue Suite 400 Dayton, OH 45402 937.228.4135 • Fax: 937.228.9108 www.mma-mw.com

Neace Lukens Insurance Agency, Inc. 8163 Old Yankee Street Dayton, OH 45458 937.435.4788 • Fax: 937.435.7395 www.neacelukens.com

Oswald Companies 1100 Superior Avenue, Suite 1500 Cleveland, OH 44114 216.367.8787 • Fax: 216.241.4520 www.oswaldcompanies.com

700 Talbott Tower, 131 North Ludlow Street, Suite 700 Dayton, OH 45402-1132 937.223.8891 • Fax: 877.873.6268 www.usi.com

8561 Market Street Youngstown, OH 44512-6727 303.726.8861 • Fax: 303.726.8997 www.usi.com

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USI Midwest 312 Elm Street Cincinnati, OH 45202 513.852.6300 • Fax: 513.872.6460 www.usi.com

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Premier Consulting Partners, LLC 10441 S. Regal Boulevard Suite 100 Tulsa, OK 74133 918.970.4860 • Fax: 918.970.4884 www.premier-consulting partners.com

Rich & Cartmill, Inc. 2738 East 51st Street, Suite 400 Tulsa, OK 73118 918.743.8811 • Fax: 918.744.8429 www.rcins.com

Anchor Insurance & Surety, Inc. 500 Century Tower, 1201 Southwest 12th Avenue Portland, OR 97205 503.224.2500 • Fax: 503.224.9830 www.anchorias.com

AssuredPartners of Oregon, LLC dba Alliance Insurance Group 941 Oak Street Eugene, OR 97401 541.687.4799 • Fax: 541.687.4718 www.allianceinsgrp.com

Brown & Brown Northwest 2701 NW Vaughn Street Suite 340 Portland, OR 97296-9018 503.219.3202 • Fax: 503.914.5402 www.bbnw.com

Surety Solutions, LLC 4285 Commercial Street, SE Suite 110 Salem, OR 97302 866.722.9239 • Fax: 503.566.5891 www.suretysolutionsllc.com

USI Northwest 700 NE Multnomah, Suite 1300 Portland, OR 97232 503.224.8390 • Fax: 877.678.5845 www.usi.com

Ward Insurance Agency, Inc. 560 Country Club Parkway Eugene, OR 97401 541.687.1117 • Fax: 541.342.8280 www.wardinsurance.net

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McConkey Insurance & Benefits 2555 Kingston Road, Suite 100 York, PA 17402 717.755.9266 • Fax: 717.755.9237 www.ekmcconkey.com

Murray Risk Management and Insurance 39 North Duke Street Lancaster, PA 17608 717.397.9600 • Fax: 717.397.2218 www.murrayins.com

National Surety Underwriters, Inc. 2098 West Chester Pike Broomall, PA 19008 856.467.4310 • Fax: 856.467.4140

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BondPro, Inc. 8 Greenway Plaza, Suite 814 Houston, TX 77046 713.355.1000 • Fax: 713.355.1001 www.bondproinc.com

Bowen, Miclette & Britt Insurance Agency, LLC 1111 North Loop West, Suite 400 Houston, TX 77008 713.880.7100 • Fax: 713.880.7166 www.bmbinc.com

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Pitts, Birdsong, Fennell, and Associates 12770 Coit Road, Suite 1220 Dallas, TX 75251 469.661.0314 • Fax: 972.239.5285 www.pbfassoc.com

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Time Insurance Agency, Inc. 1405 East Riverside Drive Austin, TX 78741 512.447.7773 • Fax: 512.440.0989 www.timeinsurance.com

Tucker Agency, Ltd.
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Ward & Moore Insurance 1107 Main Street Gatesville, TX 76528 254.865.8411 • Fax: 254.865.8414 www.ward-moore.com

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Willis of Texas, Inc. -Houston Office 920 Memorial City Way Suite 500 Houston, TX 77024 713.961.3800 • Fax: 713.961.0226 www.willis.com

Wortham Insurance 221 West 6th Street, Suite 1400 Austin, TX 78701 512.453.0031 www.worthaminsurance.com

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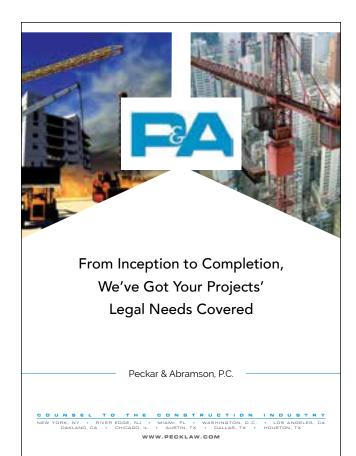
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