

The Power of **Nonprofits**



2011 Annual Report

Liability insurance by and for 501(c)(3) nonprofit organizations

**Nonprofits Insurance
Alliance Group**



**Nonprofits' Insurance
Alliance of California**
A HEAD FOR INSURANCE . . . A HEART FOR NONPROFITS



www.insurancefornonprofits.org



**Alliance of
Nonprofits
for Insurance**
Risk Retention Group

On the Cover:

(Clockwise from top, left)

Boys and Girls Club of Monterey Monterey, CA

www.bgcmmc.org

Canine Partners for Life Cochranville, PA

www.k94life.org

Montair Kids' Country Danville, CA

www.kidscountry.org

Boys and Girls Clubs of Garden Grove Garden Grove, CA

www.bgcgg.org

MomsBloom Belmont, MI

www.momsbloom.org

Feline Rescue of Northern California Cloverdale, CA

www.feline-rescue.com

Unite to Light Goleta, CA

www.unite-to-light.org

Coachart Los Angeles, CA

www.coachart.org



Our printer donates a percentage of revenue from each print job to organizations that replant trees.



Environmental Savings Statement

This annual report was printed on paper made of 100% recycled fibers, 100% post-consumer waste, processed chlorine free, and manufactured with electricity that is offset with Green-e® certified renewable energy certificates. By using this environmentally-friendly paper, the Nonprofits Insurance Alliance Group has SAVED the following resources:

trees	water	energy	solid waste	greenhouse gases
5	2480,	2.5	157	550
fully grown	gallons saved	million Btu	pounds	pounds



Pamela E. Davis

Founder, President and CEO
NIAC, ANI, NANI & AMS

Message from the President and the Chairmen

We are a movement as much as a group of companies.

As an untested start-up more than two decades ago, we relied on visionary funders, perceptive brokers and thoughtful nonprofits to give a novel idea a chance. Now 11,000 members strong, we are beginning to change the way nonprofits think about insurance...and how commercial insurance companies view nonprofits.

Our primary role is to protect our members and, whenever and as much as possible, to help them manage risk. We are keenly aware that every injury takes away from mission and every dollar spent in litigation and settlement is a dollar that could have been spent on direct service in our communities. When despite our collective best efforts a claim happens, we treat our members as partners by broadly interpreting policy provisions. We promptly pay when liability is clear and the demand for damages is fairly valued. We vigorously defend unjustified claims.

In this noisy, busy world, it is a challenge for any company to clearly convey its message. We think Pat Ladner, at the Women and Families Center in Connecticut, heard right:

"As a new member I am so excited to be working with your organization. It feels like we are working with a partner agency instead of a big insurance company that still does not understand what we do."

Like the income inequality generally in our country, wealth in the nonprofit sector is concentrated among a few. Large institutions control more than half of income and assets in the sector, although they number about 2 percent of nonprofits. We are a movement of those 98 percent of nonprofits without the financial clout or political connections of the largest institutions. Our strength in numbers gives us leverage. We often serve those working with

"Our primary role is to protect our members and, whenever and as much as possible, to help them manage risk."



R. Lawrence Bacon

Chairman of NIAC, NANI & AMS

few resources to solve some of the grittiest problems in our communities. We are a member serving, member governed and member driven organization. With “a head for insurance and a heart for nonprofits,” we balance economic viability and social responsibility on behalf of members.

Once again this year, 95 percent of our valued members who were with us at the beginning of the year were still insured with us. And another 1,444 new members came aboard in 2011, growing the combined membership in the Group to 10,941 nonprofit organizations. We now serve nonprofits in 31 states and DC. In 2012 New York, New Jersey, North and South Dakota and Wisconsin are being added to that list.

This year we provided free training on a variety of topics to 5,000 employees and volunteers. In addition, we provided nearly 3,000 one on one risk management consultations to members with specific concerns. We invite you to view a full listing of our many free and subsidized services as well as the many insurance products we offer on pages 14-17 of this report and on our websites at www.insurancefornonprofits.org

“...we balance economic viability and social responsibility on behalf of members.”

For 2011, gross written premium for the Group totaled \$67.9 million. Of that total, the Nonprofits' Insurance Alliance of California (NIAC) wrote \$46.2 million, the Alliance of Nonprofits for Insurance, Risk Retention Group (ANI) wrote \$19.0 million and NANI, the Group's property reinsurance captive, retained \$2.7 million on a net basis. Also, we managed an additional \$15.8 million in premium for our companion property and volunteer accident programs, bringing the total business administered by the Group in 2011 to \$83.7 million, an increase of 9.8 percent over 2010.

At year's end, the Group's combined balance sheet showed total equity of \$150.0 million and total assets of \$300.4 million. Before dividends, the \$11.7 million of combined income for the Group comprised \$9.7 million from NIAC, \$1.5 million from ANI, and \$0.5 million from NANI.



Wilson M. Jones
Chairman of ANI

For 2011 NIAC paid \$4.8 million in dividends to members, and for 2012 the Board of Directors has declared a \$4.0 million dividend. The company once again is able to declare a dividend because of better-than-expected results during accident years 2005-2007. NIAC's dividend plan, based on premiums paid, rewards individual members for length of continuous coverage as well as favorable claims experience. ANI turned in a strong performance, but is not yet large enough to be in a position to pay dividends. However, its members are accruing points toward essentially the same dividend plan as NIAC members share.

