

Founded in 1931, Clark Insurance is your independent Insurance agency serving businesses, individuals, and families in Maine, New Hampshire, and Massachusetts.



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 Avesta Housing, and 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 USM's Alumni Association Board of Directors.



Scott Twitchell

A resident of Cumberland Center, ME, Scott is the EVP of Clark, focused on NH and MA. Scott started his career with Banknorth Insurance which eventually became USI Insurance Services, where 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 HamiltonSVP, Employee Benefits

Living in Gorham, ME, David Hamilton is a Senior VP and member of the Board of Directors. With 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 WentworthVP, Business & Employee Benefits

A resident of Falmouth, ME, Deb is VP of Business and Employee Benefit Services and is responsible for running the daily operations of the agency. She brings 30 years of experience to Clark, having worked for a number of carriers before joining our team in 2011. Her leadership includes oversight of our Claims Department as well as board positions with the Maine CPCU Society and Maine Applied User Group.



Bret CoteVP, NH & MA Sales Manager

Bret, a resident of Auburn, NH, has been in the business since 2000 and was the first representative of Clark in the New Hampshire market. With success, he has become a Vice President and is on the Board of Directors. He is active in the construction market, a graduate of Leadership Greater Manchester and serves as chair of the Board of Directors at Camp Allen as well as a Coach for his son's basketball team.



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 25 years of experience in the industry, working for various carriers, and joined Clark in 2003. He now serves as a Vice President of the agency, as a Fiduciary of the Clark Insurance Employee Stock Ownership Trust, and as the Sales Manager for our Maine Headquarters.



Mona Freeman Wilkinson VP, Personal Insurance

A resident of Gray, ME and a VP of the company, Mona is responsible for leading our Personal Insurance Department. In her 21 years of insurance experience (20 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 recently became the only person in Maine to hold the Certified Advisor of Personal Insurance (CAPI) designation.

MESSAGE FROM THE PRESIDENT

ABOUT THE 2019 ANNUAL REPORT

I'm proud to report that the 2019 year was marked by the highest level of growth in the history of the company. This success not only reflects on the organic growth our agency has seen across Maine, New Hampshire, and Massachusetts, but also the growth in several other key aspects of our agency, such as our customer base, employee size, and our trusted carrier partnerships.



Jeff Shaw, President

In the past year we have added 20 talented individuals to our team, totaling 123 employees in 7 offices across three states. We successfully conducted and launched an agency-wide re-branding, continued to invest in the education of our team, celebrated the 27th year of our status as an Employee Owned Company, continued to offer leading Safety & Risk Consulting Services to our customer base throughout New England, and received numerous individual, state-wide, and agency-wide awards and recognitions, as you will see in this report.

Through this growth, 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 remain agile, keeping up with the latest insurance trends and technological advancements shaping our industry, while honoring everyday the knowledge, professionalism, honesty, reliability, and responsibility that has defined Clark for the last 89 years.

Thank you to all those who helped shape Clark Insurance in 2019. This is an exciting time and our continued progress cannot be achieved without our loyal customer base, members of our growing team, our trusted carrier partners, and the valued referrals we continue to receive, which we consider to be the highest form of confidence in our work.

G. Jeffrey Shaw

President, Clark Insurance

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.



SERVICE SAVINGS SECURITY



Our firm makes a specialty of serving Great Portland residents with a wide variety of the ne lower cost package Home Owners Insurance. Or facilities enable us to provide each owner or tenar with the protection that best suits his needs.

WOODWORTH & CLARK Insurance of all forms
701 - 702, CASCO BANK BLDG., PORTLAND
SP 2-1963 or SP 2-1964

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.

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.



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.

2019

Finally, in 2019, we grew to 123 employees, our largest size ever, now covering 7 locations across 3 states. Our continued growth cements Clark Insurance as one of the largest independently-owned insurance agencies in New England.

