

the Long Road back

2021
Annual Report



Who we are

The retail industry is vital to Michigan's economy and quality of life. It provides more than 870,000 jobs to Michigan workers and is responsible for 20% of Michigan's total economic activity.

Michigan Retailers Association speaks for retailing in Michigan, working with businesses to help them succeed and working with state government to provide a climate for success.

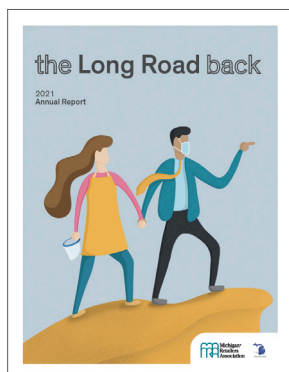
Michigan Retailers is the nation's largest state retail association. We serve as a valuable and trusted business resource for more than 5,000 member businesses and their 15,000 stores and websites across the state. Through an expanding national network of credit card processing referral partners, Michigan Retailers serves businesses of all types in all 50 states and the District of Columbia.

Membership services range from legislative advocacy and cutting-edge credit card processing to business insurances, discount programs and college scholarships. Michigan Retailers also established and operates the popular Buy Nearby campaign, which encourages all Michigan consumers to shop at retail businesses in the state to strengthen local communities and Michigan's economy.

MRA's affiliated corporate entities are: Michigan Retailers Services, Inc.; Retailers Insurance Company; Michigan Retailers Foundation; Michigan Retailers Association Political Action Committee, and the endorsed Michigan Grocers Fund.



ON THE COVER



As we appear to be emerging from the trials of the pandemic, our members are up to the challenge of finding the most successful route on the road back to “normal.”

A Year of Twists and Turns

As 2021 took shape, the year started with great hope in the form of a COVID-19 vaccination that helped all of us start back on the long road to recovery. Yet, although we all wanted life to return to what we remembered, life, they say, had other plans.

As our members welcomed back customers at full capacity, they faced many challenges along the way with labor shortages, supply chain issues, rising prices – and another variant known as Omicron. Any business owner knows that over the course of time, there are ups and downs. 2021 demonstrated not just the ups

and downs, but the starts and stops, and what can come from the left and the right.

Despite it all, we saw more open signs than closed ones. And that great Michigan spirit of endurance was alive and well among our members. Michigan Retailers Association and Retailers Insurance Company continued to “stay the course” by helping members navigate the winding road that was 2021.

Contents

2-3

Leadership
Message

12-13

Member
Giving

5

Membership
Update

14

MRA Financial
Summary

6-7

Advocacy

15

RIC Financial
Summary

8-9

Buy
Nearby

16-18

Boards of
Directors

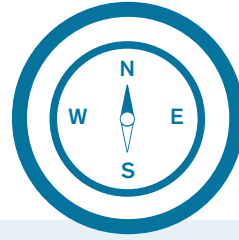
10-11

Retailers
Insurance
Company

19

Professional
Management

Leadership Message



The mission of Michigan Retailers Association has always been to advocate for the retail industry and to offer services to help our members succeed.

The library at Michigan Retailers Association is quite impressive. Bound copies of the Michigan Retailer date back to 1972. Copies of the Michigan Food News and Hardware Retailer date to 1964 and 1917, respectively. Our archives also include a hardcopy of the 1982 Annual Report for Michigan Retailers Association. The 1982 Report recounts several achievements, some amusing and others monumental. For example, the noteworthy capital expenditure that year was the purchase of exactly one computer, to be used by the Association's finance department. More significantly, the year marked the first full year of MRA's group self-insured workers' compensation fund. We know it today as Retailers Insurance Company.

Perusing our library is like entering a retail time capsule. You can open any volume and discover the retail issues of the day. While the issues change, there are many constants, several of which are the reasons for the Association's continued success and growth. Perhaps the most consistent characteristic is the unwavering commitment of our board of directors. In the 1982 annual report, D. Larry Sherman, now Board Emeritus, but serving then as Chairman of the MRA group self-insured workers' compensation fund, thanked the board for the great volume of volunteer time required to launch the program.

The mission of Michigan Retailers Association has always been to advocate for the retail industry and to offer services to help our members succeed. Our board is dedicated to this mission. In fact, during the last fiscal year, directors for Michigan Retailers Association,



MRA President and CEO Bill Hallan with Tim Westlund recognizing Westlund's Apple Market as a Michigan Centennial Retailer.

Retailers Insurance Company, and Michigan Retailers Services, Inc. attended a collective total of 64 board and committee meetings.

The Association and Retailers Insurance Company have come a long way in the last 40 years and the purpose of this Annual Report is to highlight our successes from the past year.