Both insurance brokers and our members depend on us to operate with fairness and transparency and to find the proper balance between financial strength and member service. We will not always hit the notes perfectly, but you can be sure that our obligation to achieve that harmony guides every decision.

It remains a privilege to serve those creating value and meeting needs in our communities,

Pamela E. Davis
Founder, President and CEO
NIAC, ANI, NANI & AMS

R. Lawrence Bacon
Chairman of NIAC, NANI & AMS

Wilson M. Jones
Chairman of ANI

"We are a movement of the 98 percent of nonprofits without the financial clout or political connections of the largest institutions."

NIAC Board of Directors



Clockwise from top, left: Jeanne Bell, Kathleen Adamson, John M. Christensen, Bill Walters, Suzanne Cross, Cheryl Paddock, Martha Marcon, J. Jeff Fly, Norris Clark, Mary K. Stroube, Pamela E. Davis, R. Lawrence Bacon, Roger W. Gilbert

R. Lawrence Bacon, *Chairman*

President
Bacon & Company
Carmel

Pamela E. Davis, *President*

Chief Executive Officer
NIAC
Santa Cruz

John M. Christensen, *Secretary*

Chief Executive Officer
Hope Services
San Jose

Kathleen Adamson

Executive Director and CEO
YWCA Monterey County
Salinas

Jeanne Bell

Chief Executive Officer
CompassPoint Nonprofit Services
San Francisco

Norris Clark

Financial and Regulatory Specialist
Locke Lord LLP
Los Angeles

Suzanne Cross

Board Member
Coro Center for Civic Leadership
San Francisco

J. Jeff Fly ¹

Chief Executive Officer
Turning Point of Central California, Inc.
Visalia

Roger W. Gilbert

President, Retired
Great American West
Orange

Martha Marcon

Audit Partner, Retired
KPMG LLP
Glendale

Cheryl Paddock

Executive Director
Novato Youth Center
Novato

Mary K. Stroube

President and Chief Executive Officer
Terra Nova Counseling
Citrus Heights

Bill Walters

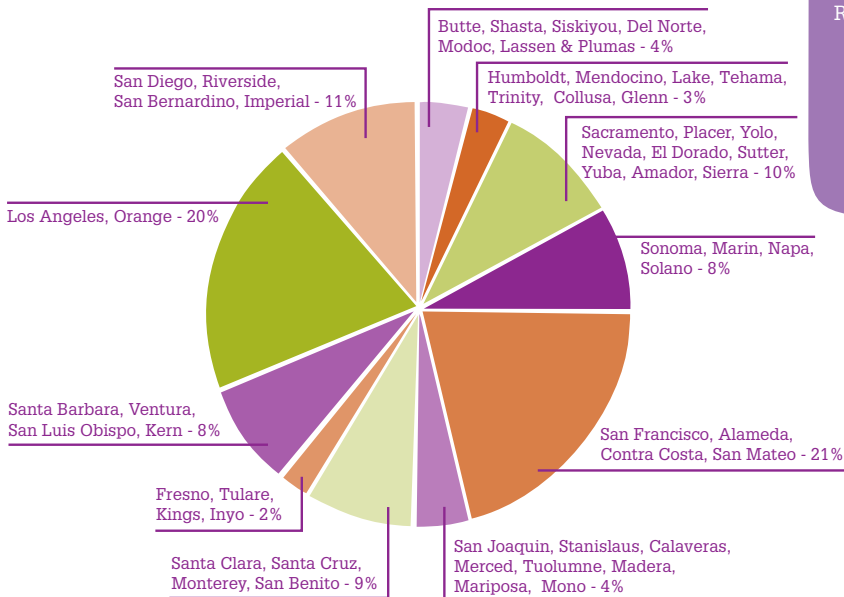
Chief Financial Officer
Crossroads Diversified Services, Inc.
Sacramento

¹ Elected February 2012

NIAC Results

In 2011, NIAC welcomed 856 new members, renewed 95 percent of its existing members, and ended the year with 7,466 nonprofit members. Gross written premium for NIAC totaled \$46.2 million. At year's end, the NIAC balance sheet showed total equity of \$115.3 million, total assets of \$216.3 million, and \$4.8 million in net income after dividends of \$4.8 million.

Members by County

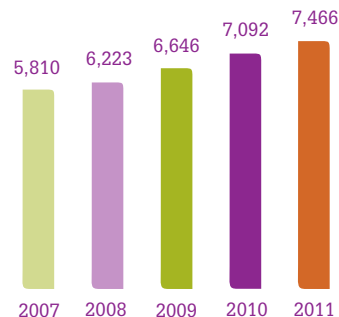


NIAC 2011 Financial Highlights

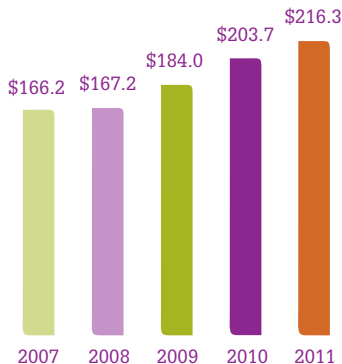
	2011	2010	2009
<i>(in millions of dollars)</i>			
Gross written premium	\$46.2	\$42.6	\$39.7
Dividends to policyholders	4.8	4.9	4.0
Net income after dividends	4.8	6.6	10.6
Total assets	216.3	203.7	184.0
Cash and invested assets	164.7	154.8	140.2
Loss reserves (including loss adjusting expenses)	73.1	69.7	61.2
Total equity	115.3	108.1	98.2
Policies in force	22,039	20,588	18,895
Reported claims			
General liability	454	431	412
Auto liability	893	711	690
Other	438	349	405