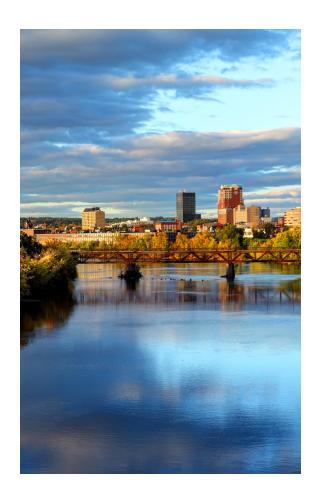
BRANCH LOCATIONS





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.

CITY	<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
Falmouth ME	(207) 774-6257	65 Gray Road 04105
Manchester NH	(603) 622-2855	One Sundial Avenue Ste 302N 03103
Lowell MA	(978) 459-0505	327 Gorham Street 01852



2019 HIGHLIGHTS





- 2019 marked the 27th 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 successfully rolled out an agency-wide rebranding with the help of Ethos Marketing & Design. Our genuine dedication and passion for insurance was distilled into a brand promise & commitment that we make to our customer base. Simply put, we love insurance so **you** don't have to. This fresh and fun campaign made its way across print, television, radio, and digital marketing platforms throughout 2019.



- We continued to expand our services, focusing on the education and promotion of Medicare Plans. In addition, our Safety & Risk Consulting services continued to meet the needs of a wide-array of customers and industries, with Tim McCarty delivering customized trainings on Safety Program Development, Ergonomic Assessments, Fleet Training & Program Development, OSHA Compliance, General Safety Program Development, TIPS Training, Disaster Recovery Planning, and more.
- We hosted 58 community meetings in our Portland Headquarters which included welcoming the Portland Chamber of Commerce, the University of Southern Maine, the Maine Society for Human Resources State Council, Stroudwater Village Association, and Portland Buy Local, to name a few.



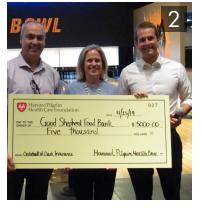
- (left) In 2019, 27 different employees successfully completed their education goals. These included 9 different industry certifications and a Dale Carnegie Course, all funded by Clark's Education Reimbursement Plan. Mona Freeman Wilkinson, VP of Personal Lines, completed her Certified Advisor of Personal Insurance (CAPI) designation and is now the only person in the state of Maine who holds this certification.
- (left) Our team continued to serve as educators across multiple different industries and states, conducting a total of 24 educational seminars, including sessions at the NH Safety & Health Conference, Maine Commercial Association of Realtors, Portland Society of Architects, Maine's State Human Resource Conference, The Fall Maine Employee Stock Ownership 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 Activities Raffle, our team members raised a total of \$18,991 in 2019. Pictured right is a toy and clothes drive also run by the Activities Committee that benefited Root Cellar and Safe Voices.

GIVING IN ACTION



- "Just a volcano of happiness" was wish kid Braxton's summary of his wish experience to be a Jedi. Clark Insurance joined Make-A-Wish Maine's Wish Night event in November of 2019 where guests listened as Braxton's family shared their story of how the wish experience creates joy for children battling critical illnesses. www.maine.wish.org
- We teamed up with Harvard Pilgrim and Bayside
 Bowl to launch our largest-ever Strikes Against Hunger
 Event. With the help of our team, friends, and family,
 we raised a total of \$10,340 that went towards the
 great work being done by Good Shepherd Foodbank. www.gsfb.org
- Each year, we support the LabVenture Experience at Gulf of Maine Research Institute, where 5th and 6th graders from all corners of Maine take on the role of scientist and conduct their own hands-on research. Each year, this program reaches about 10,000 students. www.gmri.org
- Clark funded the 4th floor of the Greater Portland Immigrant Welcome Center to help create the iEnglish Project: Digital Language Literacy. In an effort to get ahead of our workforce development challenges, the iEnglish project is an industry-specific digital english training tool that provides personalized language lessons at the pace of the learner.

