

# ACADIA INSURANCE GROUP, LLC

Acadia Insurance Group is a Northeast regional property casualty insurance company offering commercial coverage in Connecticut, Maine, Massachusetts, New Hampshire, New York and Vermont.



A BERKLEY COMPANY



## OUR MISSION

Acadia's goal is to be the best regional insurance company in the Northeast, providing superior customer service. We support the independent agency system, our employees' development, and our local communities.

## COMPANY DESCRIPTION

Acadia Insurance Group was founded in 1992 in response to the Maine Workers' Compensation crisis. Today, Acadia is a major employer in the Northeast with six branches and 380 insurance professionals, recognized by many as the best in the industry.

## HOW ACADIA INSURANCE GROUP IS DIFFERENT

At Acadia, we care about our customers, our employees and our communities — and it shows in our results.

Our most significant competitive advantage is that we know our marketplace better than our competitors. We believe the best decisions are made by agents, underwriters, loss control specialists, and claim representatives who work and live in the communities in which we operate. The Northeast is the only place Acadia does business, and commercial insurance is our only business. Our relationship with the independent agent, coupled with our commitment to having staff in each state in which we operate, ensures that our customers receive superior advice, products and service.

**Customer Results** Prompt, efficient and fair claim handling is at the core of our service. To understand our effectiveness, we ask claimants for feedback on their claim experience. Since 2008, claim satisfaction ratings have remained at or above 95%.

**People** Ensuring our employees enjoy working at Acadia is one way we measure our success. The overall satisfaction rating in our 2009 employee survey was 96%, proving that Acadia is considered a great place to work. This biennial survey will be conducted again in 2011.

**Commitment** At Acadia, we feel a strong sense of responsibility to the communities in which we do business. We contribute tens of thousands of dollars, in addition to countless volunteer hours, to the communities in which we work and do business.

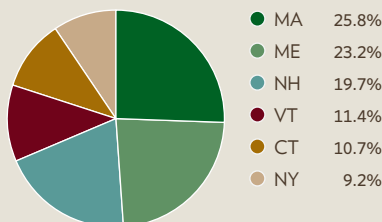
## DISTRIBUTION

Acadia Insurance Group is a regional Northeast company committed to providing distribution of its products exclusively through local independent insurance agents. We value our agency relationships, and we know those relationships will stand the test of time. We support our local Independent Agent Associations and we are a member of Trusted Choice, an organization for agents who are committed to superior customer service. Acadia currently works with 200 independent agents located in over 600 cities and towns in the Northeast.

## FINANCIAL HIGHLIGHTS

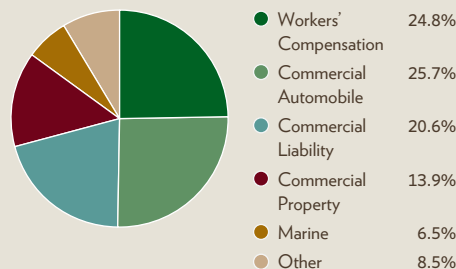
### PREMIUM DISTRIBUTION

By State



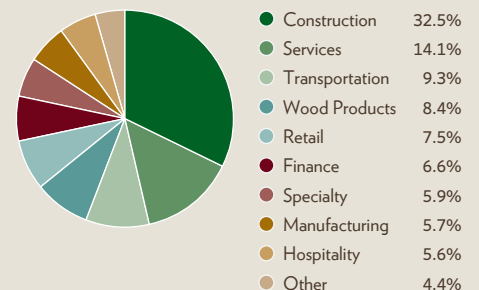
### PREMIUM DISTRIBUTION

By Line



### PREMIUM DISTRIBUTION

By Industry





**WILLIAM M. ROHDE, JR.**

President

Bill Rohde joined Acadia Insurance Group in 2008. During his 26 years in property and casualty insurance, he has held various senior management positions with two national insurance companies. In the past 10 years, he has led specialty businesses focused on technology, public sector, construction, ocean marine, and oil and gas.



**CONTACT INFORMATION**

For additional information on Acadia Insurance Group, please contact us at our home office or any of our branch locations.

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**BUSINESS WRITTEN IN**

Acadia Insurance Company  
Continental Western Insurance  
Company  
Firemen's Insurance Company of  
Washington, D.C.  
Union Insurance Company

**OFFICERS**

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**CPCU, ARM, AMIM,**  
**AIS**  
Senior Vice President  
Chief Underwriting Officer

**CHARLES A. HAMBLEN,**  
**CPA, CPCU**  
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Chief Financial Officer

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Massachusetts Branch  
Manager

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Manager

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General Counsel &  
Secretary

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**WHITMORE, SPHR**  
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Facilities