



538 MAIN STREET, UNIT 1  
HARTLAND, NEW BRUNSWICK,  
E7R 2N5 Tel: 506-375-7500  
September 25, 2007  
FAX: 506-375-4232  
www.safety.ca

The MIHI Group  
10 South Front Street, Suite 301  
Belleville, ON K8N 2Y3

Attention: Cheryl Haydock,

RE: The PLT Program Recommendation

Cheryl,

I strongly recommend the PLT program. The on-site hands on approach made it very simple to actually implement the new processes; nothing about the program was difficult. A few of the changes that we made that allowed us to free up time to work on developing new business were focus days, we also segmented our clients allowing us to clearly identify who we needs to spend more time on. This will ultimately result in more business and reduce our E&O exposure. We introduced a standardized workflow process that we feel will make our personal lines more profitable. Our office systems are now clearly organized and structured in a way that we can handle the workload and our CSRs are working towards being stress free. I would strongly encourage anyone with a personal lines book to invest the time and money as you will not be disappointed. You will be very impressed and excited to get the workflows in place.

Sincerely,

Pam Arsenault, CAIB  
Director of Operations  
The Safety Group