

February 28, 2007

Ruth Marden
President
Maine Town & City Management Association
60 Community Drive
Augusta, ME 04330-9486

Subject: Certified Public Manager Program

Dear Ruth:

We have reviewed the information you presented regarding this program and have concluded that MMA's Risk Management Services Department would like to support this program. MMA also believes strongly in personal and professional development for its employees and acknowledging the efforts needed to make that commitment.

Initially, we would not suggest any changes to your program. We agree the primary emphasis should be on development of general administrative and management skills in the areas of leadership, human resources, elected relations, legal and ethics. Eventually we would like to offer some additional risk management specific courses in effective claims handling, effective safety plans and policies, return to work programs, the Maine Tort Claim Act and other types of best practices.

As we discussed in our previous meeting, we are willing to provide a credit (up to 15%) on the Public Officials contribution in our Property & Casualty Pool program. Our initial focus for the credit program would be on personnel management type issues. This would include courses such as Proper Hiring & Firing, Conflict Resolution, Effective Performance Reviews, Managing Employee Performance, Effective Communication, and Sexual Harassment Training. Initially, we would work within the 80 hours training over a 3 year period requirement already set by the Association. We would not require any additional documentation other than a copy of the pertinent portions of the Certified Public Manager application form you are already using.

The granting of the credit and the amount of the credit are strictly the responsibility of Maine Municipal Association's Risk Management Services, will be reviewed annually, and can be added or removed at their discretion. It is important to remember this is only one of the pieces an underwriter reviews for the proper pricing of a member.

I believe we can put this program into place for our July 1st, 2007 to July 1st, 2008 policy term. Any Certified Manager whose town or city participates in the Property & Casualty

Pool and would like to be considered may forward a copy of their MTCMA application form to our Underwriting Department for review.

If you have any questions, Ruth, please let me know. We are pleased to partner with the Maine Town & City Management Association to promote the continuing development and education of your members.

Sincerely,

Patricia Kablitz, CPCU, ARM
Director

Cc: Chris Lockwood, Executive Director, MMA
Don Vickery, Assistant Director, RMS
Kathryn Norton, Underwriting Manager, RMS