



CLARK INSURANCE

ANNUAL REPORT

Founded in 1931, Clark Insurance is your Independent Insurance Agency serving businesses, individuals, and families across New England. Pictured here are four of our six offices.

OUR MANAGEMENT TEAM



Jeff Shaw
President

A resident of Saco, ME, Jeff serves as the President of Clark Insurance. He joined the industry in 1986, working for a number of carriers before he moved to Clark in 2004. He led Clark's sales team for 11 years and then became president in 2015, driving one of our greatest periods of growth. Jeff serves on the Board of Clark, Avesta Housing, and the Maine Insurance Agents Association.



Jeff Lind
Chief Operating Officer

A resident of Standish, ME, Jeff Lind is the Chief Operating Officer (COO) of the company. Jeff joined Clark in 1993 and, while he has a variety of duties within the agency, his favorite is working with businesses and organizations on their Property & Casualty insurance needs, with specific focuses in construction, real estate, non-profit organizations and public entities. He serves on the board of USM's Alumni Engagement Council.



Scott Twitchell
EVP

A resident of Cumberland Center, ME, Scott is EVP of Sales and a member of the Board at Clark. Starting his career with Banknorth Insurance which eventually became USI Insurance Services, he left the position of President State of Maine to join Clark. Scott has become a leader in risk management for the energy industry and also serves on the State Board for Junior Achievement and Bowdoin College Fraternal Chi Psi.



David Hamilton
SVP, Employee Benefits

Living in Gorham, ME, David Hamilton is a Senior VP and member of the Board of Directors at Clark. With over 36 years of industry experience (20+ of which spent running his own employee benefits company), he is considered one of the most knowledgeable brokers in the field. He joined Clark Insurance in 2008 and holds board positions at the Maine Employee Benefits Council and Casco Federal Credit Union.



Deb Wentworth
VP, Business & Employee Benefits

A resident of Falmouth, ME, Deb is VP of Business and Employee Benefit Services and a member of the Board of Directors at Clark. She brings over 30 years of experience to the agency, having worked for a number of carriers including both MEMIC and Hanover Insurance, before joining our team in 2011. Her leadership includes oversight of our Claims Department as well as being President of the Maine CPCU Society.



Bret Cote
VP, NH & MA Sales Manager

Bret, a resident of Auburn, NH, started in the business in 2000 and began Clark's office in the NH market. With success, he became a Vice President and is on the Board of Directors. He is active in the construction market, a graduate of Leadership Greater Manchester, 2018's 40 under 40 recipient, and serves on the board of the NH Association of Insurance agents, and Auburn Rec Basketball League, where he enjoys coaching.



Gregg Ritter
VP, Maine Sales Manager

Gregg, a resident of Portland, ME, has distinguished himself in the area of professional liability for architects and engineers. He has over 28 years of experience in the industry, working for various carriers, and joined Clark in 2003. He now serves as a Vice President, acting Secretary on the Board of Directors, as Sales Manager for our Maine Headquarters, and as the coach for The Portland High school Girls' Soccer Team.



Mona Freeman Wilkinson
VP, Personal Insurance

A resident of Gray, ME and a VP of the agency, Mona is responsible for leading our Personal Insurance Department. In her 29 years of insurance experience (21 spent at Clark) she has consistently grown within the company, beginning as a coordinator in Personal Lines, transitioning to Director, and now VP – where she remains the only person in Maine to hold the Certified Advisor of Personal Insurance (CAPI) designation.

MESSAGE FROM THE PRESIDENT

ABOUT THE 2020 ANNUAL REPORT

As 2020 has drawn to a close, we find ourselves in the balance between planning for the future while reflecting on the events of this past year. 2020 was defined by so many unforeseen challenges, both personally and professionally. It was, I'm proud to say, in our response to those challenges that we have grown and continue to meet the demands of a global COVID pandemic, ultimately emerging stronger for it.



