

Your Mutual News

MELROSE MUTUAL INSURANCE COMPANY

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Annual Meeting

**8:00 p.m.
Wednesday,
March 12th, 2014**

**Meadowlark
Country Club**
837 Country Club Dr.
Melrose, MN

Topics:
Election of Officers
Financial Review
Speaker

Door Prizes - Lunch

**All members are
encouraged to
attend.**

Message from the President

Another year has come and gone. Where do they go so fast? Either the years are going by faster or I am slowing down. Probably the latter of the two.



We, at the Mutual, are happy that this year has come to an end. The gross loss ratio for 2013 is the worst the Mutual has ever seen. We paid many claims due to water damage and had our share of fires, but in spite of it all and with the hard work of the directors, staff and a good re-insurance program, we were still able to show a profit for the year. But, it all comes with a price - higher re-insurance premiums for the years to come. So all of us still have to be diligent and watchful of our losses.

Solid fuel burning devices such as wood stoves, corn stoves, pellet stoves, outdoor boilers and fireplaces have become more prevalent and are causing expensive losses. Because of this, the board of directors have decided to add a surcharge for solid fuel burning devices. The charge will be \$50 per unit. So if you have more than one unit you will be charged accordingly. Also, make sure the Mutual knows about all units and that they are on record. Failure to do so may mean denial of payment

if such a device is the cause of the loss. Solid fuel stoves are safe to use if properly installed, maintained and watched.

Just a friendly reminder, if your fire extinguisher needs recharging you can drop it off at the Mutual or at your agent's office. There is no charge for refills and we sell extinguishers below cost to our members. Also, if the hoses on your washing machine and the water lines to your refrigerator are more than 5 years old - replace them. They become brittle and will break. Make sure everyone in your household knows where the main water shut off valve is located so it can be shut off quickly if you have a leak.



We had two more directors received the Farm Mutual Director Certifications. Jerry Hanfler and Leonard Hinnenkamp. Congratulations to both of them! All the directors attend continuing education classes on insurance issues to keep them educated in the insurance industry.

Hope to see you all at the annual meeting. Thank you for your continued business.

Your President,
Allan Wiechmann



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Melrose MN 56352

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Office Hours

Mon-Thur 8-4:30
Friday 8-12:30

Staff

Patti Rothfork-Manager
patti@melrosemutual.com

Stacy Schiffler-Underwriting
stacy@melrosemutual.com

Rebecca Weber-Bookkeeping
rebecca@melrosemutual.com

Board of Directors

President:
Allan Wiechmann-Melrose
Vice-President:
Len Hinnenkamp-Melrose
Secretary:
Dennis Primus-Sauk Centre

Directors:
Dave Wenker, Melrose
Jerome Hanfler, Little Falls
Charles Goebel, Belgrade
Todd Waytashek, Sauk Rapids

Annual Meeting Invitation

You are invited to the 113th Annual Meeting of the Melrose Mutual Insurance Company. Come to meet your board of directors and staff and stay for a review of the financial condition of the company, an educational presentation on identity theft, door prizes and lunch.

The 2013 financial statement will be available at the meeting, but you are welcome to stop by the office any time to pick one up.

The 3 year term of 2 directors are expiring this year. They are: Secretary Dennis Primus and director Charles Goebel. They have agreed to run for another term.

If you are interested in becoming a member of the board of directors you are welcome to place your name on the ballot. To qualify you must be a member in good standing, be 18 years of age or older and be willing to attend monthly board meetings and some educational classes. Members seeking nominations for election must submit their name in writing to the office in Melrose before March 7th, 2014. Nominations are not accepted from the floor at the meeting.

For Sale
Fire Extinguishers

5lb \$35.00
10lb \$55.00



FREE REFILLS

On Being Mutual..

Neighbor helping neighbor is what a mutual insurance company is all about. We are community based, owned by you our members, and run by a board of directors elected from among our membership. We are unique among insurance companies because we can serve your needs without having to meet the investment needs of stockholders.

The mutual insurance concept has been around since the late 17th century. The first American mutual company was founded in 1752 by Ben Franklin. It was called the Philadelphia Contributionship for the Insurance of Houses from Loss by Fire. It is still in existence today. Mutual insurance companies were formed by individuals to meet an unmet need for insurance. Melrose Mutual

Insurance Company was formed in 1901 by such a group to help farmers rebuild after a fire. And we are still in existence today, going strong.

