Why Select PWA?

Established in 1983, PWA Insurance Services provides employee benefit, financial and business planning services to employers throughout Northern California, Nevada, Oregon and Washington. We have a long-standing reputation for focusing on the needs of the client, finding the right solutions and providing the highest level or service available.

We are responsive to the changing medical and financial environment; focusing on providing long-term practical solutions that approach each situation carefully. We listen to you and apply our best thinking to meet your needs and requests.

The business world is facing rising health care costs, a shrinking skilled labor pool and reduced profit margins. As your benefit advisor, PWA assists you in defining a program that provides direction to your employee benefits program.

Integrated Benefits Philosophy

"Medical costs can no longer be ignored"

Benefit costs impact the bottom line of every company, yet a strong benefits package helps attract and retain valuable, skilled employees. We will help you navigate a path that provides positives outcomes and takes into account your corporate goals.

We examine your situation, take into account your needs and concerns while providing workable solutions that can be implemented seamlessly. We are interested in a win/win situation for your company and employees. PWA supports the ideas of:

- Managed health care delivery systems
- Case Management
- Employee cost-sharing
- Defined benefit dollar programs
- Private doctor–patient relationship
- CDH's (Consumer Driven Health Plans)
- Utilization & predetermination reviews
- Patient's access to qualify care
- Benefit Dollar Allotment programs
- Tax sheltered benefits
- Cafeteria Plan Management

Benefit Cost as a Percentage of Payroll

	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Health Care Benefits	[illegible]	[illegible]	[illegible]	[illegible]
Pension Plans	[illegible]	[illegible]	[illegible]	[illegible]
Capital Accumulation Plans	[illegible]	[illegible]	[illegible]	[illegible]
Death Benefits	[illegible]	[illegible]	[illegible]	[illegible]
Disability Benefits	[illegible]	[illegible]	[illegible]	[illegible]
Other Benefits	[illegible]	[illegible]	[illegible]	[illegible]
Total Benefits*	[illegible]	[illegible]	[illegible]	[illegible]

Benefit costs have not increased for employers as a percentage of payroll but costs have increased at a double-digit pace that is leaving pondering where to cut costs with their benefits program.

Average Health Care Cost Increases: 1998-2002

	1998	1999	2000	2001	2002
Health Care Plans					
Active Employees	4%	7%	10%	12%	13%
Retirees under age 65	4%	6%	10%	17%	13%
Retirees age 65 and older	5%	10%	24%	18%	19%
Combined	4%	7%	12%	13%	14%
Inflation Measures					
Consumer Price Index (CPI)	2%	2.7%	3.4%	2.6%	
Medical care component of CPI	2%	3.7%	4.2%	4.5%	

Source: Towers Perrin Health Care Cost Survey

• 11291 Pyrites Way Suite #B / Gold River CA 95670 / P.916.631.7887 Tollf Free 888.778.0771 F.916.631.6880 •
www.pwadmin.com • CA Lic. OB89320

Testimonials & Professional Memberships

"PWA has done an outstanding job of working with management and our employees in delivering a quality benefits program. I would highly recommend them to others."
- Joyce Riffel, Admail West

"Switching to PWA has made a tremendous difference in the management of the benefits program."
- Barbara Gillespy, Reponse One Medical

"...they should be apprised of the excellent service and integrity you show in your dealings with members."
- Bonnie Faulker, Sac Yolo Port

"They have gone above and beyond the call of duty for our employees..."
- Tammie Peter, Helm Technical Services

"If you are looking for someone to handle your employee benefits and/or human resource needs, I believe PWA is your best choice."
- Mark Ross, The Plastic Surgery Center

Professional Partnerships

- Sacramento Metro Chamber of Commerce Economic Development Committee
- Sacramento Metro Chamber of Commerce Healthcare Committee
- Sacramento Metro Chamber of Commerce Small Business Advisory Committee
- National Association of Health Underwriters
- Society of Financial Service Professionals
- Employee Benefits Institute of America
- The Employer's Council - Reduced fees for services & legal seminars
- Benefit Advisors Network (BAN); Provides the strength and adaptability of a large brokerage house with access to benchmarking data, management of large plans with regional offices across the U.S., free benefit website services, total web-based benefit management services*, payroll services, CDHP management and discounts for certain non-insurance services. *(*fee based)*

Partial Client Listing. Written Permission to use the information given, has been granted by each reference listed.

Our Services

Employee Benefit Programs

Employee Benefit Plans

- Fully, Partially and Self-Funded Plan Types
  - Health, Dental, Vision, Life, LTD, STD, LTC
    - Voluntary Benefits & Worksite Marketing
      - EAP & Wellness Programs
        - Cafeteria Plan (Section 125 plan)
      - COBRA & HIPAA Administration
    - 401(k), 403(b), Profit-Sharing plans
  - Qualified & Non-Qualified, Defined-Benefit and Deferred Compensation plans.