Jeff Shaw, President

In the past year we have grown financially, continued adding exceptional talent to our team, including the addition of the Haberman Insurance Agency in West Springfield, MA. We successfully moved our Lowell, MA office to the state of the art Thorndike Exchange and continued to invest in the education of our team. We changed the way we work, communicate, and connect to meet the demands of COVID-19, rapidly changing our schedules, work flows, technology and more to remain available and focused for our customers. We celebrated the 28th year of our status as an Employee Owned Company, and continued to provide our customers with leading Safety & Risk Consulting services across New England.

Now more than ever, our goal is to remain focused on providing the very best protection, advice, and service to the individuals and businesses that partner with us. We have and will remain attentive and agile, keeping up with the latest insurance trends, technological advancements, and workforce trends shaping our ever-changing world. We do this while honoring the knowledge, professionalism, honesty, reliability, and responsibility that has defined Clark for the last 90 years.

It is inspiring to see the strength and resilience displayed by our team, our customers, and our carrier partners each and every day. It is also exciting, as we continue to grow as an agency that is more adaptable and forward thinking than ever. On behalf of all of us at Clark, thank you to those who played a hand in shaping our story in 2020 and thank you for your continued support as we look ahead.

A handwritten signature in black ink that reads "G. Jeffrey Shaw". The signature is written in a cursive, flowing style.

G. Jeffrey Shaw
President, Clark Insurance

IN MEMORY OF OUR FOUNDER



Richard "Dick" Clark

RICHARD "DICK" WRIGHT CLARK PASSES AT 86

It is with a sad heart that among all that happened in 2020 we include the news of our founder, Richard "Dick" Wright Clark's passing at the age of 86.

Dick had a prosperous career and life, surrounded by family, friends, colleagues and celebrated numerous achievements and successes, both personally and professionally. For all of us at Clark, his legacy includes joining Woodworth & Clark in 1961, then a two-person independent insurance agency

based in Portland, ME. It includes becoming President of then named Clark Associates, and in 1992 leading the team that started our agency's Employee Stock Ownership Plan, which now owns 100% of Clark Insurance.

Dick's involvement with the agency did not end upon his retirement in 2003, he stayed in touch on a regular basis and maintained a keen interest in the well-being of the company that bears his name. On the foundation that Dick provided, we continue to grow, now one of the largest independent insurance agencies in New England, with over 120 employees.

While Dick's career in the Insurance Industry was celebrated and continues to impact us to this day, it was his devotion and commitment to his colleagues, customers, family, and community that we remember so clearly. A few of many examples include being President of the Professional Insurance Agents of Maine, serving on the Board of Directors of Professional Insurance Agents of New England and Maine Employers' Mutual Insurance Company (MEMIC), being the very first chairman of the Windham Comprehensive Plan committee, and a trustee of the Greater Portland Chamber of Commerce as well as the Windham Public Library and many more.

Our prayers, condolences, and well wishes go out to his family – to his wife Julie Clark, his children who spent years with us at Clark, Christine Clark Williams & Kenyon Clark, and to Christine's husband John, Ken's wife Eileen, and Dick's four grandchildren, Madeline and Jackson Williams and Ashley and Morgan Clark.

Dick's obituary can be found in the Portland Press Herald:

<https://www.pressherald.com/2021/01/03/obituaryrichard-dick-wright-clark/>

ABOUT OUR COMPANY



1931

Founded in Portland, ME in 1931 as the B. M. Clough Agency, the business went through a time of steady growth, leading to its purchase in 1945 by Paul S. Woodworth.



With the addition of Richard W. Clark in 1961, the agency was renamed Woodworth & Clark. A new generation of growth begins.

By 1969, the agency developed both personal insurance and business insurance departments, setting the stage for a period of growth and subsequent moves.

1977

In 1977, the Agency expanded to 307 Cumberland Avenue. In this same year, our name was changed to Clark Associates to reflect that our services came from an entire team of individuals and not just one agent.



