

Taney County Commission
Attn: Ms. Nikki Lawrence
P.O. Box 1086
Forsyth, MO 65653



October 21, 2011

Ms. Lawrence,

This morning I was in a meeting with several area Cities, both Stone and Taney Counties and a broad cross section of elected officials. Among the many topics that came-up was the subject of employee health insurance and the associated services that support it. I was struck by the strong feels and the dissatisfaction, about the whole experience, which was shared around the room.

I did not enter into the conversation, because over the past year the City of Hollister has had a change in our insurance experience. We have continued with our strong employee health insurance plan and added an energetic preventive health component, all of the while, maintaining only a very minimum cost increase.

When I look at what has changed, that I would credit for this positive turn, I would have to say the City's choice to use Connell Insurance for our agent. For the past 25 years the City has used a local insurance agent and we felt strongly that it is in everyone's best interest to do business locally. We received good service and developed a relationship with that team. We were very reluctant to leave that "comfort zone". But the forward-thinking opportunities that Connell brought to the table were compelling and we made the change. We have never looked back! We have been introduced to a whole new world of customer service and support. We have regular input as to our needs and interaction with Connell to address those needs. This has been a pro-active experience.

Another aspect of working with Connell is that fact that they are a local and regional company whose principals are engaged in our communities. From working with the developmentally disabled to economic development to the YMCA to fighting cancer to sending backpacks of food home with Taney County kids on weekends, the leadership of this company is making a difference in our County.

As you make a choice on where to place the County's employee health insurance, I would encourage you to strongly consider our experience and consider Connell as your health insurance agent.

Respectfully,


Rick Ziegenfuss
City Administrator