

Risk Control & Education

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Senior Vice President

Glatfelter
INSURANCE GROUP®
An **AIG** company



We will be the leading provider of risk control and education services in the markets we serve. This will be accomplished by:

- Focusing on losses and the loss exposures our clients face
- Assisting our distribution network in client acquisition and retention
- Assisting our UW partners in account selection
- Maintaining a high level of industry expertise in the markets we serve

Industry Expertise - VFIS

Director: Mike Baker CRM,
CPCU, AIC



Industry Expertise – GPE/GMC



Director: Matt Olphin CPCU,
CSP, ARM

| Industry Expertise - GH

Dr. Christina Boyle, DNP, MSN, RN



Industry Expertise - Education



Director: Rick Gurba

Focused on Loss Leaders

- VFIS
- GPE
- GH
- GMC

Softer Approach



Resources You Can Use

- Websites
 - Marketing Partnerships
- Distance Learning Site: VFIS/GIG University (“VFISu/GIGu”)
- Training Programs
- Onsite Training
 - Train the Trainer (VFIS)

Resource Guides

RESOURCE GUIDE

At Glatfelter Public Entities, we provide more than just insurance. We offer education and risk management resources to help our municipal and water clients prepare for the unexpected. Serve your community confidently with coverage from The Public Entity Specialist.

RISK MANAGEMENT

educational materials and training videos to tips 1-person consultations, we provide:

185+ "Manage Your Risk" best practice guidelines available for download

Checklists, infographics and sample procedures/policies

Training USBs on topics such as safe driving and harassment and discrimination prevention

On-Staff CPSI to assist with playground questions

On-site hazard identification, including:

- + Employment practices liability assessments
- + Law Enforcement liability assessments
- + Property self-inspection program assessments
- + Playground safety assessments
- + Vulnerability assessments

Regional seminars/webinars

Discounted background checks offered through Intellicorp

Law Enforcement Roll Call Reminders

Discounted pricing for Lexipol

PLI Helpline available for general information about broad range of human resources and employment law subjects

SAFETY SOLUTIONS

tips and tools designed to help keep your organization safe. Topics include:

- General liability
- Sexual abuse prevention
- Crime prevention & security
- Auto safety
- Personnel management
- Employee safety
- Property management
- Law Enforcement

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Glatfelter/VFIS University (VFISu)

Manage training programs efficiently with our easy-to-use e-learning platform. Features include:

- Training programs developed by our industry experts covering topics from general industry to courses unique to your organization. Subjects include:
 - + Driver and Vehicle Safety
 - + Law Enforcement
 - + Personnel Management
 - + General Risks
 - + And more
- Quick and easy assignment of training to all employees
- Ability to track staff progress and compliance
- Certificates of completion
- Administrative level reporting

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PUBLIC ENTITIES

Products Applications Claims



QUICK LINK ONLINE RISK RESOURCES

for Emergency Service Organizations

General | Training | Personnel | Vehicle | General Liability | Jr. Member

VFIS is pleased to offer a vast library of risk control, loss prevention and safety materials. These tools are designed to help improve risk management efforts and claim results, enhancing the long-term insurability of our emergency service insureds. Use the links or QR codes below to get to your online resource.

Category	Resource Hyperlink	QR code
General	VFIS Website - vfis.com	
General	ResponderHelp.com	
Podcast	Don't Risk It! a podcast by VFIS	
General	VFIS University	

Category	Resource Hyperlink	QR code
Training	Education and Training Catalog	
Training	In-Person Training Classes - Calendar & Sign Up	
Personnel	Employment Practice Helpline	
Vehicle	Emergency Vehicle Response Guidelines	

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PUBLIC ENTITIES

(07/24)

Does This Really Make a Difference?

VFIS CLIENT RISK SOLUTIONS
CUSTOMER SATISFACTION SURVEY

NANDA *C-34400* *Pav / Macaluso*

1. Did the Risk Solutions Consultant adequately explain the purpose of the visit and provide you with information on how to better prepare for the meeting? ☒ Yes ☐ No

2. Did the Risk Solutions Consultant adequately explain the VFIS website vfris.com and the training resources available? ☒ Yes ☐ No

3. At the conclusion of the survey, did the Risk Solutions Consultant explain how the final assessment report would be delivered and how you could connect with future questions? ☒ Yes ☐ No

4. Based on this experience, please rate the value that you feel the Risk Solutions Survey provided to your organization. ☒ Excellent ☐ Good ☐ Fair ☐ Poor

5. How would you rate the overall performance and service delivery for the Risk Solutions Consultant? ☒ Excellent ☐ Good ☐ Fair ☐ Poor

6. Additional comments: *This is why my organization stays with VFIS. Exr. Dir.*

Thank you for your business and for your valuable feedback. If you have any other questions, please contact us.
Client Risk Solutions | 183 Leader Heights Road | York, PA 17402 | 800.233.1957

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How Can You Use Us?

- Accompany Us
- Problem/Troubled Accounts

Questions?



QUESTIONS?

Thank you!

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