

June 4, 2012

**Association Members Can Now Access
Federated's Risk Management Resource Center**

Beginning June 1, 2012, your association members will have access to Federated's newly developed Risk Management Resource Center, a one-stop source for business owners' loss control needs. Members can simply call Federated's Client Contact Center at 1-888-FED-4949 and request risk management support. From there, they will be "warm transferred" to the Risk Management Resource Center (RMRC).

Available Monday – Friday, 7:00 a.m. to 5:00 p.m. (Central Time), the RMRC offers immediate access to risk management expertise without having to schedule or wait for an in-person visit.

The RMRC will be staffed by experienced risk consultants specialized in providing support via remote consultation. These highly-trained individuals are available to help members:

- Proactively address loss control issues identified during conversations with Federated marketers, specifically following their annual Risk Control ReviewsSM
- Access and best utilize Federated's Shield NetworkSM, an online risk management resource library
- Obtain risk management brochures, presentation support materials, safety DVDs, and other loss control tools

Members may also receive a call from the Risk Management Resource Center following their Risk Control Reviews to discuss the loss control goals they've set and get the ball rolling.

We're excited to launch the RMRC as a value-added benefit for your members. Leveraging technology and "live voice" expertise, the RMRC is poised to help your members better control their insurance costs and keep their businesses safe.

Regards,

Steve Almanza

Steve Almanza
Account Executive