



VTC Insurance Group

VTC Insurance Group is one of the largest independent insurance and surety providers in Michigan, with a growing presence in select markets throughout the United States.

In the past 14 years the company has nearly quadrupled in size through new customer relationships, acquisitions and expanded market coverage. With 146 employees, they have five locations in Michigan and one in Florida that offer business insurance, surety bonds, employee benefits and personal insurance provided by 90 carriers.

Bob Trobec, executive vice president and chief financial officer, said the company survived the 2008 recession by “fending off negativity in the economy and expanding into other industries.” The company also weathered, along with the rest of the insurance industry, the impact of catastrophic weather events, such as Hurricane Sandy and Katrina, which ate up capital and surplus and forced the industry to be more profitable.

This year, growth is back for the construction industry. Executive Vice President of Sales, Mike Miller, said: “The work is there. However, human capital – labor – is the biggest problem and will continue to be a major challenge for the industry.”

Miller and Trobec said that being a member of MITA allowed their staff to gain perspective on that hot topic during a recent highly attended labor shortage session at the MITA Annual Super Conference.

“MITA also brings us face to face with our customers,” Trobec said, “and MITA keeps us in touch with our customers through their many networking events.”

Those customers have become their friends over the years, Miller added, and those enduring friendships give testimony to the level of commitment VTC makes to meeting the needs of their clients.

In the past, MITA members saw a lot of Miller; but, today, as he has risen to a leadership level in the company, a new generation of producers are offering their talents to MITA members.

“The younger generation of MITA members can see us working alongside them, learning about the same issues that the industry is facing,” said T.J. Griffin, account executive, who – along with Jason McLelland – will be the most visible VTC staff for MITA members.

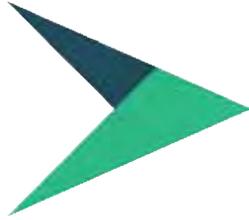
McLelland said he is excited to be signed up to attend the next MITA Future Leader Development Program, where he hopes to absorb new information, make new connections and expand his overall understanding of the construction industry.

MITA members may not be aware that VTC was formerly known as Valenti Trobec Chandler, until last year when they went through a re-branding. Brian Klein, senior vice president of group operations and COO, said VTC worked with an outside firm to look at the company’s multiple locations to determine how their similarities resulted in a brand image.

“We have a strong service ethic to our customers,” Klein said. “What emerged from the work of a branding steering com-

ASSOCIATE MEMBER PROFILE

VTC



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Specialties

General insurance and surety bonds

MITA Member Since 1983

LOCATIONS

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Lapeer Office

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Fort Myers Office

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Fort Myers, Florida 33916

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Photo caption from left to right:

Jason McLelland, Bob Trobec,

Jeffrey Chandler, Al Chandler,

Mike Miller, Brian Klein,

T.J. Griffin

OUR HISTORY

In the years since 1957, when Valenti Trobec Chandler Inc. was founded, a lot has changed. The evolving economic landscape. Shifting regulatory and compliance forces. The sheer velocity of business. And while the tools and technologies of risk management adapt to meet those challenges, one thing doesn't change: our simple, person-to-person commitment to customer success.

That was a company mandate from day one, when a small but ambitious group of insurance professionals joined forces to create a different kind of customer service experience. And, as evidenced by continual growth, financial stability and high standing with both customers and carriers, that mandate has proved its merit:

Work hard on behalf of our customers. Anticipate their needs. Keep our promises.

OUR MISSION

To perform beyond our customers' expectations, and provide a comprehensive risk management service that gives them greater confidence to achieve their goals.

- A thoughtful and proactive stewardship that anticipates their needs.
- An agile agency team that responds with unexpected urgency to unexpected circumstance.
- And an inherently trusted partner that honors every promise made.

OUR VISION

To be the most respected risk management firm in each of our markets by:

- Establishing customer trust, through careful guidance and energetic agency response.
- Helping customers achieve their goals, by minimizing exposure and controlling loss.
- Building customer confidence, with best-quality coverage and consistently superlative service.

mittee is that what we give our customers is confidence. Thus our trademarked brand is – Confidence. For What's Next."

What that means, in short, according to VTC Insurance Group President Al

Chandler: It is all about the customer.

"We have diversity in size and locations," Chandler said. "No one else in the United States has this. We have diversity of location representation and availability

of bond and insurance markets. No one has the length of experience and continued expertise that we have in the construction industry."