A copy of NIAC's complete audited financials can be found on our website at www.niac.org

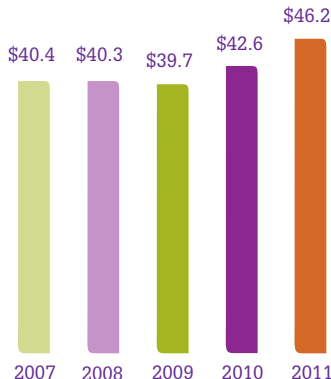
Members



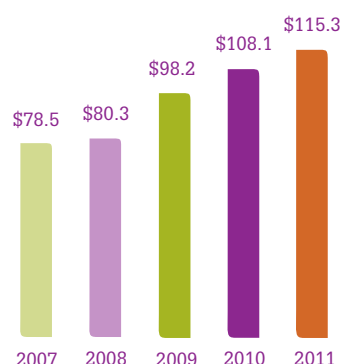
Assets (in Millions)



Premiums (in Millions)



Surplus (in Millions)



The Power of Nonprofits

ANI Board of Directors



Clockwise from top, left: Stephen Sumner, David Altman, Martha Marcon, R. Lawrence Bacon, Ted Van Name, Robert Emrich, Roger W. Gilbert, Wilson M. Jones, Pamela E. Davis, Steven Richard. Not Pictured: Andrew Sargeant.

Wilson M. Jones, Chairman

Chief Operating Officer, Retired
BoardSource
Florida

David Altman

President
IPR Consulting, Inc.
Oregon

Martha Marcon

Audit Partner, Retired
KPMG LLP
California

Pamela E. Davis, President

Chief Executive Officer
ANI
California

R. Lawrence Bacon

President
Bacon & Company
California

Stephen Sumner

Executive Director
Center for the Arts Evergreen, Inc.
Colorado

Steven Richard, Secretary

President and Chief Executive Officer
SUN Home Health Services
Pennsylvania

Robert Emrich

Founder and Chair
Road of Life
Ohio

Ted Van Name

President and Chief Executive Officer
Goodwill of Delaware and
Delaware County
Delaware

Andrew Sargeant, Assistant Secretary

President
USA Risk Group of Vermont
Vermont

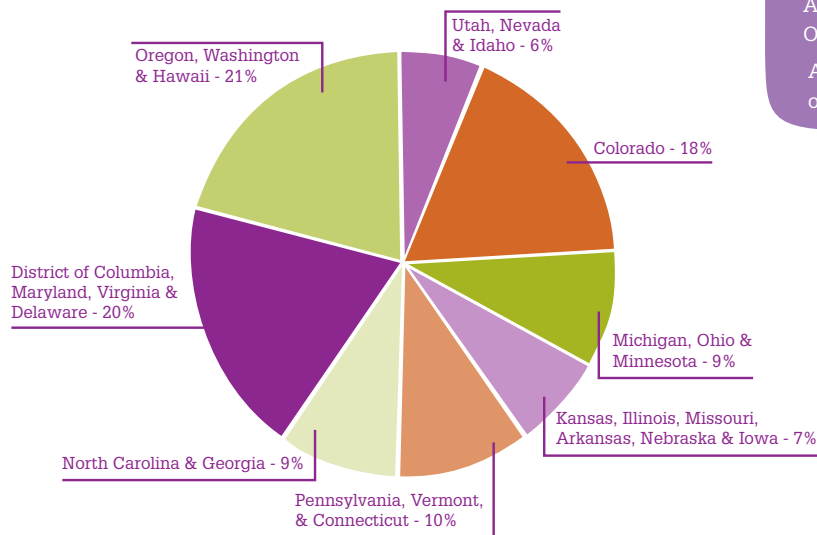
Roger W. Gilbert

President, Retired
Great American West
California

ANI Results

In 2011, ANI welcomed 588 new members, renewed 93 percent of its existing members, and ended the year with 3,475 nonprofit members. Gross written premium for ANI totaled \$19.0 million. At year's end, ANI's balance sheet showed total equity of \$26.0 million, total assets of \$69.1 million and \$1.5 million in net income.