Business Planning Services

Business Planning Services

- Buy/Sell Agreements & Business Continuation Planning
  - Executive & Key Employee Compensation Programs
- Business Advisory Group Services

Property & Casualty Services*

Property & Casualty Services*

- Commercial & Professional Liability
  - Commercial Property & Auto
    - Risk Management and Workers' Comp.
      - Bonds & Business Overhead Expense

Provided by Coastal Valley Insurance Services

Individual Planning Services

Individual Planning Services

- Life Insurance and Annuity Services
- IRA Rollovers and Retirement Planning
- Financial Planning Services
- Long Term Care Planning
- Individual health, dental, LTD 14and vision insurance
- Estate Planning Services

• 11291 Pyrites Way Suite #B / Gold River CA 95670 / P.916.631.7887 Tollf Free 888.778.0771 F.916.631.6880 •
www.pwadmin.com • CA Lic. OB89320

Employee Benefit Program Support Services

Our Client Service Department seeks to resolve most claims within 48 hours. In addition, PWA provides the following services as a standard to our clients:

- Customized Benefit Informational Website
- Eligibility tracking, process new employee enrollments/changes/terminations
- Enrollment packets w. customized material
- Ongoing claim, service & eligibility support through an assigned Accunt Service Rep.
- Quarterly newsletter and informational emails that can be distributed to employees.
- PWA's Benefit Management Manual & Administrative Services Agreement
- HIPAA compliance/assistance
- Meet with H.R. and Mgmt on an ongoing or as needed basis
- Onsite enrollment meetings
- Benefit Administration workshops, educational meetings & wellness fairs
- Review and negotiate carrier contacts, provide annual carrier reviews
- Assist and coordinate implementation of new benefits and/or benefit changes.

A sampling of the carriers we work with and our strategic partners

Health, Dental, Vision, LTD/STD, Life

Blue Shield, HealthNet, PacifiCare, Kaiser, Western Health Advantage, Aetna, CIGNA, Delta Dental, G.E Financial, Blue Cross Companies, Premier Access, Unum, Fortis, Guardian, MetLife, Safeguard, Standard, Jefferson Pilot, VSP, MES, Sun Financial, Canada Life, AFLAC, AllState, Pan American and Safeco.

Financial Institutions

Minnesota Mutual, American Funds, Oppenheimer, Pan American, Mass Mutual, Guardian, Standard, Scudder Kemper, Safeco, ING, AGA Financial and AREI.

Preferred TPAs

Benefit Resources Inc., OptiLife Administrators

Strategic Partnerships

BAN (Benefit Advisors Network), Cobra/REliance, AGA Financial and Coastal Valley Insurance Services

Fidiciary Responsibility & Due Diligence

. There are hundreds of carriers but we choose to only work with carriers with a proven background in delivering solid products and who meet the following criteria: ***High A.M. Best Rating (A or better) and Standard & Poor Rating of AA- or better: Moody's Rating of A1 of better and are financially sound.***

PWA Insurance Services Point West Administrators

• 11291 Pyrites Way Suite #B / Gold River CA 95670 / P.916.631.7887 Tollf Free 888.778.0771 F.916.631.6880 •
www.pwadmin.com • CA Lic. OB89320

Conny K. Saab, CLU, ChFC, IAR

Conny is president of PWA Insurance Services. Conny has more than 30 years experience in the health insurance and financial services industry, and specializes in working with business owners in developing long-term insurance and investment planning. Conny is an active member of the International Assoc. of Financial Planners, Golden Key Society and past-president of the Sacramento Chapter, Society of Financial Service Professionals. Conny served as a Regional Vice-President and as general agent for Mass Mutual's Northern California office from 1982 to 1991. In addition, he has served on the board's of various companies as an advisor and as well speaking before the California Assoc. of CPAs, California Employer's Advisory Council and National Assoc. of Life Underwriters. Conny is also a Registered Representative with ePLANNING Securities, Inc.

Jeffrey Paul Gardenhire

Jeff brings to PWA more than 15 years experience in the health insurance industry. As vice-president of Employee Benefits, he is responsible for overseeing client services and the administration of benefit plans. Jeff is well versed with the varying lines of insurance and strives to fit the client with a quality benefit plan. Jeff is working towards his Managed Healthcare Professional designation, and served as an ambassador for the Sacramento Chamber of Commerce for four years.

Conny Michael Saab

Michael joined PWA in 1998 to assist with client services and as an agent. Michael primary function is working with employer employee benefit programs and individual product lines. In addition, Michael develops PWA's communication material, including the website and quarterly newsletter. Michael received his degree in public relations in 1993 and brings with him more than 5 years experience in marketing and public relations. Previously, he served as a public relations specialist for Landmark Healthcare, an alternative managed care organization.

Scott Tomei CFP™

Scott received his Bachelors of Science degree from UC Davis. He is currently enrolled at American College working toward his Masters of Science in Financial Services. Scott is a financial advisor and instructor for AGA Financial, and has taught Financial Strategies for Successful Retirement at local colleges and corporations. Scott focuses his efforts to help his clients achieve their personal and financial goal. By utilizing comprehensive investment strategies and proper risk management, his clients are better able to achieve their objectives while maintaining their standard of living. Scott is a Registered Representative with ePlanning Securities Inc. Member NASD, SIPC.