In order to stay strong we need to stay alert to the changes around us. Family farms are disappearing, the cost of most everything has increased, along with extreme weather events. Plus current mindset of the public is that insurance is a maintenance policy rather than a way to protect against catastrophe and low interest rates have reduced investment income.

We are doing our best to overcome these challenges by insuring more hobby farms and homeowners risks, handling our claims fairly and consistently and offering you the best rate with the best

service we can provide.

Thank you for insuring with Melrose Mutual.

Yours Truly,

Patti Rothfork, Manager

From the Office

Our declaration pages and billing invoices will be getting a new look this year. We are updating our operating system with installation beginning in March. This will be a major computer conversion! If all goes well, policies renewing in May will have the new look. We are asking for your patience and cooperation during this process.

Privacy Policy

Melrose Mutual Insurance Company will collect only the personal information necessary to conduct our business. That means what is needed to provide competitive financial products (which includes insurance policies) and services to our members.

This township mutual will protect personal information obtained from our consumers and maintain strong security controls to ensure that information in our files and computer systems is protected against unauthorized access. We will ensure accuracy and integrity of communications and transactions and protect our consumer's confidentiality.

Consumers will always have access to personal account information. You will always have the opportunity to review your personal information and make necessary changes to ensure that our records are complete and accurate.

This township mutual will only share information when absolutely necessary. We will only share information with companies with which we partner to offer additional products or services through a joint marketing effort or when required to do so by the government. For example, information may be disclosed to others, including our independent agents and brokers, to enable them to provide business services or functions for us. Such services may include helping us to evaluate requests for insurance or benefits, performing general administrative activities such as maintaining existing accounts, or to otherwise assist us in servicing or processing an insurance product or service requested or authorized by the consumer.

We will not disclose information about our customers to others without written consent unless the disclosure is necessary to conduct our business. By law, we are permitted to share information about our customers without written permission under certain circumstances and to certain person or organizations, such as:

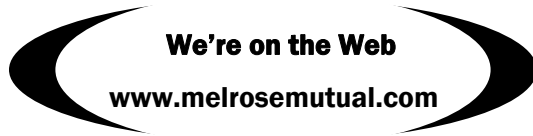
Our affiliated insurance companies.

- Your agent or broker.
- Parties who perform a business, professional or insurance function for our company, including our reinsurance companies.
- Independent claims adjusters, appraisers, investigators and attorneys who need the information to investigate, defend or settle a claim involving you.
- Businesses that help us with data processing or marketing.
- Other insurance companies, agents or consumer reporting agencies as reasonably necessary in connection with any application, policy or claim involving you.
- Insurance support organizations, which are established to collect information for the purpose of detecting and preventing insurance crimes or fraudulent claims.
- Medical care institutions or medical professionals to verify coverage.
- Insurance regulatory agencies in conjunction with the regulation of our business.
- Law enforcement or other governmental authorities to protect our legal interests or in cases of suspected fraud or illegal activities.
- Authorized persons as ordered by a subpoena, warrant or other court order or as required by law.
- Lien holders, mortgagees, lessors or other persons shown on our records as having a legal or beneficial interest in your policy.

We will not share information without written permission except for items listed above. We will not, under any circumstances, sell member information to telemarketing firms.

**MELROSE MUTUAL
INSURANCE COMPANY**

303 Main Street East
PO Box 266
Melrose MN 56352



**MELROSE MUTUAL
INSURANCE COMPANY**

Your Local Agents

HOMETOWN INSURANCE SERVICES
MELROSE
RETKA INSURANCE CENTER
LITTLE FALLS
KUTTER INSURANCE AGENCY
GREY EAGLE
DOMBROVSKI AGENCY
PAYNESVILLE
LARSON INSURANCE
ALEXANDRIA
NELSON INSURANCE AGENCY
STAPLES
GREENWALD AGENCY
GREENWALD
NORTH AMERICAN AGENCY
BELGRADE
POLIPNICK INSURANCE
SAUK CENTRE
SCHIFFLER AGENCY
ALBANY
VANGUARD INSURANCE
LONG PRAIRIE
WEALTHCARE INSURANCE
COLD SPRING & MELROSE

Announcing
**The 113th
Annual Meeting**

of the policyholders of Melrose Mutual Ins Co.

Wednesday, March 12th, 2014

Meeting starts at 8:00 pm

Meadowlark Country Club

837 Country Club Drive
Melrose, MN

* Financial Review * Election of Officers *

Speaker - Door Prizes - Lunch

All members are encouraged to attend.

