



# Message FROM THE CEO



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As the year comes to an end, I would like to extend a big thank you to all of our valued clients. 2019 has been nothing short of another busy year! I am happy to share updates on USI Consulting Group (USICG), and our parent company, USI Insurance Services (USI) for the second half of this year.

## USI Consulting Group

- We recently introduced the Direct Recognition Variable Investment Plan (VIP), which is intended for companies with business owners and professionals who seek a retirement program with high tax-deductible contributions. Visit our website for a newly posted video and additional content.
- Our Client Satisfaction Survey will be distributed in January. Your feedback is vital as we continually strive to provide you the highest level of customer service. Please be sure to let us know if we can do anything better.
- Direct Solutions (DS) services for Defined Contribution recordkeeping clients received the following enhancements:
  - Expanded investment offerings for the DS platform with new fund options available for plan sponsors to add to their retirement programs, including new Columbia Funds, Davis Funds, MassMutual Funds, and Touchstone Funds.
  - Updated Mobile App to improve the menu functionality and online security for quick access to retirement plan accounts.
  - Expanded participant education services to include new online streaming videos to help participants set and achieve retirement savings goals.
  - Updated unitized account capabilities to efficiently offer unique assets such as managed portfolios, pooled CD accounts, and private asset management.
- Investment Advisory services (USI Advisors) performed an increasing number of fiduciary oversight meetings throughout the year: Q1 - 447; Q2 - 520; Q3 - 625; Q4; 658.
- Earlier this month, we acquired an Omaha, Nebraska-based benefits, retirement and risk management advisory firm, Marcotte Insurance Agency, Inc. This new partnership increases the number of defined contribution consultants and investment advisors at USICG. Read more.
- Our presence has also expanded with new consultants in North Carolina, Oregon, and Georgia.

## USI Insurance Services

- USI's sixth annual Gives Back campaign was a huge success. During the month of August, USI and USICG team members from more than 150 offices participated in over 325 local community service events across the U.S. and Europe. The cumulative impact of these events touched more than 800,000 lives, totaling over 24,000 hours of volunteerism. Since the program's inception in August of 2014, more than 7,000 team members have come together to improve nearly two million lives.
- The results of the American Heart Association's 2019 Workplace Health Achievement Index were announced in October, and USI achieved Gold level recognition for the second consecutive year. Companies recognized at the Gold level are among those that obtained the highest Index scores in 2019 for advancing quality workplace health programs and supporting a culture of health best practices. Out of the more than 1,000 participating organizations, USI was once again the only insurance brokerage and consulting firm to receive Gold level recognition in the "greater than 5,000 employees" category.
- For the second consecutive year, USI has been named a "Top Insurance Workplace" by Insurance Business America (IBA). IBA's annual Top Insurance Workplaces program recognizes leading U.S. insurance organizations based on a series of employee satisfaction metrics, including benefits, compensation, culture, employee development, and more.

Thank you again for your continued partnership with us. May you all have a wonderful holiday season and a happy and healthy 2020.

Please feel free to reach out to me directly with any questions or comments.

Best Regards,