www.welcomeimmigrant.org/ienglish











OTHER HIGHLIGHTS



EDUCATION

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

- Mona Freeman Wilkinson, CAPI
- Katherine Fitzpatrick, TIPS Trainer
- Monique Ruth, MLIS
- Johanna Kerry, MLIS
- Allison Gould, MLIS
- Matthew Poulin, MLIS
- Kelly Michaud, MLIS
- Jessica Thamm, CIC
- Kenneth Conley Jr., MLIS
- Kelly St. Onge, AIS
- Tammy Spalding, AINS
- Dana Brewer, P&C License
- Kathy Joy, AINS
- April Pelletier, REBC
- Connor Rague, ACSR
- Shawn Lee, CIC
- 11 Individuals completed the Dale Carnegie - Winning with Relationship Selling Course



EVENTS

We continue to provide customers relevant, actionable education through complementary sessions. Pictured above is our Family Medical Leave Act (FMLA) Update co-hosted with Unum and KMA HR Consulting.

CIVIC LEADERSHIP

Jeff Shaw, Avesta Housing*, Maine Insurance Agents Association*

Jeff Lind, Alumni Board of University of Southern Maine*

Bret Cote, Camp Allen*, NH Association of Insurance Agents*

David Hamilton, Maine Employee Benefits Council*, Casco Federal Credit Union*

Gregg Ritter, Root Cellar | Lee Ramsdell, Robbie Foundation*

James Brissenden, Maine SHRM State Council*, GP Immigrant Welcome Center*

Shannon Walton, Associated Builders & Contractors, Construction Financial Management

Association*, Associated General Contractors of Maine

Josh Fifield, Maine Real Estate & Development Association*, T&C Federal Credit Union*
Hugh O'Shea, Maine Irish Heritage Center*, SP/Cape Elizabeth Rotary Club
Anthony Inverso, Manufacturers Association of ME, Kennebunk Rotary

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*

Josh Ellis, American Red Cross ME Chapter*, Institute For Family Owned Business*

Bill Exley, Southern Maine Landlords Association, Cub Scout Pack 97, Princeton Alumni

Association of Maine*, Falmouth Rotary Club

Chad Cote, Maine SHRM State Council* | Nick Weiner, ME Society of CPAs, ME State Bar Marty Duggan, Friends of Long Creek, Atrium Cedars Senior Living Kerry Peabody, Certification for Long Term Care*, VNA of Southern Maine*

Adam Paprocki, American Red Cross NH/VT Chapter*
Monique Ruth, Queen City Rotary, Make A Wish NH*

Anthony Villandry, Loading Dock Arts*, 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. | **Tom Saxby**, Buxton Development Committee **James Lowell**, Town of Sabattus Budget Committee Chair, Androscoggin Chamber of Commerce

Rebecca Harris, Street Disciples, Stroudwater Food Pantry, Preble Street

JoAnn Martin, Hospice of Southern ME, Portland Regional Chamber of Commerce

Michael Ng, Greater Manchester Chamber of Commerce

* Board Member

AWARDS & RECOGNITIONS



(left) Clark Insurance was recognized as one of the leading insurance agencies in the United States by participating in The Best Practices Study performed by IIABA (Independent Insurance Agents & Brokers of America, Inc.) and Reagan Consulting. To qualify, we were nominated by state agencies and company partners. Those nominated then undergo an in-depth analysis that measures the extent to which we abide by the following four categories:

1. Customer Service Matters. 2. Focus on Business Operations. 3. Leadership Lessons. 4. It's About the People.

(right) Amee Rice, Personal Insurance Account Manager, was presented with the Insurance Professional of the Year Award by the Maine State Council meeting of the International Association of Insurance Professionals. In addition, Adele Nichols, Personal Insurance Team Lead was presented with the 2019 Insurance Professional of the Year Award as well, by a different group: Insurance Professionals of Greater Portland, at their All Industry Night.





ce Adele Nichols





(left) Bret Cote, VP, and the team in our Manchester, NH office won the Business of the Year Award from Business New Hampshire Magazine. This competition represents a partnership between Business NH Magazine and the NH Association of Chamber of Commerce Executives. To enter, we worked on an intensive application that involved 4 different referral letters from area business executives, a summary of all volunteer and philanthropic participation for the last two years, and a president's letter outlining the goals for Clark Insurance's growth in NH.

