

MRMG

Multi-Family Risk Management Group

Insurance & Risk Management | www.multifamilyrisk.com | +1(800)364-3122

An overhead view of three business professionals—two men and one woman—seated in red armchairs around a glass coffee table. They are engaged in a discussion, with one man holding papers. The table holds three glasses of water and a small potted plant. The entire scene is set against a white background with a subtle circular vignette effect.

WE'VE GOT YOU COVERED

At MRMG we will provide you with options and services based on your unique account dynamics and business goals. With over 150 years of combined experience in multi-family risk management and insurance, you will be assigned a dedicated team of experts who will listen to you and help you meet your goals. Our promise is to provide a clear explanation of your risk profile, insurance, and risk management needs. Our goal is to maximize the overall efficiency of your insurance program.

OUR SERVICES

Risk Management Solutions & Services

Analysis of Risk Profile & Insurance Needs

Environmental Consulting

Loss Control

All Lines Claims Management

Insurance Placement

Policy Comparison

Training (Client Education)

Reports (Trending & Analysis)

Property Inspections

Access to Global Resources

Available & Dedicated Account Team

Emergency Preparedness



COMPANY OVERVIEW

MRMG enhances claims management, training procedures, plus loss prevention to reduce premiums and position each client to maximize the cost/benefit ratio in each line of insurance.



AREAS OF SPECIALIZATION

LOSS CONTROL & PREVENTION

*Analysis. Inspections. Policies. Procedures.
Newsletters. Reports. OSHA. Training.*

CLAIMS HANDLING & LITIGATION MANAGEMENT

Analysis. Management Training. Mobile Claim Form & Submission. State of the art Risk Management Information System. Dedicated Claim & Litigation Specialist. Dedicated Attorney Oversight. Claims. Reviews. Loss Reports.

INSURANCE

*All-lines Insurance Placement. Policy Comparison. Analysis & Placement.
Contract Review. Analyze historical billing & fees. Review lender & financial requirements. Design a compliant program. Assist in the reduction of premium & position each client to maximize the cost + benefit ratio in each line of coverage.*

PAST. PRESENT. FUTURE.

Multi-family Risk Management Group (MRMG) is a leading Agency sponsored insurance program. Sponsored by Swain and Baldwin Insurance, Inc., it has been successfully operated since 2003.

DEDICATED & EXPERIENCED.
PROACTIVE & GOAL ORIENTED.
COMPETITIVE & COST EFFECTIVE.
CUSTOMER SERVICE FOCUSED.
FULLY CUSTOMIZABLE PACKAGES.



1980

SWAIN & BALDWIN INSURANCE, INC.

Established in 1980, Swain & Baldwin Insurance, Inc. focuses on fully integrated delivery of both general and specialty property and casualty insurance and risk management services.



2003

MULTI-FAMILY RISK MANAGEMENT GROUP

Established in 2003, MRMG was formed to provide cost-effective products and strategically enhanced insurance and risk management services tailored to the unique needs of each client through our Proprietary Insurance Program, unique to our organization.



OVER 150 OF COMBINED EXPERIENCE

We have a unique team of experts strategically picked to provide you with over 150 years of combined experienced in the multi-family industry.



Q4, 2016

BUILDING ON SUCCESS

Since inception, we have acquired hundreds of clients, several billion in property TIV, thousands of units participating in the GL Master program, and multi-layer Umbrella Liability program.



LOOKING TOWARDS THE FUTURE

Our ongoing goal is to provide exceptional coverage and quality customer service for our clients.

PROPRIETARY INSURANCE PROGRAM



RESIDENTIAL

- *Apartment / Condominium*
- *Assisted Living*
- *Homeowner Associations*
- *Single-family*
- *Student Housing*
- *Mixed Use*

INCLUDED SERVICES

- *Dedicated claims liaison, adjuster, and litigation manager for all lines of coverage*
- *Automated claims ling and state of the art RMIS*
- *Contractual risk transfer (contract review of vendors, contractors, and other service providers)*
- *Property Inspections*
- *Monthly loss prevention bulletins in English and Spanish Premium finance flexibility*

COMMERCIAL

- *Office Building*
- *Retail Center*
- *Warehouse*

ADDITIONAL SERVICES

- *Loss prevention and safety training seminars*
- *Risk management and ERM consulting*
- *Business continuity, emergency response, and reputational risk management*
- *Value creation opportunities (e.g., renters' insurance program)*
- *Environmental Heath and Safety (EHS) risk transfer and mitigation*



WHAT WE NEED FROM YOU

GOOD DATA

- *Accurate COPE data and hard copy loss runs (required) — Electronic submissions are preferred based on a preformatted excel spreadsheet.*
- *MRMG has a custom in-house RMIS designed to automate almost all steps in the process. Supplemental loss analysis and other information (optional).*

LEAD TIME

- *New Entity Approval — Company description. Hard copy loss runs and all loss data. Two weeks minimum for approval after receipt of all accurate and complete information. Locations with TIV over \$25M require more time for approval. CAT heavy accounts will require more time.*

UNDERSTANDING

- *We believe that you will consistently win a higher quality and longer-term client with our product and service.*

WHAT WILL WE GIVE YOU

- *Quotes within 3 business days after receipt of complete information*
- *Binders (memoranda) 'within 5 business days*
- *Invoices within 3 business days*
- *Premium finance quotes within 5 business days*
- *Policies within 30 business days if bound during the policy period and within 90 days for renewal*
- *Handling of SL tax filings*
- *Ongoing expertise and support*



OUR TEAM

EXECUTIVES

RAY BALDWIN

Program Manager
rbaldwin@sbii.net

SAM BALDWIN

Chief Financial Officer
sbaldwin@sbii.net

MATT BALDWIN

Account Management
mattbaldwin@sbii.net

LISA MARSHALL

EVP Program Division
lmarshall@sbii.net

FARRAH GOLPAYEGANI

Vice President
farrahg@sbii.net

JOSEPH A. MILAN, PH.D.

Agent/Broker
jmilan@sbii.net

BRAD CRAVEN

Vice President
bcraven@sbii.net

SUPPORT

MICHELLE THOMPSON

Account Representative
mthompson@sbii.net

DAPHNE VANEMAN

Account Representative
dvaneman@sbii.net

JAN HOWARD

Account Management
jhoward@sbii.net

ILA RANKIN

Account Management
irankin@sbii.net

KENDALL BEIERSDORFER

Senior Account Manager
kendallb@sbii.net

MARIE SHAW

Account Manager
mshaw@sbii.net

SHELBY EDMONDS

Account Manager
shelbye@sbii.net

CLAIMS

MARY ELLEN NORWOOD

Litigation Specialist
mnorwood@sbii.net

HEATHER PHILLIPS

Claims Manager
hphillips@sbii.net

COLENE MIXON

Sr. Claims Adjuster
cmixon@sbii.net



OUR LOCATIONS

CALL TOLL FREE: +1 (800) 364-3122



LUFKIN

107 W Lufkin Ave. #318

Lufkin, TX 75904

P: (936) 639-2201

F: (936) 634-8677

OFFICE MANAGER

Sam Baldwin



HOUSTON

300 Wesleyan St, Suite 275

Houston, TX 77027

P: (713) 974-6888

F: (713) 974-6848

OFFICE MANAGER

Farrah Golpayegani



DOWNTOWN DALLAS

5910 N Central Expy #960

Dallas, TX 75206

P: (214) 888-2204

F: (214) 742-5904

OFFICE MANAGER

Matt Baldwin