1992

1992 brought a new office to outer Congress St. and then again in 2002. This served as an easily accessible location off I-95 for customers coming from all over the state.



2007

Our expansion into New Hampshire in 2007 marked our fourth office and, as the team grew, led to the decision to rename the agency as Clark Insurance.

2017

2017 marked Clark's transition to a 100% Employee Owned Company, a financial structure that serves as the backbone of our culture of teamwork to this day.

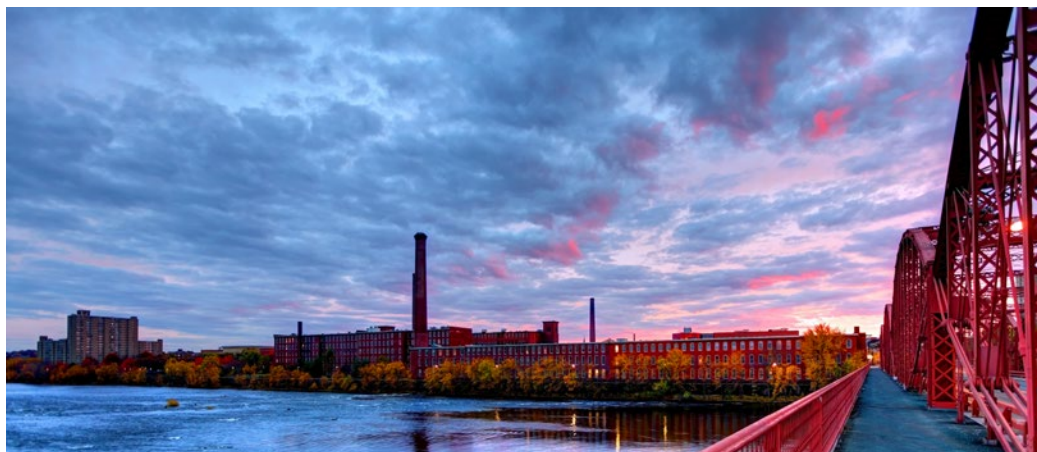
2011

In 2011, Clark acquired the Kelly Agency in NH and then merged with Turner Barker in ME in 2013. The acquisition in 2015 of The James L. Cooney Agency in MA, marked our expansion into Lowell and our service to the entire Merrimack Valley.

2020

Finally, in 2020, we moved our Lowell, MA office to the state-of-the-art Thorndike Exchange, added Haberman Insurance to our team in West Springfield, MA, and met the challenges of a global pandemic, setting the stage for our continued growth in the future.

BRANCH LOCATIONS



Clark Insurance is a 100% Employee Owned, Independent Insurance Agency serving individuals, families, and businesses across Maine, New Hampshire, and Massachusetts. We offer customized insurance solutions that cover Personal, Business, Employee Benefits, Bonds, Life, Health, Annuities, and Safety & Risk Consulting Services. As we grow as an agency, we must continue our work as a local, employee owned, and civic-minded organization that gives back to the community by contributing time, talents, and resources to help those around us thrive.

<u>CITY</u>	<u>PHONE</u>	<u>ADDRESS</u>
Portland ME	(207) 774-6257	1945 Congress St. Building A, 04102
Gorham ME	(207) 774-6257	64 Main Street 04038
Windham ME	(207) 892-8541	766 Roosevelt Trail 04062
Saco ME	(207) 571-8058	15 Pepperell Square Ste 3, 04072
Manchester NH	(603) 622-2855	One Sundial Avenue Ste 302N, 03103
Lowell MA	(978) 459-0505	165 Thorndike St Suite 3001, 01852
W. Springfield MA	(413) 781-7000	95 Ashley Ave 01089



2020 HIGHLIGHTS



- 2020 marked the 28th year of Clark's ESOP status. Our Employee Stock Ownership Plan (ESOP) is the backbone of our culture of teamwork and we hope it serves as an example of the sustainable benefit that employee ownership can bring to employees and companies alike.