(right) Earlier in 2019, our Windham, ME office placed 1st in the Insurance category of the Windham Eagle Awards. These awards are put out 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.



Darlene Pratt (left) & Dianne Baggs



(left) Jeff Lind, Chief Operating Officer at Clark Insurance, was presented with the Lee Allen Award by The Institute CPCU Society's Maine Chapter this past year. This award is presented to individuals within our local CPCU Society that display a high level of dedication and contribution to the Maine insurance industry.



(left) Mona Freeman Wilkinson, VP of the Personal Insurance Department, received her Certified Advisor of Personal Insurance (CAPI) designation from the Aresty Institute of Executive Education at the Wharton School of the University of Pennsylvania and Chubb.



(left) We celebrated 34 years of commitment, dedication, and service with Lee Ramsdell, longtime commercial sales agent and sales leader at Clark. Joined by friends, family, team members, and loyal customers, we gathered at DiMillo's on The Water to congratulate Lee on his impact and successes over the years. Lee will stay close, now remaining with Clark in his new capacity as an independent consultant. Congratulations, Lee!





2019 DONATIONS & SUPPORT

Kiwanis Portland

A Company of Girls American Council of Engineering Companies NH American Council of Engineers in Maine American Heart Association American Institute of Architects Androscoggin Chamber of Commerce Associated Builders & Contractors of Maine Associated General Contractors of Maine Barbara Bush Children's Hospital Bath Housing Authority Beacon Group Foundation Biddeford Food Pantry Biddeford Football Biddeford Little League Girls softball Biddeford-Saco Chamber of Commerce Big Brothers Big Sisters of Southern Maine



Bobby Stephen's Fund for Education Bonny Eagle Class of 2020 Proj. Grad. Boy Scouts Pine Tree Council Boys & Girls Club of Greater Lowell Brick Store Museum Camp Ketcha Camp Susan Curtis Cathance River Education Alliance Catholic Charities of Merrimack Valley Catie's Closet Center for Grieving Children Chamber Collaborative of Greater Portsmouth Children's Museum & Theatre of Maine Coalition for a Better Acre Community Bicycle Center Construction Financial Management Association Disaster Recovery Institute Dyslexia Center of Portland Easter Seals of Massachusetts Falmouth Food Pantry Falmouth Rotary Club

Farmstead of New England

Fellowship Housing Opportunities

Foundation for Portland Public Schools

Frannie Peabody Center Freeport Community Services Friends of Casco Bay Friends of Woodfords Corner Girls Inc. of New Hampshire Good Shepherd Food Bank

Goodwill NNE



Goodwin Community Health Gorham Athletic Boosters Gorham Business & Civic Exchange Gorham Business Exchange Greater Lowell Chamber of Commerce Greater Manchester Chamber of Commerce Greater Portland Health Greater Portland Immigrant Welcome Center Greater Portland Landmarks Greater Seacoast Community Health **Greely Hockey Boosters** Gulf of Maine Research Institute Habitat for Humanity of Greater Lowell Habitat for Humanity of Greater Portland Home Care and Hospice Alliance of Maine Hospice of Southern Maine



