



Summer 2015
Volume 18
Issue 1

Mutually Yours



Mennonite Mutual Insurance Co. (Alberta) Ltd.
Mennonite Insurance Agency Ltd.

Insurance

Compassion

Relief

Volunteer Profile: John Hubert

John Hubert is one of our many cherished MMI volunteers. (As an aside, there are 3 John Hubert's living in southern Alberta – all cousins. This is John Alexander Hubert!) John has volunteered with MMI for over 12 years – and in addition to being the MMI volunteer treasurer for the Evangelical Free Church in Bow Island, he has also been a valued MMI Board Member for six years, serving as the Chairman of the Corporate Governance Committee. He serves his congregation in the Bow Island region together with Walter Wiens, MMI adjuster.

John Hubert was born and raised in Coaldale, Alberta. He was the 2nd of six brothers and one sister. John joined Calgary Power in the early 60's, working in Medicine Hat, Brooks and Bow Island. In the mid 80's he began a career with the Palliser Health Authority – initially working as a Purchasing Agent – and later in charge of obtaining and lending home care equipment to those needing assistance in the entire Palliser Health Region.

In 1958 John married Annie. Together they raised 4 daughters who have married and expanded the Hubert family to include 11 grandchildren and 6 great grandchildren! They both love and



Walter Wiens (left) and John Hubert (right)

are so proud of their family, but sadly Annie passed from this life in June of 2012. Recently a granddaughter received a Master's Degree in Social Work from Boston College and John was able to attend her graduation – what a joyous occasion!

In addition to his volunteer role with MMI, John also serves on his Church Board as treasurer.

...continued on page 2

Payment Options!

When you pay for your MMI insurance, you are now able to pay for it on-line through your banking institution. Most banks will have Mennonite Mutual Insurance Alberta listed as a payee in their payee list. Use your policy number as the account number and we will assign your payment to your policy. This is the most convenient payment option to date!

Our payment options include:

- Cheque through the mail or given to your church representative or agent
- Pre-authorized monthly payments
- Debit in person at the La Crete office
- Credit card over the phone or in person at the La Crete or Calgary offices
- Cash in person (Please do not send cash through the mail)
- Credit card payments through the mail when the invoice portion is returned with credit card information
- On-line bill payment through your bank

If you have any questions, contact Crystal at the Calgary office.

Meeting Needs Together

Mennonite Central Committee Alberta Donation



MMI General Manager, Ken Ritchie (left) and Board Chairman, Abe Thiessen, (centre) hand off the cheque representing a donation of \$185,000 to MCC Alberta Executive Director, Abe Janzen, at the MMI Spring Conference on April 10, 2015

Following the exceptionally good financial results that MMI experienced in 2014 (see pages 4 and 5 for more info), the company's board was able to authorize a donation of \$185,000 to Mennonite Central Committee Alberta (MCCA). MMI has

a long history of generous donations to MCCA, dating back to the 1970's and the relationship between the two organizations goes back even further than that. MCCA provides relief, development and peace ministries in over 60 countries.

Today, MMI and MCCA share ownership of the Calgary building which houses the MMI Head Office, the MCCA Regional Office and Thrift Store, as well as the Mennonite Foundation office and the Mennonite Historical Society. That building is due to be expanded, beginning in the summer of 2015, as a result of growth of MMI, MCCA and the Thrift Store.

Introducing Aviva Canada



Mennonite Insurance Agency Ltd. adds a second respected insurance company.

Mennonite Insurance Agency is an insurance broker and a subsidiary company of Mennonite Mutual Insurance, which for the past six years has been providing automobile and commercial insurance products to our policyholders through the Economical Insurance Company. More than 1,000 of you are now insured with Economical through our brokerage. Now we are pleased to announce that we also represent a second company: Aviva Canada.

Aviva Canada is the second largest property and casualty insurance company (by written premiums) in Canada. We are pleased to offer Aviva Canada products to our policyholders.

For a quote on home, automobile, or commercial insurance, you can contact one of our offices. They are located in Calgary, Edmonton and La Crete. MMI is also represented by volunteers in many member churches as well as our two exclusive agents, who are located in La Glace and Coaldale, AB.