- (left) We expanded our reach into Massachusetts with the purchase of the Haberman Insurance Group. The Haberman team is a community-focused insurance agency with strong ties to Western Massachusetts dating back to 1932. Originally founded by James C. Haberman, the agency has maintained steady growth while staying true to its service philosophy and business integrity.

- (left) In Response to COVID-19, our Safety & Risk Consulting Team produced webinars, whitepapers and individual consultations, all working to provide our customers the necessary tools and information around this new exposure. As the needs of our customers dictated and when possible, our team provided consultative services remotely, utilizing video conferencing to provide workstation assessments, training, and support of client needs like training safety committee members.

- (above) We successfully moved our Lowell, MA office from the St. Peter's Rectory building where we have been for five years to the Thorndike Exchange, a transformation of mill space into a thriving mixed-use campus. Conveniently located just minutes from major interstates, there is direct access to Boston and downtown Lowell.

- In 2020, 29 different employees successfully completed their education goals. These spanned 10 different industry certifications, a few of which included the Chartered Property Casualty Underwriter (CPCU) Designation. This designation is widely considered the most distinguished offered in the industry. All certifications and a Dale Carnegie Course were fully funded by Clark's Education Reimbursement Plan.

- (left) Our team continued to serve as educators across multiple different industries and states, conducting a total of 11 educational seminars, including sessions at the NH Safety & Health Conference, New England Brew Summit, the Fall Maine Real Estate Development Association Conference, Maine's State Human Resource Conference, Strategic Human Resources at Mt. Washington Conference and many more.

- (right) In addition to our agency-wide philanthropy in ME, NH, and MA, Clark's Activities Committee ran several internal fundraising drives for a variety of causes. From our United Way Campaign and Go Red for Women balloons to our Thanksgiving Fund and Jeans Day Fund, our team members raised a total of \$27,540 in 2020. Pictured right is a toy and clothes drive also run by the Activities Committee that benefited Root Cellar and the Salvation Army.



GIVING IN ACTION



1 As a long-time supporter of Goodwill Northern New England, we are always happy to hear success stories like this one. Jabo Mugabe came to Maine from Rwanda and after a challenging search, landed an IT job at WEX through the help of Goodwill's Job Connection Program. www.goodwillnne.org

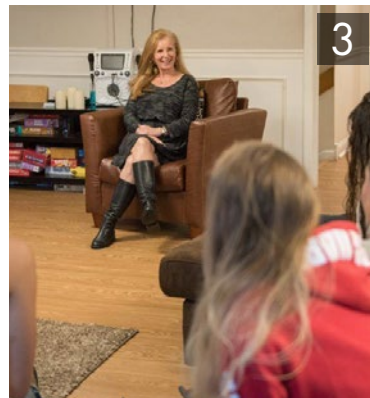


2 The services of Nashua Center are pictured with Charlene Hueber, a Speech Pathologist with The Children's Pyramid (2a) and Michelle Brown, providing a literacy class offered through LIFE-OP to young adults at their new 12 Simon St. location (2b).



www.nashuacenter.org

3 Megan's House Program Director, MaryBeth Murphy, shares a laugh with residents in the Great Room. The Great Room is where residents gather for group sessions, recreation, relaxation and where graduation ceremonies for residents who have completed the program are held. www.themeganhouse.org



4 Pictured here are Avesta Housing Residents hanging out and enjoying their new home. Avesta Housing is a nonprofit organization with a mission to improve lives and strengthen communities by promoting and providing quality affordable homes for people in need. Avesta provides safe, quality, affordable homes to 4,500 people in Maine and New Hampshire every day and believes everyone deserves a place to call home. www.avestahousing.org



OTHER HIGHLIGHTS



PREPARING THE WORKPLACE FOR EMPLOYEES RETURNING

Protocols

- Cleaning/Sanitizing
- Separation of staff
 - Distance
 - Barriers
- Touch Points
- Limiting Access to Areas
 - Lunchroom
 - Bathroom







