



County of **TANEY** State of Missouri

TANEY COUNTY COURTHOUSE
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OFFICE OF
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COUNTY ADMINISTRATOR

CHRISTY TEEL
ADMINISTRATIVE ASSISTANT
NIKKI LAWRENCE
RECEPTIONIST

Re: Connell Insurance Partnership

Until January 2008, Taney County had direct relationships with carriers for primarily all of our insurance for property, liability, auto and workers compensation thus not having an agent involved for over 19 years. We decided last year to move and place these insurance needs with Connell Insurance after receiving their proposal to: 1) lower pricing by 1/3rd and, 2) commitment of services from Connell that we were not used to seeing which included loss control as well as human resource services.

After one years service here is what has been achieved:

- 1) Our pricing was renewed with fewer costs than the prior year by around 25,000 plus we will be eligible for dividends due to good losses in less than a year.
- 2) Human Resource consultant (Lynette Weatherford) was provided free of charge and took care of the following:
 - a) rewriting our employee manual for the first time in years
 - b) implementation of the employee manual thru onsite meetings
 - c) implemented a light duty return to work program for work comp injuries
 - d) provided useful Human Resource assistance as needed for individual cases
- 3) Workers compensation claims specialist – Connell has provided an employee that has worked with our staff to help curb cost including negotiating reduced cost from local medical providers by 15%. She has also provided one on one assistance regarding ways to help close claims by intervening with the claimant, adjusters, doctor's office, legal counsel or whomever to help negotiate the process of the workers compensation system.
- 4) Individual loss history for the account after one years time that shows not only that all of our losses especially our workers compensation have gone down dramatically.

Connell has in my estimation provided everything and then some regarding what they had proposed in long range plans for the county and is still assisting with more cost savings due to management of our claims. I therefore can recommend Connell for services of any business based on what we have encountered.

Respectfully,

Chuck Pennel