Members by State

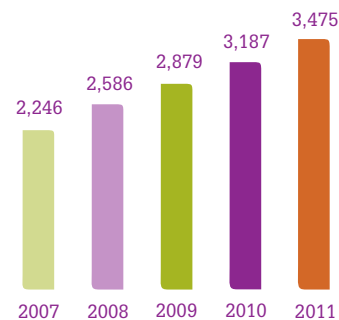


ANI 2011 Financial Highlights

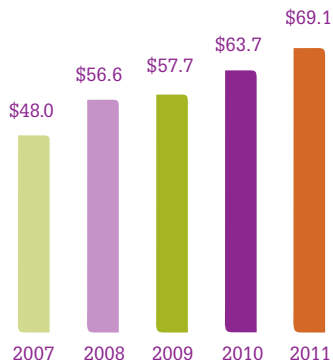
	2011	2010	2009
<i>(in millions of dollars)</i>			
Gross written premium	\$19.0	\$16.7	\$16.1
Net income	1.5	2.1	4.5
Total assets	69.1	63.7	57.7
Cash and invested assets	42.7	39.7	35.9
Loss reserves (including loss adjusting expenses)	32.9	30.2	26.8
Total equity	26.0	23.8	21.7
Policies in force	9,666	8,735	7,809
Reported claims			
General liability	388	356	287
Auto liability	689	550	424
Other	118	70	72

A copy of ANI's complete audited financials can be found on our website at www.ani-rrg.org

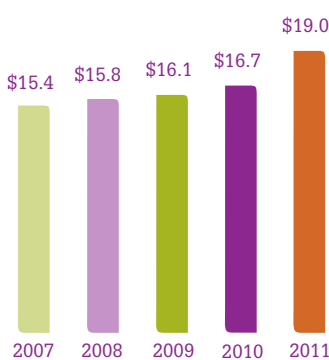
Members



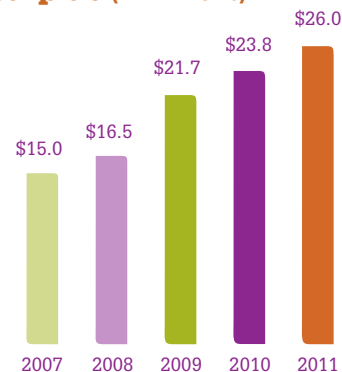
Assets (in Millions)



Premiums (in Millions)



Surplus (in Millions)



The Power of Nonprofits

Management Team



L-R: Melissa Yarnell, John F. Keane, Betty Johnson, Susan Bradshaw, Gary Bencomo, Pamela E. Davis and Kimberly Aday participate in a beach clean-up event.

Pamela E. Davis

Founder, President and CEO

Kimberly Aday

CFO and Treasurer

Gary Bencomo

Vice President of Administration

Susan Bradshaw

Vice President of Marketing
and Member/Broker Services

Betty Johnson

Vice President of
Information Technology

John F. Keane

Vice President of Insurance
Operations

Melissa Yarnell

Vice President of Risk

As the senior management team of the Nonprofits Insurance Alliance Group, we consider it a privilege to serve the nonprofit community. We chose careers with this organization in large part because each of us are dedicated to this important sector in a very personal way. We volunteer in a variety of ways throughout the year.

Our tag line continues to be our motto:

*A Head for Insurance...
A Heart for Nonprofits*

Nonprofits Insurance Alliance Group

Now more than 11,000 members strong

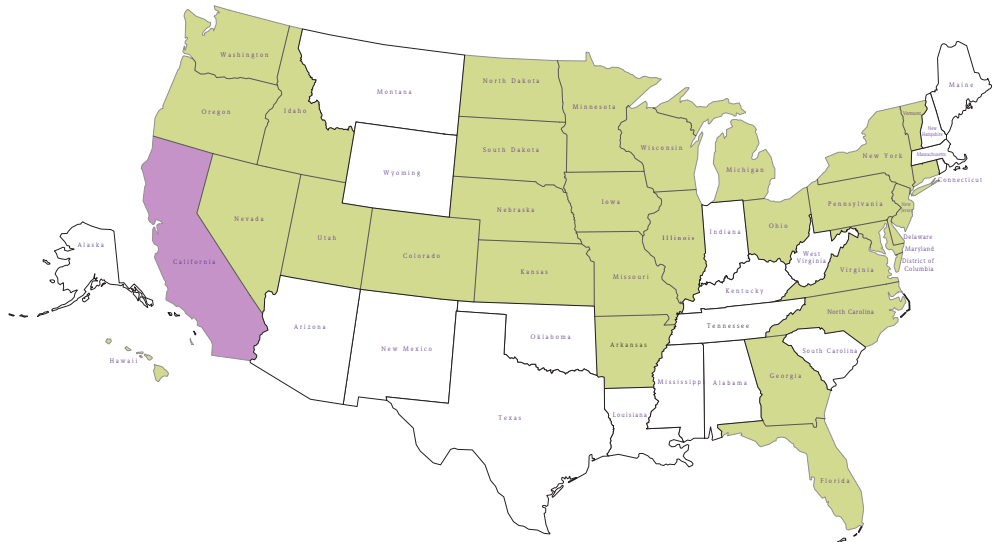
Member companies in the Nonprofits Insurance Alliance Group actively write business in:

- Arkansas
- California
- Colorado
- Connecticut
- Delaware
- District of Columbia
- Florida
- Georgia
- Hawaii
- Idaho
- Illinois
- Iowa
- Kansas
- Maryland
- Michigan
- Minnesota
- Missouri
- Nebraska
- Nevada
- New Jersey*
- New York*
- North Carolina
- North Dakota*
- Ohio
- Oregon
- Pennsylvania
- South Dakota*
- Utah
- Vermont
- Virginia
- Washington
- Wisconsin*

The Nonprofits Insurance Alliance Group is comprised of four distinct 501(c)(3) nonprofit organizations that insure more than 11,000 nonprofits in 31 states and DC.

