

# THE MARKET FINDER



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## Message from the President

With the retirement of Market Finders Founder, Jim Ryan, I have a challenging task ahead of me trying to follow in his footsteps. However, in over a quarter of a century beside Mr. Ryan, I have grasped the genuine importance of loyalty. I have also been able to experience the positive results of a firm handshake and an honest day's work.

I am honored to be only the second President/CEO in the history of our company. Awhile back, I asked Mr. Ryan why he chose me to carry on our next generation and he replied that he sees the same passion for our customers, our carriers and our staff that he has embodied in his 46 years as our leader. I told him that I never thought of it like that... that I always thought I was just doing my job – to which Mr. Ryan replied, *exactly*.

Mr. Ryan has handed to us a big little company. An established success story that will perpetuate into the future as one of the few remaining independently owned MGA/Wholesalers. A caring company which rewards its dedicated staff in their retirement years with an impressive ESOP-based program and matching 401K plan, all tied to everyone's individual success.

Many times per day, I reflect back to my experiences gained from every agent, every company representative, our Lloyds of London partners, and those internally that came before me. I have always tried to remain very humbled to include everyone that has and continues to influence my career, including the dedicated support from my family. I am determined to successfully lead our big little company for many years ahead... lest I ever forget the importance of where it all started, nor those that I carry with me every day. We look forward to continuing our commitment to our customers and appreciate your loyalty.

Thank you, Mr. Ryan, for your vision, for the apprenticeship, and most importantly for creating a needed home and purpose for one very lucky country boy and his family.



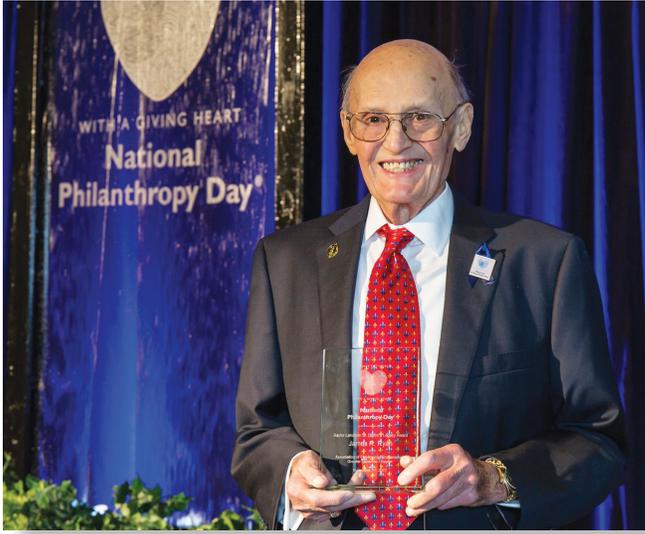
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**“HANDLING THE UNUSUAL RISK . . . UNUSUALLY WELL.”**

# Update from the Chairman of the Board

## Jim Ryan



*A smiling Jim Ryan recently accepted the “Leave a Legacy” award given by the American Cancer Society, American Diabetes Association, American Heart Association, and Hospirus/Hospice.*

the Kentucky Lloyd’s Agents Association. I also served on the Board of Directors of NAPSLO. (NAPSLO and the AAMGA merged this year to form WSIA.)

In the future, I will remain as Chairman of the Board and as an advisor to President/CEO Joe Miller and to Vickie Smith, CFO and Secretary/Treasurer. Joe has been with MFIC 26 years, and Vickie has 34 years with the company. Through my Trust, provisions have been made to insure that Joe and Vickie will continue the Company. This also assures that we will remain as an independent wholesaler. Since neither Joe nor Vickie needs a lot of mentoring, I will be spending most of my time dealing with my charities.

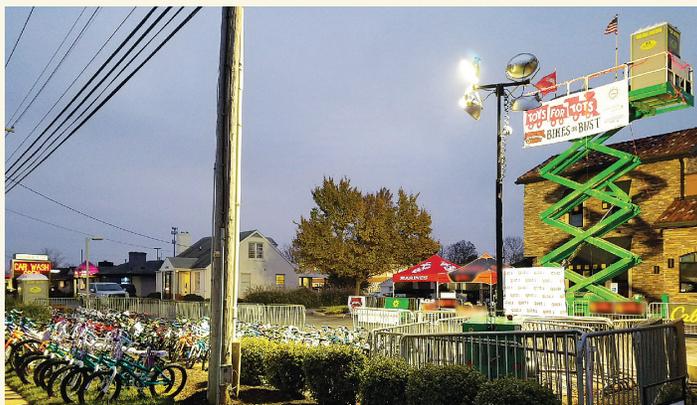
Merry Christmas and Happy Hanukkah,

Jim Ryan,  
Chairman

Next month, I will turn 81 years old – and after nearly 60 years in the insurance industry... and 46 years since starting Market Finders – I will be devoting most of my time to charity involvement.

Last month, Joe Miller was promoted to President. Joe and I have worked closely together since he graduated from college. Joe has worked in every department at Market Finders as a broker/underwriter during his tenure. He has been CEO for the last year and my understudy for several years. Prior to becoming President, corporately, Joe has held the position of Vice President, Chief Operating Officer, and CEO.