For more information about Mennonite Mutual Insurance and Mennonite Insurance Agency, refer to: www.mmiab.ca.

For more information about Aviva Canada, refer to www.avivacanada.com

For more information about Economical Insurance refer to: www.economicalinsurance.com

Volunteer Profile: John Hubert, continued from page 1

Further, he volunteers to drive those who can't - to appointments in Medicine Hat, Lethbridge and Calgary for medical reasons. John says "when you volunteer, it impacts your life. It goes with the territory – helping your fellow man". John also enjoys helping friends and family with the annual beet and grain harvest in the fall – spending long hours in the fields around Bow Island!

John golfs occasionally, enjoys watching baseball and listening to classical music. In the past John enjoyed singing in the Medicine Hat Barbershop Chorus and in a related barbershop quartet. He has participated in gospel choirs and quartets throughout his life and has competed in contests with his fellow singers and made many friends along the way.

The MMI family is so fortunate to have John serving as a Board Member and as a church treasurer. We all enjoy his visits and his warm and easy personality. His faith and commitment to the MMI ministry and to serving others is a light to us all.



Mennonite Mutual Insurance and Mennonite Insurance Agency now have an office located in Edmonton! The new office has opened to serve the insurance needs of policyholders in Edmonton and surrounding communities. This move signals our plan to continue growing our business in those areas.

Where: The office is located within the **Lendrum Mennonite Brethren Church** in a professional, secure, two room office suite. The church is located at **11210 – 59 Avenue NW, Edmonton**. Access to the office will be from the back (north side) of the building where there is plenty of free parking, for your convenience.

Staff: We have hired Sonia Chis, an insurance agent who is licensed by the Alberta Insurance Council, to work as the first employee in our new office. Sonia will work in close contact with the Business Development team in our Head Office in Calgary and the two offices will be connected electronically, in order to assure reliable service for customers during normal business hours. (8:30 am – 4:30 pm, Monday – Friday). We recommend making an appointment if you plan to visit the office in person, so that Sonia can devote her full attention to your enquiries.

MMI Treasurers: If you attend one of the MMI member churches and are used to dealing with the MMI representative within your own church, that does not have to change. Those Treasurers will still be there to assist you, but now they will have access to the added resources of a physical office and a licensed insurance professional in your own city. The MMI Treasurers do not handle our automobile and commercial insurance products, which are rapidly growing segments of our business. Sonia will be there to assist you with those lines of insurance. She will also be there to receive enquiries from new customers, who might not be associated with a MMI member church.

Automobile Insurance: If you are currently a MMI policyholder, but do not yet have automobile insurance with us, Sonia will be happy to provide a quote from our contracted automobile insurance markets: Aviva Canada and Economical Insurance.

Advertising: If you enjoy listening to the Christian radio station Shine FM, you will notice that MMI will be advertising on the air! This is part of our long term plan to become the property & casualty insurance market of choice for evangelical Christians in Alberta.

Contact:

Mennonite Mutual Insurance and Mennonite Insurance Agency
11210 – 59 Avenue NW, Edmonton
780-232-2924
www.mmiab.ca

Mennonite Mutual Board, 2015 – 2016

Mennonite Mutual Board members at Spring Conference and Annual General Meeting,
The Banff Centre: April 10, 2015