- **Nonprofits' Insurance Alliance of California (NIAC)**
provides liability insurance to 501(c)(3) nonprofits in California
—Founded in 1988
- **Alliance of Nonprofits for Insurance, Risk Retention Group (ANI)** provides liability insurance to nonprofits with locations outside California—Founded in 2000
- **National Alliance of Nonprofits for Insurance (NANI)**
provides property reinsurance—Founded in 2000
- **Alliance Member Services (AMS)** provides staff, services and support to the other three companies—Founded in 2000

The complete history of the Nonprofits Insurance Alliance Group can be found on our website at www.insurancefornonprofits.org



*March 1, 2012

The Power of Nonprofits

Nonprofits Insurance Alliance Group

Together, ANI and NIAC insure more than 11,000 nonprofit organizations. These include children's programs, group homes, senior organizations, art groups, food banks, community groups, foster family agencies and many others. Although it is seldom acknowledged, these community-based nonprofits improve life for every one of us. We are proud to be associated with the dedicated individuals who comprise this important sector. Our mission is to support their efforts by providing them with appropriate insurance coverage and risk management tools to help them operate more efficiently and safely.

Recent Comments About Our Webinars:

"You pack a lot in and it still seems easy to follow. I always find a lot of value in your trainings."

"Thanks for providing the trainings and the handouts on all these important subjects."

"The range and quality of this information helps us do a better job in managing our organization and serving our community. It's a great plus to be a member!"

"This was one of the best webinars yet. I learned so much and am anxious to bring this information to our staff and board."

"Thank you for the webinar. It was clear, concise and very informative."

Recent Comments About Our Coverages:

"We are very excited about our new partnership with ANI! You make a difference for nonprofits who nurture and support those who are in need, and we thank you for that!"

"Thank you for your wonderful coverage and services. Without your support we would not be able to operate."

Recent Comments About Our Websites:

"Your website is awesome!"

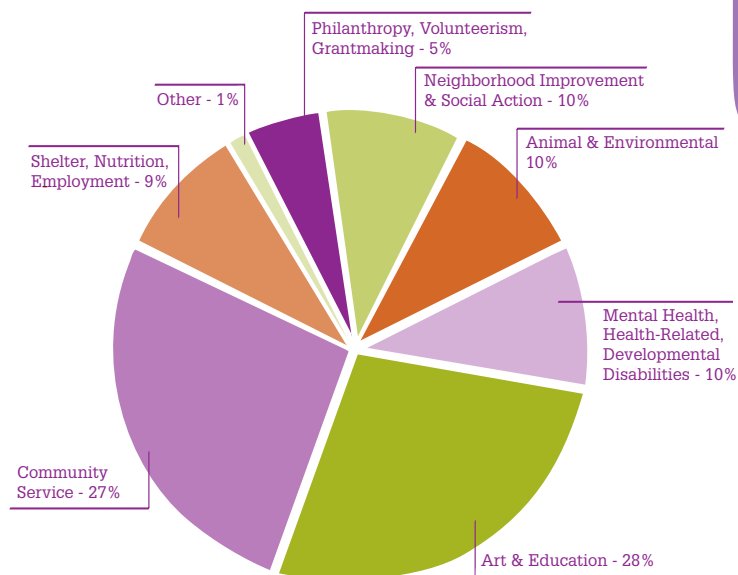
"I really like your webpage, all the client help and how easy it is to pay online. You help little nonprofits like ours have more time to do what we do best."

"Of all the companies that I access, your website was the most user-friendly and easy to get the Electronic Funds Transfers set up."

Group Results

In 2011, the Group welcomed 1,444 new members, renewed 95 percent of its existing members, and ended the year with 10,941 nonprofit members. Gross written premium for the Group totaled \$67.9 million. At year's end, the Group's balance sheet showed total equity of \$150.0 million, total assets of \$300.4 million and \$6.9 million in net income.

2011 Member Composition

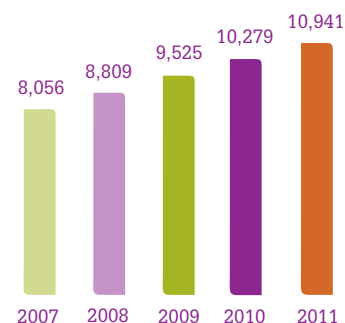


Group 2011 Financial Highlights

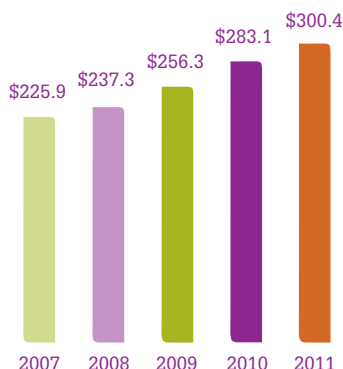
	2011	2010	2009
<i>(in millions of dollars)</i>			
Gross written premium	\$67.9	\$61.7	\$58.0
Dividends to policyholders	4.8	4.9	4.0
Net income after dividends	6.9	9.7	15.5
Total assets	300.4	283.1	256.3
Cash and invested assets	221.3	209.2	190.1
Loss reserves (including loss adjusting expenses)	105.3	101.4	89.3
Total equity	150.0	140.0	127.1
Policies in force	38,356	35,657	32,682
Reported claims			
General liability	842	787	699
Auto liability	1,582	1,261	1,114
Other	1,742	1,388	1,230