Human Resource Association of Southern Maine Immigrant Legal Advocacy Project Institute for Family Owned Business Insurance Professionals of Greater Portland John Duranceau Scholarship Junior Achievement Katie's 5k Kids in Disability Sports Lake Stewards of Maine Lakes Region Chamber Landon Dawley Fund Laura Foundation Learning Works Leavitt's Mills Lewiston-Auburn Chamber of Commerce Lowell Association for the Blind Lowell Firefighters Association Lowell Folk Festival Lowell House Lowell Points of Light Festival **Lowell Spinners** Lowell Transitional Living Center Maine Real Estate Managers Association Maine Adaptive Maine Affordable Housing Coalition Maine Asphalt Pavement Association Maine Association of Public Housing Directors Maine Association of Non-Profits Maine Behavioral Healthcare Maine Better Transportation Association Maine Brewer's Guild



Maine Chamber of Commerce
Maine Children's Alliance
Maine Children's Cancer Program
Maine Children's Home for Little Wanderers
Maine Council on Aging
Maine Distiller's Guild
Maine Interior Designer Association
Maine Island Trail Association
Maine Juniors Volleyball
Maine Marathon
Maine Real Estate Development Association
Make A Wish Foundation, Maine
Make A Wish Foundation, NH
Manchester Chamber of Commerce
Manchester Community Health Center

Maine Certified Public Accountants





DONATIONS & SUPPORT CONTINUED...

Manchester Historic Association
Manchester Rotary Club
Manufacturers Association of Maine
Mary's Walk/Maine Cancer Foundation
Merrimack Convention & Visitor Bureau
Merrimack Repertory Theatre
Merrimack Valley Food Bank
Mid-Coast Hunger Prevention Program



Million Women Mentoring Multiple Sclerosis Society My Place Teen Center Nashua Center National MS Society National Safety Council **New Beginnings** New Horizons for NH Food Pantry Newspapers in Education NH Food Bank NH Healthcare Association NH High Tech Council Ocean Park Association Old Orchard Beach Community Food Pantry Olympia Snowe Women's Leadership Institute OneSky Community Services

Middlesex Community College Foundation



Open Pantry of Greater Lowell Opera Maine Opportunity Alliance Palaver Strings Partners for World Health Pine Grove Scholarship Portland Buy Local Portland Children's Dyslexia Foundation Portland Community Squash Portland Kids Duathlon Portland Museum of Art Portland Recovery Community Center Portland Regional Chamber of Commerce Portland Rotary Charitable Fund Portland Safe Portland Society for Architecture Portland Symphony Orchestra Portland Water District **Preble Street** Professional Logging Contractors of Maine Project LEARN **ProsperityME**

Open Hands Open Hearts



Red Cross
Robbie Foundation
Root Cellar
Rotary Club (Biddeford-Saco)
Rotary Club (Kennebunk)
Rotary Club (Lowell)
Rotary Club (Portland)
Rotary Club (Saco Bay)
Saco Food Pantry
Saco Little League
Saco Main Street
Safe Voices Walk/Run
Salvation Army
Scarborough Food Pantry

Queen City Rotary

Sebago Lakes Region Chamber of Commerce Sexual Assault Response Services of So. ME Shedd Park Baseball Organization Shekinah Glory Island Ministries



Southern Maine Community College Foundation Society for Human Resource Management South Portland Food Cupboard South Portland High School South Portland School Department Southern Maine Agency on Aging Southern Maine Landlord Association Stroudwater Food Pantry Supporting Strategies Partners The Wish Project Thornton Academy University of Massachusetts, Lowell University of Southern Maine Upreach Therapeutic Equestrian Center **US Chamber of Commerce** Wayfinder Schools Westbrook Food Pantry Westbrook Kiwanis Wide Horizons for Children Windham Food Pantry



Woodfords Family Services Yarmouth Food Pantry

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

65 Gray Road Falmouth, 04105

NEW HAMPSHIRE

One Sundial Ave, Ste 302N Manchester, 03103

MASSACHUSETTS

327 Gorham St. Lowell, 01852

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

