



WOODRUFF-SAWYER QUARTERLY

Insurance Services | Risk Management | Employee Benefits



December 2008

Moving into 2009, WS&Co. leadership reinforces deep commitment to client support & advocacy

This last quarter has been a tumultuous one for the financial markets. The ripple effects of the credit crisis, including the turmoil in the insurance marketplace, are placing unprecedented challenges on businesses across the nation. As we move into 2009, we recognize you will continue to be faced with difficult decisions on how to best allocate your insurance dollars and manage your cost of risk. In this year-end issue of our newsletter, we reiterate our unyielding focus on helping you leverage your dollars and resources to your best advantage.

In September when the financial crisis hit, we formed a Market Security Committee to monitor the insurance carriers and keep you updated on market changes and developments. As a reminder, we have a dedicated page on our corporate website that is continually refreshed with insurance carrier-related information, at: www.wsandco.com/index.htm/insurance-news. We encourage you to bookmark the page, as new information is posted there as it becomes available. In addition, our account teams have been contacting you when an insurer event has a direct impact on your placements. We will continue to provide you with alternative options for coverage as warranted, and consult with you about making the right choices on your programs and risk management strategies.

Another continuing focus will be to help you operate more efficiently, both domestically and at the global level. This year we introduced Passport, a secure communication and document management portal customizable by client. Passport streamlines the renewal process by minimizing email and paper-based exchanges and centralizing access to policies and other information. CertOnline is another system that helps ease administration. The application enables clients to view, edit and submit certificates online. Contact your Woodruff-Sawyer account representative if you're interested in learning more about these tools.

We also recognize that, in this difficult economy, our clients need to know its suppliers are financially secure. You can be assured that Woodruff-Sawyer not only remains viable, but that we continue to offer innovative services and experience growth. To highlight a few of our accomplishments this year:

- We celebrated our 90-year anniversary
- The Towers Perrin Survey ranked us as the #1 D&O Broker in the nation
- We remain on top of emerging industries with the launch our Clean Tech/Green Tech Practice
- We expanded our geographical footprint—our North Bay operations quadrupled in size, our major offices in Portland and Southern California saw significant growth, and we continue to manage clients throughout the country and internationally



In our continuing efforts to keep our clients informed on timely and relevant issues, we hosted 26 client educational seminars, published 11 articles, and recently launched a podcast series, an innovative technology that provides our clients with convenient access to updates in the insurance, regulatory and compliance environment. Kicking off the New Year is a webinar on January 27th, "International Benefits: Issues & Challenges." (Check our website at www.wsandco.com for the full 2009 Educational Series Seminar Calendar.)

We have been honored to serve you in 2008, and look forward to bringing you effective solutions and support in the year ahead. As always, we appreciate your feedback and we encourage you to contact us personally if you have any questions or if we can be of further assistance.

Sincerely,

Charlie Rosson, CEO

Mary Sklarski, COO

Woodruff-Sawyer is one of the largest independent insurance brokerage firms in the nation, and is an active partner of International Benefits Network and Assurex Global. For 90 years, Woodruff-Sawyer has been partnering with clients to implement and manage cost-effective and innovative insurance, employee benefits and risk management solutions, both nationally and abroad. Headquartered in San Francisco, Woodruff-Sawyer has offices throughout California and in Portland, Oregon.

For more information, call 415.391.2141 or visit www.wsandco.com.