Jeremy Armitage CFP™

Jeremy received his Bachelors of Science degree from the University of California, Davis with a focus on managerial economics. Jeremy is a CERTIFIED FINANCIAL PLANNER TM certificant and is currently working on his Masters of Science in Financial Services through the American College in Bryn Mawr, Pennsylvania. Jeremy is an instructor for AGA Financial, and has taught Financial Strategies for a Successful Retirement and Successful Money Management seminars to the public at local colleges and to the employees of nearby corporations. He emphasizes comprehensive financial strategies, by combining needs analysis and risk tolerance, to generate a financial plan that will help his clients achieve their personal goals. Jeremy is a Registered Representative with ePlanning Securities Inc. Member NASD, SIPC.

John Hartman, CLU, ChFC, RHU, REBC

Hartman is a Registered Representative with ePLANNING Securities, Inc. and has worked for nearly 17 years with business owners in managing and implementing employee benefit programs. He most recently worked with Siebert Insurance Services. John has a strong educational background, earning a degree in Economics at the University of California Davis in 1980 prior to gaining additional professional accreditations in the fields of insurance, benefit plan design and financial management.

Coastal Valley Insurance Services -

Since 1989, the owners and staff of Coastal Valley Insurance Services have dedicated themselves to providing superior service. As business insurance experts they carry appointments with carriers for commercial insurance that are not available to the general insurance agent. If you are seeking experienced and expert advise on insuring your business, look to CVI. CVI welcomes the opportunity to compete. They also offer ***preferred*** personal auto, home and umbrella insurance for those who qualify. If you would like to find out more, please call your sales representative at PWA. CVI is the exclusive provider of commercial property & casualty insurance for PWA because of their professionalism and dedication to the client. Principles:

- Bob Telford, President/CFO - 30 years experience in the insurance industry.
- Fred Buononato, Vice Pres. - 28 years of experience in the insurance industry.

TheInternet – *Webolution*

We are pleased to offer a variety of web based services to employers of any size through strategic partnerships as well as our own robust website .

w w w . p w a d m i n . c o m

Group Benefit Tracker

*Reduce your paper costs with on-line enrollment and plan management services. Personalized website for your company and employees. Includes both employer and employee interface options. Eligibility tracking and customized reports available.**

**Fee associated with this service.*

*If you want the ability of having access to benefit information and forms via the web but don't need a complete web-based system - mybenefitslink.com may be just the answer. **FREE TO ALL CLIENTS** it includes: carrier and company forms; carrier links; wellness information and can be customized to include additional company documents.*

PWA Insurance Services Point West Administrators

• 11291 Pyrites Way Suite #B / Gold River CA 95670 / P.916.631.7887 Tollf Free 888.778.0771 F.916.631.6880 •
www.pwadmin.com • CA Lic. OB89320

Group Benefits Management

BENEFITS AUTOMATION & ADMINISTRATION SERVICES

Reduce costs. Streamline processes. Empower employees.

PWA's Group Benefit Tracker Management(GBM) is a new model to benefits administration that employs a powerful combination of Internet technology and human services. By combining the utility of the Internet and personal touch services, GBM delivers a complete end-to-end employee benefits management, communication, and transaction solution to help employers and brokers reduce costs, improve service, and refocus their efforts on more productive tasks.

GBM includes the following:

PWA Employee Interface. *(Optional)*

(GBM Employee Self-Service Technology)

PWA is the ATM machine of the HR department. Employees can serve themselves anytime, from anywhere, and at their pace. PWA provides the following features:

- Automated benefits enrollment.
- Clear and simple user interface with step-by-step workflows.
- New hire checklist with reminder email feature.
- Information updates and changes.

PWA Employer Interface.

PWA is the benefits control center for employers. All HR users from anywhere, with a simple web-browser, can access the system. PWA provides the following features:

- Fast and easy new hire set-up process.
- Email notification for all changes made by employees.
- Basic HR record keeping and reporting capabilities.
- Integration with most HRIS software.
- No installation and maintenance of software. Only requires a web-browser.

Eligibility Processing.

- All eligibility transactions including new hires, enrollment changes and terminations are processed by the employee or the employer via PWA. Enrollment forms can be completed on-line and produce completed enrollment forms for the employee's signature.

Open Enrollment.

- Communication of all relevant open enrollment details through PWA, including new plans, terminated plans, new premiums/payroll deductions, coverage details.
- GBM will monitor employee progress throughout the Open Enrollment period to determine outstanding requirements.

COBRA & Cafeteria Plan Administration.

- We provide comprehensive Cobra administration through *Cobra/RELIANCE*, which is our Cobra Administration company. If you would like a quote for Cobra services, please contact Bree Wallace at PWA. Services are inclusive of premium collection, billing, reporting and many other services.
- Through our affiliation with OptiLife Administers, PWA is pleased to provide Section 125 & 105 plan administration for a low fee. OptiLife also administers wrap-around self-funded plans that can be used in conjunction with a high deductible medical plan to encapsulate the SDHP concept

.