



Message FROM THE CEO



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As 2020 comes to a close, I want to take this opportunity to personally thank you for the continued trust and confidence you have placed in our services as we reflect on what has been a truly historic year. While the COVID-19 situation remains dynamic, we have been vigilant in developing important updates, tools and resources to keep you informed. Please continue to visit our [COVID-19 Client Resource Center](#) for the most up-to-date information and guidance from USI Consulting Group (USICG).

On a brighter note, I would like to share some exciting news at USICG, and our parent company, USI Insurance Services (USI), from the second half of this year.

USI CONSULTING GROUP

- In September, USI announced the acquisition of Eden Prairie, Minnesota-based Hildi Incorporated. Founded in 2004, Hildi is a regional actuarial consulting firm specializing in actuarial retirement plan services, including the design, administration, accounting and valuation of defined benefit pension plans, including cash balance plans and post-retirement health and welfare plans. The company's operations will now be combined with USICG.
- In November, USI completed its acquisition of Findley, Inc. of Nashville, Tennessee. Founded in 1969, Findley, Inc. is a leading independent human resources and employee benefits consulting firm, providing actuarial, benefits and administrative consulting services to private and publicly held companies, the public sector and non-profit organizations. Findley employs more than 250 associates, serving clients across the country from seven office locations in the Midwest and Southeast. Findley's actuarial and retirement practices will be joined together with the resources of USICG to form one of the largest national specialized retirement businesses in the U.S. Findley's human capital and health and group benefits practices will also be joined together with USI's employee benefits resources.
- USICG's national presence continues to expand, with new consultants in Kentucky, Illinois, Minnesota, North Carolina, Ohio, Tennessee and Wisconsin.

Defined Benefit (DB) Practice

- With the Hildi & Findley acquisitions, the DB Practice has grown to over 250 employees, including 80 credentialed actuaries.
- Findley's Retirement Focus Account Management Tool offers an innovative, cost-effective co-sourcing or full outsourcing solution for our benefit administration clients. [Read more.](#)
- The DB Practice continues to collaborate with our Investment Advisory teams to deliver integrated Liability Driven Investing asset allocations tailored to each client's needs.

Direct Solutions (DS) Practice | Services for Defined Contribution recordkeeping clients

We are pleased to announce we have expanded our alliance partnership with Charles Schwab Trust Bank (Schwab). Our DS clients will now be able to take advantage of several service enhancements available via the Schwab custody program and the Schwab Retirement Technology (SRT) platform for their defined contribution retirement plans. As you may be aware, Wells Fargo Bank has decided to exit the retirement plan trust and custody business by the end of 2021. Our expanded partnership with Schwab will replace the trust, custody and administration systems currently provided by Wells Fargo.

You will be offered the advantage of several service enhancements planned as part of the move to Schwab as follows:

1. Enhanced loan and distribution functionality
2. Improved payroll integration with more payroll providers included
3. New and improved participant website and mobile app features

Defined Contribution Consulting (DCC) Practice

In addition to expanding its account management presence in the Fresno, California office, the DCC practice has:

- Enhanced the Online Retirement Plan Compliance Calendar to include additional newsletters and informational white papers.
- Prepared a *Pre & Post COVID-19 Checklist for Retirement Plans*, which helped clients comply with regulations and best practices in this environment.

USI INSURANCE SERVICES

- USI was recently named to Business Insurance's 2020 list of Best Places to Work in Insurance. Business Insurance's annual survey and workplace recognition program is conducted in partnership with Best Companies Group and consists of a two-phased employer and anonymous employee survey focused on workplace policies, practices, demographics, and overall employee experience. This recognition is a direct reflection of the outstanding work done each day by our incredible employees.
- The results of the American Heart Association's 2020 Workplace Health Achievement Index were recently announced, and USI achieved Gold level recognition for the third year in a row. Companies recognized at the Gold level are among those that obtained the highest Index scores in 2020 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.
- USI completed its seventh annual USI Gives Back campaign, an award-winning social responsibility program, focused on supporting positive change in local communities. Throughout the summer, team members representing more than 160 USI offices took individual action by completing more than 2,000 volunteer initiatives in local communities throughout the United States and the United Kingdom. The combined impact of these individual volunteer initiatives touched more than 270,000 lives, totaling over 18,000 hours of volunteerism.
- For the third year in a row, USI was named a "Top Insurance Workplace" by Insurance Business America (IBA). IBA's annual Top Insurance Workplaces program ranks leading U.S. insurance organizations based on a series of employee satisfaction metrics, including benefits, compensation, culture, employee development and diversity.

With the holiday season upon us, I want to thank you again for your continued partnership and wish you all the best. While you are in the capable hands of the USICG team, I am always available and would welcome direct contact with any feedback, ideas or concerns.

Please stay safe and healthy.

Best Regards,