EDUCATION

Clark continues its investment in internal education, congratulating the following individuals on their achievements:

- Aaron McCormack, AINS
- Adele Nichols, CPRM
- Ameer Rice, API
- Collin Cassidy, CPRM
- Evan Gleason, WCP
- Evangeline Irish, CPCU
- Heather Caston-Talbot, CIC
- Jen Paquin, MLIS
- JoAnn Martin, CPCU
- Kaleb Mayhew, REBC
- Kerry Peabody, RICP
- Nicole Robitaille, REBC
- Rebecca Harris, CPIA
- Tiffany Richards, AIS
- Tim Forte, CIC & WCP
- Zac Henry, CIC
- 9 Individuals completed the Dale Carnegie - *Winning with Relationship Selling Course*

EVENTS & WEBINARS

We continue to provide customers relevant, actionable education through complementary sessions & webinars. Pictured above is our Recruiting Best Practices Seminar co-sponsored by KMA HR Consulting as well as a COVID-19 Safety Webinar with MEMIC

CIVIC LEADERSHIP

- **Jeff Shaw**, Avesta Housing*, Maine Insurance Agents Association*
- **Scott Twitchell**, Junior Achievement of Maine*, Bowdoin College Fraternal Chi Psi
- **Jeff Lind**, USM Alumni Engagement Council* | **Gregg Ritter**, Root Cellar, PHS Girls' Soccer Coach
- **Bret Cote**, NH Association of Insurance Agents*, Auburn Rec Basketball League*
- **David Hamilton**, Maine Employee Benefits Council*, Casco Federal Credit Union*
- **Hugh O'Shea**, Maine Irish Heritage Center* | **Tom Saxby**, ABC Young Professionals Program, AGC
- **James Brissenden**, Maine SHRM State Council*, GP Immigrant Welcome Center*
- **Shannon Walton**, Associated Builders & Contractors (ABC), Construction Financial Management Association*, Associated General Contractors of Maine (AGC), Maine Better Transportation
- **Josh Fifield**, Maine Real Estate & Development Association*, T&C Federal Credit Union*
- **Anthony Inverso**, Kennebunk Rotary | **Marty Duggan**, Atrium Cedars Senior Living
- **Jeff Moynihan**, NH High Tech Council*, Nashua Center*, Auburn Rec Basketball League*
- **Heather Caston-Talbot**, Portland Buy-Local*, Insurance Professionals of Greater Portland*
- **Joan Hopkins**, Hospitality ME, Gorham Business Exchange*, Gorham Village Alliance*
- **Josh Ellis**, American Red Cross ME Chapter*, Institute For Family Owned Business*
- **Kerry Peabody**, Certification for Long Term Care*, VNA of Southern Maine*
- **Chad Cote**, Maine SHRM State Council* | **Scott Walker**, ABC Young Professionals Program, AGC
- **Anthony Villandry**, The Megan House Foundation*, Rotary Club of Lowell*
- **Tim McCarty**, American Society of Safety Professionals*, ME Safety & Health Conference*, Maine Youth Rising* | **Dave Nadeau**, Bowdoin College Institutional Review Board*
- **Tim Forte**, Maine Real Estate & Development Assoc., Professional Logging Contractors of ME
- **James Lowell**, Town of Sabattus Planning Board, Androscoggin Chamber of Commerce, Town of Sabattus Budget Committee Chair | **Michael Ng**, Greater Manchester Chamber of Commerce
- **Rebecca Harris**, Street Disciples, Stroudwater Food Pantry, Preble Street
- **JoAnn Martin**, Hospice of Southern ME, Portland Regional Chamber of Commerce
- **Matt Greenleaf**, Associated Builders & Contractors of Maine*
- **Monique Ruth**, Queen City Rotary (Past President), Make A Wish NH*



* Board Member

AWARDS & RECOGNITIONS



(left) Our New Hampshire office was named The “Regional Agency of The Year” by our Carrier partner Merchants Insurance Group. The Regional Agent of the Year designation is awarded to one of Merchants’ more than 1,000 independent agencies in each of the company’s four regions. Winning agencies are noted for achieving success through outstanding customer service, as well as supporting Merchants’ core values of integrity, respect, loyalty, teamwork and aspiring to improve.