Our primary advocacy victory was preventing MIOSHA COVID-19 workplace safety standards from becoming a permanent MIOSHA rule.

Our merchant processing program rebounded nicely after the pandemic. Volume clocked in

at \$1.486 billion, \$160 million over 2020. To assist MRA members already dealing with supply chain issues, inflation, and labor shortages, we developed both a new point of sales (POS) system and gateway to offer our merchants new credit card processing solutions.

Retailers Insurance Company grew in all major categories. The company increased policyholder count, grew written premium by 13.3 percent, and increased surplus to \$12.9 million. Comparisons are always fun; in 1982 total assets for the group self-insured fund were \$672,833, today, Retailers Insurance Company has assets of over \$28M.

2021 Milestones

- Credit card processing rebounds to \$1.486 billion in 2021, \$160 million increase over 2020
- RIC increased policyholder count in 2021, increasing written premiums by 13.3 percent, and its surplus to \$12.9 million
- MRS gains a new board member - Rachel Hurst, Corporate Affairs Manager, Kroger
- MRA partners with Cold Box Films to offer members discount pricing on video projects



Bo Brines

Chair, MRA Board of Directors
Owner and President,
Little Forks Outfitters
Midland



Jean Sarasin

Chair, Retailers Insurance Company
Board of Directors
Retired Executive Vice President
and Chief Operating Officer,
Michigan Retailers Association and
Retailers Insurance Company



William J. Hallan

President and Chief Executive Officer
Michigan Retailers Association/
Retailers Insurance Company

Our giving back efforts consisting of our scholarship and Buy Nearby programs remained fully active in 2021. We added two new scholarships bringing our total number of awards to 26. To date, Michigan Retailers Foundation has granted 601 scholarships to date in the amount of \$605,750.

Our Buy Nearby program highlights included completing and promoting the new findings of our Shop Local survey. The Buy Nearby Guy also got back on the road, although in a limited capacity. He made stops in markets, including Lansing, Traverse City, Detroit, Plymouth, Kalamazoo, Mason, Grand Rapids, Mount Pleasant, and St. Johns.

Depth and talent were added to our team as one new director was elected to our boards. Rachel Hurst, Corporate Affairs Manager for Kroger was elected to the Michigan Retailers Services, Inc. board.

Looking back at where the Association was 40 years ago provides some perspective on where it is today. Our focus though is not on the rearview mirror but on the road ahead. And while we may have more computers than we did in 1982, our commitment to the retail industry remains the same and will serve the Association well for many years to come.



MRA President and CEO Bill Hallan and Kim Edsenga, Managing Counsel and Director of Compliance with Meijer and MRA board member, posing with Buy Nearby Guy.

TAKING STOCK IN RETAIL'S ECONOMIC IMPACT IN MICHIGAN

CLICKS TO BRICKS

BACKGROUND NUMBERS

IN 2020, MICHIGAN HAD APPROXIMATELY

122,000

RETAIL ESTABLISHMENTS.



MICHIGAN'S RETAIL INDUSTRY
DIRECTLY EMPLOYED ABOUT

758,000

WORKERS



And
Nearly **\$23** BILLION



(BLS 2021, U.S. CENSUS BUREAU 2020)

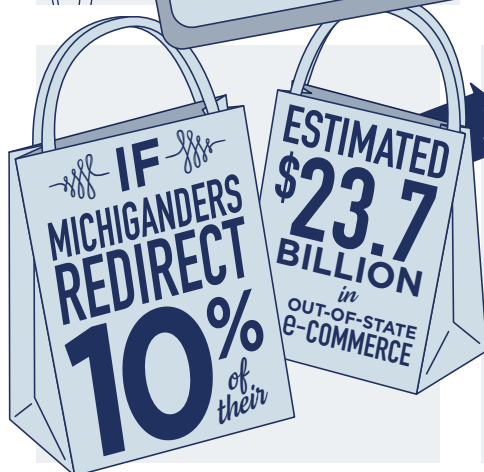
HOWEVER



SHOPPING LOCAL...



THIS SMALL CHANGE COULD HAVE A BIG IMPACT



IT WOULD INCREASE EMPLOYMENT IN MICHIGAN BY MORE THAN

14,000 NEW JOBS



IN ADDITION TO RETAIL

- REAL ESTATE
- EMPLOYMENT SERVICES
- WAREHOUSING & STORAGE
- RESTAURANT
- HOSPITAL

SECTORS WOULD ALL SEE AN INCREASE IN TOTAL EMPLOYMENT.

IT WOULD INCREASE LABOR INCOME

\$533 MILLION

AND MICHIGAN WOULD GAIN

\$1.9 BILLION

IN INCREASED ECONOMIC ACTIVITY.