A copy of the Group's complete audited financials can be found on our website at www.insurancefornonprofits.org

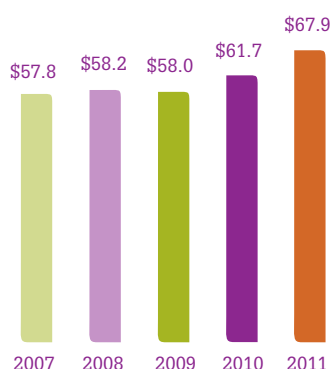
Members



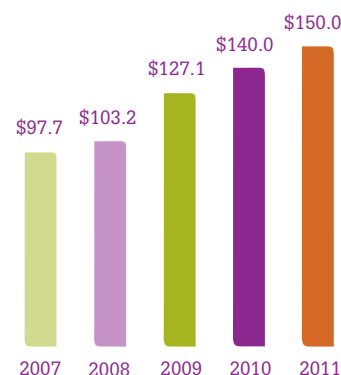
Assets (in Millions)



Premiums (in Millions)



Surplus (in Millions)



Insurance is a promise

You want to know that it will be there when you need it

Nonprofit organizations insured with us are part of a powerful force within the nonprofit sector that is changing the dynamics of our sector relative to the insurance industry. By taking control of this important financial service, nonprofits are shaping how insurance is provided to them.

Leveraging our Strength in Numbers

This simple act of purchasing liability insurance through one of the member companies of the Nonprofits Insurance Alliance Group strengthens the entire sector.

The more than 11,000 nonprofit members of the Nonprofits Insurance Alliance Group are keeping their insurance dollars in the nonprofit sector, to serve the sector rather than draining them out as profits to stockholders. If the Group has better than anticipated results, the benefits are shared through dividends and services to the members.

The Nonprofits Insurance Alliance Group is now rated “A VIII (Excellent)” by A.M. Best. This rating applies to all companies in the Group.

Capitalized by Foundations

Companies in the Group were capitalized by many highly regarded charitable foundations, including the following:

- Bill & Melinda Gates Foundation
- David & Lucile Packard Foundation
- Ford Foundation
- Marin Community Foundation
- San Francisco Foundation
- Walter S. Johnson Foundation
- Wallace Alexander Gerbode Foundation

Backed by a Top Reinsurer

Since 1994, the Nonprofits Insurance Alliance Group has partnered with Swiss Re, which is rated A+ (Superior) by A.M. Best.



Photo by Kimberly LaBonte

Life Rolls On Foundation
Culver City, CA
www.liferollson.org

The Group has achieved a size and financial rating that exceeds that required by virtually every bank, funding source, municipality or grantor.

We are governed by the nonprofits we insure

As nonprofit organizations ourselves, NIAC and ANI are governed by very different principles than for-profits. Our sole reason for being is to bring stable, affordable and appropriate liability insurance coverage and risk management services to our nonprofit members.

Boards of Directors

The companies in the Nonprofits Insurance Alliance Group are governed by volunteer boards of directors elected by member nonprofits.

The majority of our board members are representatives of our nonprofit members. Other board members include professionals with experience in business, finance, law, risk management and insurance. All board members are volunteers. Motivated by a desire to serve the nonprofit sector, our board members put the well-being of our nonprofit members first and foremost in every decision.

501(c)(3) Nonprofits

All companies in the Nonprofits Insurance Alliance Group are 501(c)(3) tax-exempt organizations. As nonprofits ourselves, we understand the unique needs of this sector and provide coverages and services to help nonprofits better manage their risks and accomplish their missions.

Broker Partnerships

We work in partnership with professional independent insurance brokers. Their service and commitment to nonprofits in their communities is an important component of nonprofits' ability to fulfill their missions. We are proud to be partners with these brokers and we work hard to ensure that the trust they have placed in us is well founded. From our quote turn-around time to policy issuance and claims handling, our goal is always to exceed expectations.

**Boys and Girls Club of
Central Georgia**
Macon, GA
www.bgccentralgeorgia.org



We get nonprofits

We understand what you do and why you do it

Coverages Tailored for Nonprofits

Our unique Nonprofits' OWN policy form has enhancements designed exclusively to meet the specific needs of the nonprofit sector. We constantly review our coverages to ensure that we are meeting the evolving needs of members. Coverages available through the Nonprofits Insurance Alliance Group include:

- General Liability
- Auto Liability
- Non-owned Hired Auto
- Social Service Professional
- Improper Sexual Conduct
- Directors and Officers Liability
- Umbrella Liability
- Liquor Liability
- Employee Benefits Liability

Available through companion programs:

- Auto Physical Damage
- Fidelity
- Foster Parent Liability
- Participant/Volunteer Accident
- Property
- Workers' Compensation

Recent Comments About Our Service:

"Thank you so much for fast great service.
I love working with you!"