(right) Since 2005, Avesta Housing has recognized an individual or organization for their service and dedication to the affordable housing industry. The award is named for the late Mike Yandell, a former Avesta Housing board chair and the former president of Gorham Savings Bank, who is remembered for his commitment to improving the community. In 2020, the Clark Team was thrilled to accept this award during an all-company virtual team meeting. We have worked closely with Avesta for nearly 15 years and are honored to have received this prestigious award.



Avesta’s Dana Totman (left) & Clark’s Jeff Lind



Kelly St. Onge

(left) In addition to her promotion to Personal Insurance Department Coordinator in our Portland, ME headquarters, Kelly St. Onge also earned herself two Safeco Insurance Awards last year: the Agent of Excellence Award and the Award of Distinction. These awards are presented to outstanding agents who are among the top producers in the country, have developed a solid underwriting relationship with Safeco, and qualified for their top recognition program.

(right) Earlier in 2020, our Windham, ME office placed 1st in the Insurance category of the Windham Eagle Awards. These awards are put on by the Windham Eagle Newspaper and serve as a resource to some of the area’s top businesses. The thousands of votes that were cast are a result of the devotion Darlene Pratt and Dianne Baggs give to their community, customers, and profession. Did we mention Darlene and Dianne have earned this award two years in a row?!



Darlene Pratt (left) & Dianne Baggs



Jessica Meierdirk

(left) Jessica Meierdirk, Account Manager in our Portland, ME office, has been recognized as Insurance Professionals of Greater Portland’s (IPGP) Rookie of the Year! The award recognizes the individual who participates in association affairs, completes insurance courses, is involved in industry activities, and whose impact is seen within the first 24 months of membership.

(right) Jeff Moynihan, Employee Benefits Account Executive in our NH office, completed the Leadership Greater Manchester Program! This excellent program allows its participants to not only learn more about the Manchester, NH Chamber, but also to immerse themselves in the history, culture and diverse landscape that is Manchester. By completing this program, Jeff can continue his leadership into the community, and help drive Manchester forward.



Jeff Moynihan



(above) One of our carrier partners, Chubb, bestowed its Cornerstone designation on Clark Insurance’s personal Insurance division. Of the approximately 3,600 U.S. personal insurance agencies that work with Chubb Personal Risk Services, less than seven percent have earned this designation.



2020 DONATIONS & SUPPORT

Associated General Contractors of ME
 Associated Builders & Contractors ME
 Alzheimer's Association
 American Institute of Architects
 American Heart Association
 American Red Cross
 Amoskeag Health
 Art Play Nursery School
 Bath Housing Authority
 Barbara Bush Children's Hospital
 Biddeford-Saco Chamber of Commerce
 Big Brothers Big Sisters of So. ME
 Bi-state Primary Care
 Bonney Eagle Class of 2020
 Boots2Roots
 Brick Store Museum

Hospice of Southern Maine
 Hospitality Maine
 Institute for Family Owned Business
 Junior Achievement
 Kennebec Behavioral Health
 Laura Foundation

