



IRONWOOD INSURANCE SERVICES

Ironwood is my top service vendor/partner. Ironwood has exceptional service and is dedicated to adding value to our company — it has been the best insurance broker in my twenty five years of buying insurance.

– **Michael Koenig, CPA, MBA**, Director of Finance/Corporate Treasurer, ALPLA, INC



IRONWOOD

Delivering value

We measure our success by the amount of positive impact we have in the lives of our clients, employees, shareholders and communities.

Resources include:

- International
- Mergers and Acquisitions
- Claims and Loss Control
- Surety
- Environmental
- Alternative Risk/Captive
- Risk and Claim Analytics
- Employee Benefits Consulting
- Human Resource Support and Compliance
- Benefits Enrollment and Communication

20+ years serving the risk management community

Well-established carrier relationships

Deep expertise to protect your assets

A team of experienced, specialized risk management and employee benefits professionals can make a substantial impact on the strength of your company.

We bring valuable resources, deep industry knowledge, and the ability to structure complex programs - all key to protecting your assets and managing your costs. More importantly, we place your company's best interests at the heart of every interaction.

This is your team at Ironwood.

Trusted Adviser

Ironwood is a boutique brokerage firm with a national presence that provides a full range of commercial property and liability policies, employee benefits consultation and administration, and outsourced employer services. We work with middle-market businesses across the

United States and around the world, and maintain an extreme focus on delivering customer service excellence, proactive risk management services and superior insurance products. We consider it a privilege to serve you as our client.

Key strengths

From delivering superior programs, competitive pricing and sound advice to being available for you at all times, Ironwood's strengths help build your business and your trust.

IRONWOOD HIGHLIGHTS

- Privately held firm founded in 2007 by insurance industry veterans
- Full spectrum commercial insurance brokerage, employee benefits and employer services
- Headquartered in Atlanta, GA
- Client operations in more than 40 countries
- Resource rich
- Leadership has served on national advisory boards of major insurance companies
- Ironwood stock is widely held by our associates
- Featured in *Rough Notes* magazine (Oct 2012) and *Atlanta Business Chronicle* (June 2010)
- Teamwork culture with results-based compensation

EXPERIENCED

Highly qualified and knowledgeable team has decades of experience identifying, assessing and prioritizing risks in the industries we serve

Your service team is led by a client executive who stays involved in all aspects of your program. Ironwoods partners have relationships with insurance carriers that span decades. In addition, our claim consulting group has an average of 20 years of experience working with insurance companies and serving as our clients' advocate.

- Partner-led client teams
- Advice and recommendations based on decades of industry experience
- Deep product knowledge and industry expertise

DILIGENT

Dedicated to understanding your business, your industry and its specific risks so we can create valuable, customized, risk management solutions and employee benefits programs

Your Ironwood team will take the time to understand your company and risks you face so we can identify exposures and design creative programs for transferring risk.

- Continuous analysis to identify exposures
- Quality products that put your risk in the most forward light
- Dedicated service team and resources

SPECIALIZED

Products, services and resources for companies in industries that have complex risk management needs

The value of working with experts who know how to structure highly customized programs within your industry can't be overstated. We work with you from day one to address your unique risks and provide recommendations on ways to avoid, reduce or transfer those risks.

- Highly tailored products and programs
- Sophisticated approach to program development and management
- Solid underwriter relationships based on specializations
- Depth of resources

RESPONSIVE

24/7 service model with same-day response — you can depend on us to be there when you need us

Doing business with Ironwood will make a positive impact on your company. You work with a group of experts who understands your company, culture and needs so we can help you succeed. Being available is key — we understand business can't wait. So there are no "regular" business hours, customer service cues or processes designed to streamline our business instead of yours.

- Requests resolved quickly, accurately and effectively
- Claims hotline
- Culture of friendship with personal investment in the success of your business



Putting your interests first

When our professionals use their skills to help you build a stronger, healthier and more profitable business, your company wins. And we hope to win your long-term loyalty. We attribute our success to the passion we have for our clients and our continuous drive for excellence.

We thank you for your interest and look forward to partnering with you.

I have had the pleasure of working with Ironwood over the last six years, starting with a \$1M revenue domestic company that has grown to a \$100M revenue international company. As you can imagine, our insurance and protection needs grew dramatically, with Matt and his team being very involved and helpful in making recommendations and providing benchmarking statistics. Ironwood also stands above the other broker firms in that they truly back up their statements. For example, when we had a disagreement with an insurance carrier, Matt and Ironwood fought for our position and saved us approximately \$100K.

- Ed Mitchell, VP of Finance/Controller, Peak Health Solutions

Specializing in these industries:

- Private Equity
- Staffing and Professional Employer Organizations
- Financial Institutions
- Healthcare
- Manufacturing
- Real Estate Development and Management
- Construction
- Hospitality
- Distribution
- Life Sciences/Medical Devices
- Energy
- Media/Communications

Ironwood understands that being competent, responsive and creative is a baseline expectation of any private equity firm. They have won our business by positioning us to standardize risk management and quality control within our portfolio. We have developed our relationship beyond an insurance product so that we can use their team as a comprehensive risk assessment and monitoring resource that begins during due diligence and ends several years after an exit.”

- Thomas Harbin, Managing Director, SourceCapital, LLC

Each year, The Ironwood Foundation gives 1% of the company's annual revenues back to the community through local nonprofits.

Thank you for your interest in Ironwood. Because of our professionals, clients and insurance carrier partners, we are one of the fastest growing insurance services firms in America. Our continued success is largely due to a culture of respect and service to others, as well as, a strong desire for delivering the best insurance products and resources to our clients.

- **Will Underwood**, Managing Partner

Ironwood Products and Services

Commercial Property and Casualty

- Commercial Property
- Commercial and General Liability
- Products Liability
- Commercial Automobile
- Workers Compensation
- Umbrella/Excess
- Inland and Ocean Marine
- Builders Risk
- Surety Bonds
- Large Deductible and Self Insured Programs
- International Brokerage and Program Management
- Group Captives
- Environmental Insurance
- Professional Liability
- Directors and Officers and Crime Employment Practices Liability
- Cyber Liability
- Product Recall and Contamination Coverage
- Political Risk
- Patent Infringement

Employee Benefits and Employer Services

- Integrated Strategic Approach
- Ongoing Strategy and Stewardship Reporting
- Compliance and PPACA Consulting
- Claims Advocacy and Medical Concierge
- Customized Employee Communications
- Human Resource Consulting
- Mergers and Acquisitions Support
- Corporate Wellness Strategy and Execution
- Payroll Processing Technology and Support
- Private Exchange and Defined Contribution

Safe Harbor

The symbol of the lighthouse is historic for good reason. Lighthouses have marked dangerous coastlines, signaled safe entries and aided navigation since ancient times – the first insurers were also nautical, beginning in the third century BC. At Ironwood, we take this history to heart. We are by your side for the long term to protect and serve your best interests, day and night.