"I REALLY like your quick turn-around time.
It's the best."

"Thank you for the 'FASTEST' Service...."

"You're spoiling us. Thanks for your great
service. It's ALWAYS appreciated."

"You provided such great service, not to
mention researching and responding in
one day. Thank you!"



L'Arche Portland
Portland, OR
www.larche-portland.org

A Head for Insurance...A Heart for Nonprofits

Our Story

Twenty-two years ago we set out to be a very different type of insurance company. A company that looks for coverage when there is a claim, not for ways to deny the claim. A company that would rather use resources to help organizations avoid claims than just be there after something bad happens. In short, a company that develops partnerships with its customers.

Today, the Nonprofits Insurance Alliance Group is setting the standard for how nonprofits and brokers should be treated in the insurance marketplace. It's a very high standard, and we intend to keep raising the bar.

What started in 1989 as a one-state nonprofit insurance pool to address an insurance crisis in California has grown to a group of companies insuring more than 11,000 nonprofits in 31 states and DC.

Our founder, Pamela Davis, reasoned that nonprofits deserved stability, transparency, and predictability from their insurance company. She believed that by focusing on the needs of nonprofits, not just on the bottom line, we could achieve both financial independence and serve nonprofits better than commercial insurers. Our results confirm her beliefs.

All companies in the Nonprofits Insurance Alliance Group are themselves tax-exempt 501(c)(3) nonprofits.



Arts-Kids, Inc.

Park City, UT

www.arts-kids.org

Our strategic principle:

"Inspired service and sensible products at the right prices, effectively and dependably delivered."

We're on your side

We're there for you when bad things happen

Nearly every day, our brokers and members tell us how refreshing it is to experience how we handle claims. Instead of giving the “run around” we actually get right in there and get the claims handled. Our claims staff embraces our philosophy of looking for coverage when a claim is submitted, rather than trying to find loopholes to allow us to decline a claim. It's our privilege to help our members stay focused on their mission and not cause them to become sidetracked fighting to get a valid claim covered.

Recent Comments About Our Inspired Claims Service:

“Thank you so much for solving this issue so fast and so professionally.”

“It is great to have an insurance company that truly does the right thing and understands our work and challenges.”

“Thank you for your expert handling of our claim and its resolution.”

“Thank you for the exceptional representation in this matter. It is an understatement to say that we greatly appreciate every aspect of the services that you have provided during this long process, including the excellent legal team.”

“Thanks for always keeping us up to date on the status of all the claims we submit, particularly when these claims are closed. Very helpful!”

Family Support Network
Placentia, CA
www.familysupportnetworkca.com

Recent Comments About Our Labor and Employment Risk Managers:

“Many thanks for all the information. We are most grateful for what you do to help nonprofits!”

“You provide a very valuable service.”

“In the absence of a full-time HR Manager, it was comforting to have someone with this level of expertise and professionalism to help me navigate this process.”

“Thank you so much for all that you do to ensure nonprofits succeed, especially during these financially difficult times.”

“You are the best insurance company I've worked with. You make my HR correspondence with Directors on sensitive issues so much easier!”



...and we also help to prevent claims in the first place

Nonprofits need to stretch every dollar. No matter how committed a nonprofit is to safety, it is nearly impossible for them to raise unrestricted funds for staff training and infrastructure support. That's where we come in. We provide our nonprofit member-insureds with free or highly discounted management and training tools.

FREE Services for Member-Insureds:

- **MEMBER-ONLY Secure Website** – Risk management tools, including easy to use checklists, sample forms, reference documents and more
- **Employment Issues Assistance** – Member-insureds that purchase D&O insurance receive unlimited labor and employment consultations with our Labor and Employment Risk Managers and complimentary review of their employee handbooks
- **Loss Control Assistance** – Unlimited loss control consulting
- **Driver Training** – Driver training (online, in person and self-study) for members who purchase owned auto policies
- **Vehicle Monitoring Program** – 800 line “How Am I Driving?” tool to assist members managing fleets of vehicles
- **Educational Booklets** – Risk management educational booklets on various topics important to nonprofits which can be downloaded from the web or ordered in hard copy
- **Audiovisual Lending Library** – Unlimited use of dozens of titles for staff meetings and training sessions
- **Mandated Sexual Harassment Training for Supervisors** – Online resource to meet state requirements (For CA and CT members to comply with California's AB1825 and Connecticut Section 46A requirements)
- **Webinar Series** – 60-90 minute monthly risk management web seminars
- **BOARDnetWORK** – A customized, web-based tool to streamline governance activities and help boards of directors stay informed and organized

In 2011, ANI and NIAC members saved nearly \$2 million dollars in out-of-pocket expenses by taking advantage of our free services.