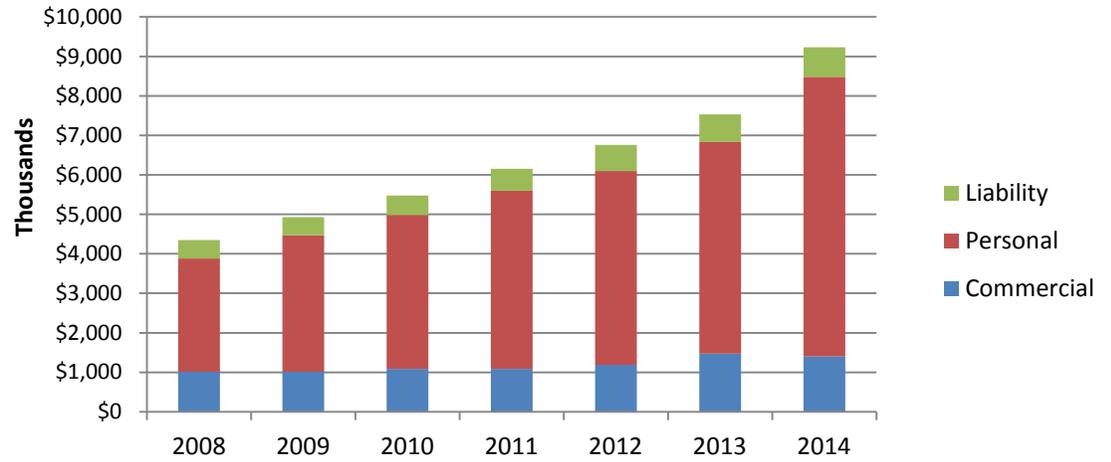


Front Row L to R: Abe Thiessen (Chairman) Edmonton; Ed Dick (Secretary) Calgary; Gordon Baergen, Edmonton; John Hubert, Bow Island

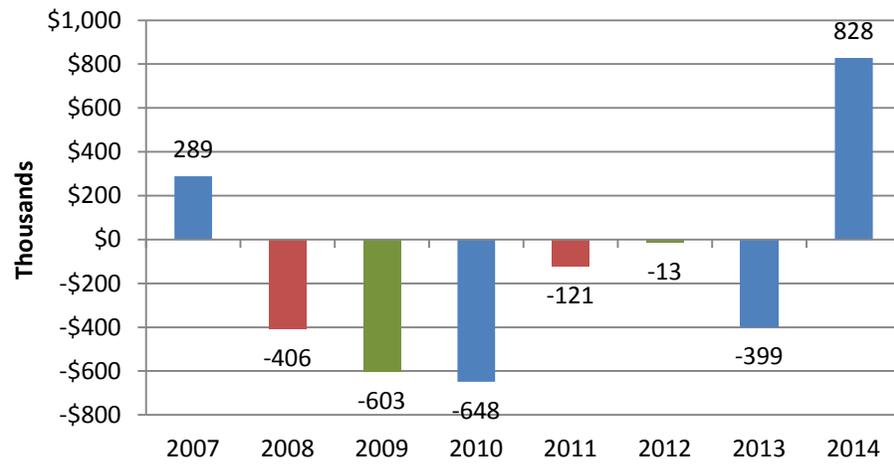
Back Row L to R: Kevin Neufeldt (Vice Chairman), Coaldale; Willy Goertzen (Treasurer) Grande Prairie; Dave Stankevich, Bluffton; Ken Ritchie (General Manager & CEO) Chestermere; Ric Schroeder, Edmonton; Ernest Dyck, La Crete; Corney Driedger, La Crete

2014 Financial Summary

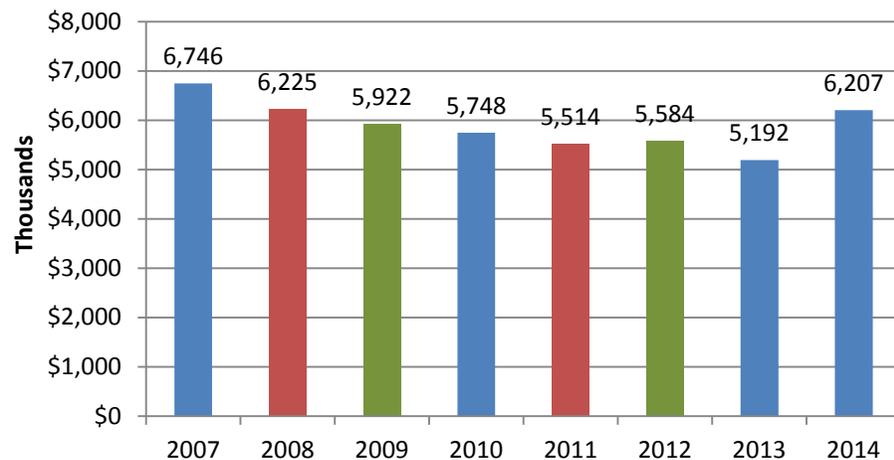
Gross Written Premiums



Net Income (Loss)



Capital



2014 Financial Summary

2014 was a great year for MMI! By now you may have heard that we had one of our best years in the history of MMI.