New Beginnings
 NH Food Bank
 NH Healthcare Association
 NH High Tech Council
 New Horizons for NH Food Pantry
 Old Orchard Beach Community Food Pantry
 OneSky Community Services
 Opportunity Alliance
 Opportunity Alliance Pre-School
 Open Hands Open Hearts
 Portland Chamber of Commerce
 Portland Children's Dyslexia Foundation
 Portland Community Squash
 Foundation for Portland Public Schools
 Portland Museum of Art
 Maine Adaptive
 Stop Trafficking U.S.
 Portland Trails
 Portland Kids Duathlon
 Portland Recovery Community Center
 Portland Symphony Orchestra
 Portland Wheelers
 Preble Street
 ProsperityME
 Queen City Rotary
 Robbie Foundation
 Rotary Club of Kennebunk
 Rotary Club of Lowell
 Red Cross
 Saco Food Pantry
 Root Cellar
 Saddleback Mountain Foundation
 Salvation Army
 Scarborough Food Pantry
 Sexual Assault Response Services of So ME
 Sebago Lakes Region Chamber of Commerce
 Red Cross Hurricane Relief
 SMCC Foundation
 South Portland Food Cupboard
 Stroudwater Food Pantry
 Thornton Academy
 Through These Doors
 UMass Lowell baseball (Hot Stove Dinner)
 Visit Portland
 Waddles for a Cure
 Westbrook Food Pantry
 Windham Food Pantry
 Windham Woods
 Woodfords Family Services
 Yarmouth Food Pantry



Susan L. Curtis Foundation
 Camp Allen
 Camp Ketcha
 Chamber Collaborative of Greater Portsmouth
 Coalition for a Better Acre
 Falmouth Food Pantry
 Falmouth HS Project Graduation
 Falmouth Rotary Club
 Freeport Community Food Pantry
 Freeport Community Services
 Biddeford Food Pantry
 Friends of Woodfords Corner
 Frannie Peabody Center
 Girls Inc. of New Hampshire
 Good Shepherd Food Bank
 Goodwill Northern New England
 Goodwin Community Health
 Gorham Business & Civic Exchange
 Greater Manchester Chamber of Commerce
 Greater Portland Immigrant Welcome Center
 Greater Portland Health
 Gulf of Maine Research Institute
 Greater Portland Landmarks
 Habitat for Humanity of Greater Portland
 Home Care and Hospice Alliance of Maine

LearningWorks
 Lewiston Auburn Chamber of Commerce
 Maine Affordable Housing Coalition
 Maine Asphalt Pavement Association
 Maine Association of Non Profits
 Maine Better Transportation Association
 Maine Brewer's Guild
 Maine Chamber of Commerce
 Maine Children's Cancer Program
 Maine Coast Waldorf School
 Maine Council on Aging
 Hospitality Maine
 Maine Island Trail Association
 Make A Wish Foundation
 Manufacturers Association of Maine
 Mary's Walk



Mid Coast Hunger Prevention Program
 Middlesex Community College Foundation
 Megan House
 Merrimack Convention & Visitor Bureau
 Merrimack Repertory Theatre
 Merrimack Valley Food Bank
 Nashua Center
 National MS Society

CLARK INSURANCE AT A GLANCE

FOUNDED

1931

SIZE OF TEAM

120+

SERVING

Local, regional, national, and international customers

OFFICE LOCATIONS

MAINE

1945 Congress St. Building A
Portland, 04102

64 Main St.
Gorham, 04038

766 Roosevelt Trail
Windham, 04062

15 Pepperell Square, Ste 3
Saco, 04072

NEW HAMPSHIRE

One Sundial Ave, Ste 302N
Manchester, 03103

MASSACHUSETTS

165 Thorndike St., Ste 3001
Lowell, 01852

95 Ashley Ave
West Springfield, 01089

SERVICE OVERVIEW

Business Insurance
Personal Insurance
Employee Benefits
Bonding
Safety & Risk Consulting + Training
Claim Management
Compliance Support
24/7 Customer Service

INDUSTRIES SERVED

Condominium
Construction
Education
Design Professionals
Entertainment
Finance
Furrier
Energy
Habitational
Healthcare
Hospitality
Industrial
Manufacturing
Marine
Public Entity
Non Profit
Professional Services
Property Management
Real Estate
Retail
Service
Technology
Transportation
Wholesale