Discounts On:

- **Background Checks** – Significant discounts are available for background checks through IntelliCorp. Two packages with savings of \$30 to \$50 per search
- **Drug Screening** – Discounted rate on 10-panel drug screening tests through IntelliCorp
- **Motor Vehicle Record Checks** – Discounted rate on MVRs through IntelliCorp

You can count on us

We will be here when you need us

Service

With us, it's easy to get a real person on the other end of the line. We get comments nearly every day thanking us for our personal touch. Some of the comments are highlighted throughout these pages. To ensure that we continue to meet the high service standards that our members and brokers have come to expect and to match our growing geographic reach, we now have employees located in five states. Whether it is how our accounts receivable department responds when there is a payment issue, or how prompt and accurate we are with endorsement requests, or how we meet member training and information needs, or ultimately how we help members through the delicate and, often difficult, litigation process...we mean to have our members and brokers leave every encounter with us with the feeling that they have just interacted with a very special company.

Technology

Members and brokers may access secure information 24 hours a day, seven days a week, via our user-friendly websites. Brokers login to their own secure area of our websites to access applications, get quotes, bind accounts, view renewals, view claims information or pay invoices anytime of the day or night. During 2012, we will launch a new electronic data delivery program which eliminates duplication of data entry for our partner insurance brokers. Members have access to their own secure area to view or print policies, make payments and access our members-only resources.

More Than Insurance

Nonprofits get more than just an insurance policy from us. They get a partner. They get valuable services to help them accomplish their missions. When a member with D&O insurance needs employment-related advice, help free-of-charge is just a phone call away. Our Labor and Employment Risk Managers take whatever time necessary to resolve the matter. Providing members with specialty expertise in advance of problems both reduces stress on our members and enables them to handle complex employee situations appropriately. This is a far better outcome than spending money and energy later to wage a battle in court. We also help our members with a broad spectrum of loss control resources. We offer practical, easy to use tools and training to help our nonprofits run safe, efficient and effective organizations. During individual consultations, our Director of Loss Control uses her expertise to match our many resources with the particular needs presented by each organization. A sampling of these resources are listed on the previous page, or visit our website for a comprehensive list at www.insurancefornonprofits.org

We are not fickle

The Importance of Stability

There are many reasons why 95 percent of our members renew with us year in and year out. One of them is our stability in pricing and coverage. We have no motivation to over-price, under-price or inflate earnings or engage in practices that lead to wildly fluctuating prices. To the contrary, we were created to protect nonprofits from this instability. Our members are seldom fooled by short-term “teaser” prices offered to lure them back to commercial insurers. To quote Warren Buffett, “Price is what you pay, value is what you get.” There is no other industry where this is more true than insurance.

Photo by Aaron Rogosin



Pricing Philosophy

Nonprofits are our only business. Drawing on our more than 22 years of experience with nonprofits, we carefully underwrite each organization and charge a price that is fair and sustainable and that reflects, to the best of our ability, the relative risk of that organization.

Dividends

Our job first and foremost is to protect members in accordance with the commitments we have made to them in our insurance contracts. We are required to maintain financial resources to assure that we can meet those obligations. Beyond that, we have the privilege of sharing better than expected financial outcomes with members! Over the past five years NIAC has paid \$22.1 million in dividends to its nonprofit members in California. In 2012, NIAC's Board approved another dividend of \$4 million to be paid in 2012 and 2013. ANI is not yet of a sufficient size to begin paying dividends, but ANI members are already earning loyalty credits toward potential future dividends.

Adaptive Riding Institute

Scotts Mills, OR

www.adaptiveridinginstitute.org

Recent Comments About Our Dividends:

“Thank you so much! Consistently great service AND a dividend check! Who could ask for anything more?”

“The dividend check that was issued this week is very welcome. We sure appreciate it and you. We are very pleased with the services you provide.”

“I am so impressed with your business model, your implementation, and your dividends in particular!”

The Power of Nonprofits

We're leading the way

Our presence in the market has motivated positive change, and there's lots more to come...

By modeling fairness and pricing stability, by providing specialty coverages and risk management resources, and by making exceptional customer service the standard, we have permanently influenced the larger insurance marketplace for nonprofits. Whether insured by us or another carrier, nonprofits are getting better coverage at a better price now than they did before we entered the scene.

Other Nonprofit Initiatives

Blue Avocado – We were proud to be an original sponsor of this informative, irreverent online nonprofit magazine. At 63,000 subscribers, this news source is meeting a need in the nonprofit sector. If you're not already subscribing, sign up free at www.blueavocado.org

Nonprofit Forum – We've recently launched a forum at www.allaboutnonprofits.org. There is a wealth of knowledge among nonprofit executives, but few ways the average Executive Director can access it. This forum is designed to be a place where nonprofits can share ideas, concerns and questions about all things nonprofit. Log on and check it out!

And We've Only Just Begun...

We want to be the source for insurance that nonprofits and their brokers can trust implicitly. We care deeply about serving our members and being a valued business partner to them. When something bad happens, we want to be there with our considerable and special expertise to assure the best possible outcome. When we do that, we enable our members to better fulfill their own missions in their communities, enlarging the benefit we all receive from the incredible work of the nonprofit sector.

SPCA for Monterey County
Monterey, CA
www.spcamc.org



Stronger Together...

A HEAD FOR INSURANCE...A HEART FOR NONPROFITS

Nonprofits Insurance Alliance Group ■ P.O. Box 8507 ■ Santa Cruz, California 95061