Background

Mennonite Mutual Insurance (MMI) records the results from its business from January 1 to December 31. There are three main activities in the business of MMI:

1. Insurance – the selling of insurance policies, collecting premiums for those policies and paying claims related to the policies sold.
2. Mennonite Insurance Agency (MIAL) – selling automobile insurance on behalf of insurance companies other than MMI. MIAL receives a commission for each policy sold.
3. Investments (Savings) – the Superintendent of Insurance of Alberta (the government regulator) requires MMI to keep a certain level of savings. This protects policyholders by ensuring that MMI will continue to operate and will be there to pay claims of its policyholders and have sufficient funds to do so.

Where did our money come from?

Our total revenue for 2014 was \$11,905,000.

- We collected \$9,232,000 in premiums from policies.
- Our reinsurance policy with the Farm Mutual Reinsurance Plan (FMRP) allowed us to recover \$1,749,000 of the claims we paid.
- The investments we hold earned \$505,000, net of investment fees.
- Our brokerage, MIAL, earned \$354,000 in commissions.
- Lastly, we collected \$65,000 in service fees.

Where did our money come from?



- Premiums - 77.6%
- Reinsurance - 14.7%
- Investments - 4.2%
- Commissions - 3.0%
- Service fees - 0.5%

How did we spend our money?

We spent our revenue of \$11,905,000 in the following areas.

- Claims are our largest expense annually. In 2014, we paid \$5,107,000 to our policyholders related to claims they made.
- We spent \$3,012,000 to pay for the costs of running our company.
- The premiums we paid to our reinsurer, FMRP, were \$1,904,000.
- Our Net Income was \$828,000. We added this to our savings and were able to increase our capital to \$6,207,000.
- As with all insurance companies, we are required to pay taxes. We paid \$492,000 related to Alberta insurance premium taxes, the Alberta Health Cost Recovery levy and corporate income taxes.
- The change in our unearned premium reserve for the year was \$288,000.
- MMI made total donations of \$232,000, primarily to the Compassion Fund and to Mennonite Central Committee of Alberta.
- We paid \$42,000 to agents that helped sell our insurance.

2015

So far, the 2015 financial results are promising. However, although we have not had any significant claims, we are well aware that the summer storm season is soon upon us. If there is any significant wind or hail storms our financial results will be impacted.

How did we spend our money?



- Claims - 42.9%
- Operating expenses - 25.3%
- Reinsurance - 16.0%
- Savings - 7.0%
- Taxes - 4.1%
- Unearned premiums - 2.4%
- Donations - 1.9%
- Commissions - 0.4%

Borscht

Unique to the 2015 MCC Charity Auction

Each pot of Borscht is unique – ingredients are varied from one pot to another depending on ingredients the cook has on hand. The recipe below is “more or less” the one followed for the MCC Charity Auction in Didsbury in June of 2015. Seven large pots of soup were made for the auction – nothing was left over!!



For one Soup Pot:

1 Medium Size Cabbage (shredded)	2 Cans Tomato Soup
6 Carrots (sliced)	2 small Cans of Diced Tomatoes (Italian mix)
2 Large Onions (diced)	2 “glops” of Better than Bouillon Beef Mix
6 Potatoes (peeled and cubed)	1 tsp of salt – or to taste
6 Litres Beef Soup Broth	

- Tied in a cheese cloth put: small handful of peppercorns, 6 bay leaves, and a large handful of fresh dill
- Put together all ingredients in a large pot and boil for at least 2 hours.
- Serve with sour cream and fresh bread or buns with butter!
- (At the sale, some seasoned borscht makers suggested we serve it with a bit of cream or vinegar).

Staff Profile: David Evans

David is one of our Insurance Representatives within our Business Development team at Head Office. He joined MMI in December of 2012. David got his start in the world of insurance when he studied Business Administration and Insurance at Mount Royal College. In 2013 David was awarded the Insurance Institute of Canada's highest designation: Fellow, Chartered Insurance Professional (FCIP) and a special award as the top FCIP student in the Risk Management major. David has over nine years of experience within the insurance industry.