I have been fortunate in my career to meet many wonderful people, employees, agents, and insurance company executives and personnel. I have had the honor to serve as President of the AAMGA, Kentucky Surplus Lines Association, and



*MFIC employees contributed several bicycles to “Toys for Tots”. A local radio station had a DJ camped out on a scissor lift during the fundraiser.*

## Employee Giving

Giving runs deep at Market Finders. Our employees raise money throughout the year to contribute to our “Employee Fund.” This is used to host lunches for the staff during Christmas and Thanksgiving. It is also used to fund the Office Christmas Party. However, the main focus of the Employee Fund is to give to charities during the holiday season. This year, three charities were chosen: Toys for Tots, Salvation Army, and the American Red Cross.

# Amazing Underwriting Feats

Market Finders fills a niche, like most Excess and Surplus Lines Brokers. We may not be able to regularly compete with standard market pricing – but when you have a risk the standard markets reject, that is where we excel. To show you how seriously we take our slogan, *Handling the Unusual Risk... Unusually Well*, below are a few of the risks we have written in 2017 that may seem a bit more challenging to place.

- Our Aviation Department wrote coverage for a national Research and Development firm testing satellite navigational equipment. \$5M GL limit, \$12,000 premium.
- Inland Marine coverage for two mobile horse spas in Kentucky. The spa units are loaded on trailers and taken to different horse tracks in the Southeast. The spas are loaded by forklift. TIV of the 2 units is \$130,000. \$1,250 premium.
- Professional Lines policy for a dentist group providing services to Correctional Facilities in Ohio. Had been non-renewed, since carrier is no longer writing risks going to Correctional Facilities. \$98,000 premium for \$1MM/\$3MM liability limits.
- Church in New Orleans with a lapse in Property coverage since Hurricane Katrina (2005). GL \$1MM/\$2MM limits with Property. \$300,000 TIV Replacement Cost. Excludes wind/hail. \$2,655 premium.
- Personal Lines wrote a homeowner's policy in Massachusetts. Home valued at \$3M with a \$68,000 jewelry schedule. \$14,190 premium.
- We have also written (or renewed) policies for professional race teams, country music stars in Tennessee, and pop singers in California, since many standard markets shy away from high-profile individuals.

## Newest Underwriter

### Brandon Kays

Our newest Commercial Underwriter hails from right here in Louisville. Brandon Kays comes to us from the retail side of the business, having worked in his father's agency and as a Nationwide agent for several years. Although his experience as an agent prepared a great foundation of insurance knowledge, he has been working diligently with Joe Miller over the past several months to learn the underwriting side.

In addition to the insurance industry, Brandon's educational background is in psychology and counseling. He continues to pursue his goal of helping people by becoming a licensed Marriage and Family Therapist. His unique background is exemplified by his drive to help agents find placement for hard-to-place risks and his desire to build lasting, mutually beneficial relationships with his customers and carriers.

Brandon feels he has greatly benefitted from the wealth of knowledge shared by the experienced underwriters he works with and the great agents who continually place their trust in Market Finders.

Brandon loves talking insurance and would love to help your agency write more business. If you have any questions related to specific risks or would like to talk with him about anything and everything, you can reach him at (800) 626-5660 extension 1128 or bkays@mfic.com.



**Brandon Kays**  
Commercial Underwriter

## Vickie Smith Secretary / Treasurer

In my tenure at Market Finders I have been a part of what we in our company refer to as the “back office.” From my beginning days with the company 34 years ago, our behind-the-scenes back office staff has always been the backbone that assures that our processing systems work seamlessly, while providing dedicated support to our underwriting staff.

Our family-oriented group is always striving for excellence in customer service and support. Several of our administrative staff have over 20 years of service with



*Market Finders staff getting ready for the Annual Agent Appreciation Picnic to start.*



**Vickie Smith**  
*Secretary / Treasurer*

Market Finders and are cross-trained for different functions within the administrative division. I am privileged to work with an amazing group of people who understand that insurance is a “deadline driven” industry and give their all to meet those deadlines.

Joe and I are honored to continue the legacy began by Mr. Ryan nearly 46 years ago. I am grateful for the confidence he has placed in me and will do my utmost to keep that trust. I certainly wish Jim Ryan many years of care-free living to enjoy the fruits of his labor... labor that the employees of Market Finders benefit from every day.

### Keep It Simple...

### Quick Quotes

We invite you to check out the Quick Quote applications on our website for your simple risks. [www.mfic.com](http://www.mfic.com) > applications.

From these short information-gathering pieces, we usually can provide a proposal quickly to you for those basic risks that don't involve a lot of underwriting questions.



## Our Agents are Important To Us!

Though it is true that agents outside the Kentuckiana area rarely get to participate, we like to reward our customer loyalty with complimentary tickets to Churchill Downs, Louisville Bats baseball, and our championship Louisville City FC soccer team. We also host an annual Agent Appreciation Picnic onsite each September. We love meeting our agents face to face.

*Underwriters Seth Dotson and Brandon Kays clowning around with the corn hole boards during the Agent Picnic.*

