



TECHNICAL ASSURANCE
"SURETY BOND PROFESSIONALS"

A LETTER FROM:

Technical Assurance Partners
Edward Arens and Philip Baker

It is important that our business partners understand our culture, operations, goals, and objectives; the principles that guide us in our business decisions.

As partners, we have had the good fortune to be trained by some of the leading surety writers in the country. We have worked in small independent agencies with limited resources, as well as in large, publicly traded organizations with maximum facilities. This diversity has helped us grow corporately and as individuals, by providing an operational insight into management and accounting, the budgetary and variance reporting processes, and all aspects of the insurance and surety distribution system. Most important were the experiences and the sense of responsibility we developed having produced and represented client companies ranging in size from \$100,000 to well over \$250,000,000 in gross annual receipts.

Though indebted to our former employers for the skills we learned and the experiences we have had, we found that most often, the performance advantage did not exponentially improve with the size of the managing company. Overrun with committees, budget presentations, and multiple layers of management, critical mass did not equate to an expansion of services or even better-than-average results. In fact, it generally stalled the decision making process and inadvertently, took focus away from the operational levels of the company and the needs of the client. This insight led to the birth of Technical Assurance.

Client service is fundamental to Technical Assurance and our company will remain obedient to this cause. We will keep the needs of the client and our business partners first and foremost and will do so without the burdening layers of management that dampen enthusiasm and stifle creativity.

This, we believe, describes the underlying principal that will guide Technical Assurance, LLC., into the future. Our success, measured not simply in profitability, but in the continued retention of our client companies, the development of our associates, and the respect we continue to earn in the industry.

Thank you for your interest in Technical Assurance.

Respectfully,

Technical Assurance Partners
Edward Arens and Philip Baker