Whether you are phoning or walking into our Calgary office to talk about your personal property or auto insurance, David is here to help. He loves working directly with our clients. That is the reason he got into insurance. He takes pride in conducting all business with high ethical standards. He is rewarded by the variety his job allows and enjoys being part of a close-knit work team.

David enjoys spending time with his wife and daughter, doing family activities together. They have been known to build model Lego sets together. In his spare time, he enjoys movies, music, and travel. He is also an accomplished pianist and a hockey fan (with his allegiances divided between a few teams).

At MMI, we appreciate David as a solid team player. His willingness to step up for his team is respected. He is known for his friendliness. Clients remark about his excellent customer service and product knowledge. We appreciate his hard work and efforts.

New Staff

John Miller

Insurance Analyst

Calgary Office

John joined MMI in February of this year as our Insurance Analyst. He brings extensive underwriting, product knowledge and years of insurance experience to MMI.

Jason Thiessen

Insurance Representative

Calgary Office

Jason joined MMI in March of this year as one of our Insurance Representatives. He has a background in insurance and graphic design.

Staff Profile: Teresa Froese

Teresa works in our La Crete Branch Office as an Insurance Representative. She has been with us for over 3 years. She brought years of excellent customer service with her and has extended that same excellent customer service to our MMI policyholders since joining our team.

Teresa's focus while at MMI is working on our customers' personal property and auto insurance. She goes above and beyond to assist our clients with their insurance needs. She is professional and knows her products well.

Teresa enjoys spending time outdoors, especially sitting by the river. She values time spent with friends and family, and devotes much of her free time to being with those she cares about. Teresa is involved in her church and you will often find her volunteering where she can, including helping out in the kitchen at various events.

She has enjoyed travelling in the past and dreams of her next travelling adventures in the near future.

We appreciate Teresa for all that she brings to our MMI team. She has high attention to detail that is appreciated by her coworkers, and is meticulous in all the work that she completes. She continually looks for ways that she can help out. Teresa's compassion, dedication and hard work are valuable assets to our company.



New Staff, cont...

Colter Wiebe

Insurance Representative

La Crete Office

Colter became a part of our La Crete team in November of 2014. He has progressed into being a licensed Insurance Representative. Colter has excellent customer service skills and the attention to detail that is needed to do the job.

Katherine Wiebe

Administrative Assistant

La Crete Office

Katherine started as our Administrative Assistant in our La Crete Branch in March of this year. Her warm personality and desire to help are welcomed.

Sonia Chis

Insurance Representative

Edmonton Office

Sonia is our Insurance Representative for our Edmonton office and started with us in June, 2015. She has experience in the insurance industry and an eagerness to grow our new branch location.



Jack Eccles of La Crete, AB has retired after 10 years of service on the Mennonite Mutual board. Jack began his MMI service as a Treasurer representing his home church: La Crete Christian Fellowship (a member of the Evangelical Mennonite Conference) in 1993. When the company opened a branch office in La Crete, in 2005, Jack began serving on the board.

In addition to his MMI service, Jack works as the General Manager of the Northern Lights Gas Co-Op and also for M&M Real Estate. Jack and his wife, Betty, are long-time residents of La Crete. Their adult children, Natosha and Shaun both live in Calgary.

Jack has been a faithful member of the MMI board and his contributions will be missed. Please join us in thanking Jack and wishing him and Betty happiness in all that they do in the coming days.

Mennonite Mutual Sells Insurance for Your Summer Toys!



Two weeks before your next insurance policy renewal, call or visit, either the MMI Calgary, Edmonton, or La Crete offices. Our friendly, licensed insurance professionals are ready to help you.



Keep it in the family!

2014 Annual Report Available Online

The 2014 Annual Report for Mennonite Mutual Insurance and Mennonite Insurance Agency is now available online on our website at www.mmiab.ca



In an effort to increase our cost saving measures we have chosen not to mail copies to all of our policyholders this year. With the ever increasing postage costs, along with printing costs, our decision to not mail out will result in a cost savings of up to \$10,000.

If you would like a physical copy of the MMI 2014 Audited Consolidated Financial Statements or the MMI 2014 Annual Report, please contact Peggy Stevenson by e-mail, pstevenson@mmiab.ca or by phone 1.866.222.6996.

Children's Corner

Help Abram find his way to MMI without getting lost.