Michigan Retailers Association

SPONSORED BY

DTE Energy

Retailers
INSURANCE COMPANY
WORKERS COMPENSATION SPECIALISTS

fb.com/BuyNearbyMI

[@BuyNearbyMI](https://twitter.com/BuyNearbyMI)

[@mibuynearby](https://twitter.com/mibuynearby)

BuyNearby

Membership Update



This year, we celebrated 12 consecutive months of perfect customer service survey responses.

As we put 2020 behind us and move towards a better sense of normalcy, we took the opportunity in 2021 to showcase ourselves as a resource to our members. We pride ourselves on being available to our members - taking that extra step to show them the value that we can provide and how much we value their partnership.

Exceptional customer service is always something we strive for. This year, we celebrated 12 consecutive months, and counting, of perfect customer service survey responses. One member's survey response said, "I have ALWAYS been pleased with the services and products offered by Michigan Retailers Services." This statement reflects our mission - to *always* go that extra mile. It's what sets us apart from other organizations.

As our members continued to navigate ever-changing regulations, our legislative team was there to defend against moves to make MIOSHA COVID safety rules permanent. We launched a weekly legislative audio series where members can listen to a brief update on what is going on at the Capitol. This coupled with our Ask Us First program enabled us to keep our members informed and to assist them with our team of experts.

As we remain loyal to our members, our members remained loyal to us. Despite the uncertainty of the economy, our membership remained steady. We saw 368 businesses join MRA, an increase of 20 percent over the previous year. Our membership retention rate remained steady at 87 percent.

As the new year progresses, we continue to keep our eye focused on helping our members build back stronger and better.

Merchant Processing & Membership Services

Recognizing the continued impact the pandemic has on our members' businesses, we managed credit card processing chargebacks and focused on keeping rates steady for the year.

Gross sales totaled \$1,503,305,188 for fiscal year 2020-2021, representing a 11.96 percent increase from the previous year, this includes sales volume processed and premiums billed. Merchant Processing Volume came in at \$1,486,252,487 for the year as consumer confidence grew after pandemic lockdowns.



MRA member Jennifer Stehouwer's passion for nature and the outdoors paved the path towards ownership of Ball Park Floral & Gifts, a successful Grand Rapids floral business. Read Stehouwer's In Her Own Words story in the April/May 2021 issue of Michigan Retailer. Photo credit: Steve Jessmore.



In 2021, MRA partnered with Lansing-based Cold Box Films to offer members discounted video production services.

2021 Milestones

- Members took advantage of our enhanced services, including renewing membership online, downloading free COVID-19 signage, and getting a \$50 referral fee for referring new members
- Introduced two product extensions to enhance our credit card processing program – Retailers Gateway and Retailers Point-of-Sale
- 368 new members joined MRA in 2021, a 20 percent increase over 2020

Advocacy



Fighting to return the state of retail back to normal.

If 2020 was the year of fighting off and figuring out COVID-19 regulations, 2021 was the year of finally peeling many of those back, at least the state-specific guidance. Our primary victory was preventing MIOSHA COVID-19 workplace safety standards from becoming a permanent MIOSHA rule. There were also attempts to limit epidemic orders, reduce MIOSHA fines, and to end federally-funded pandemic unemployment.

The state attempted to fast-track a COVID-19 workplace safety rulemaking effort in the spring, but MRA had a seat at the table to try and dissuade them from moving forward. It took involving the Republican-controlled legislature to cut a deal to scrap the proposed rulemaking effort and peel back all capacity restrictions,

health screening requirements, and mandatory quarantine periods. This allowed employers to follow the CDC's recommendations more easily and to set their own policies if they wished to be stricter.

While we ended the calendar year with essentially no state COVID-19 restrictions in place, the year started with the first-ever virtual State of the State address in Michigan's history. The State of the State is the governor's annual recap and look forward and is traditionally given before a joint session of the Michigan legislature. The virtual presentation of the State of the State address with the governor standing alone behind a podium in an empty room was a forebearer of the continued power struggle

between the Democratic governor and the Republican-controlled legislature. Vetoes of unanimous and bipartisan legislation became the norm during the spring and summer while budget negotiations stalled.

Several items that would have helped retailers fell victim to politically motivated vetoes. Vetoes included a bill to provide a sales tax refund for taxes paid on disinfecting products and protective equipment used to fight the spread of COVID-19 in businesses and workplaces. There were also attempts to limit epidemic orders, reduce MIOSHA fines, and to end the federally-funded pandemic unemployment benefits early – all which were vetoed by Gov. Whitmer.

While negotiations remained strained between parties and branches of government, the merits of proposed laws took more of a focus once the budget was completed in September. This action resulted in the fewest number of laws being signed, in over 60 years. In 2021, 168 laws became public acts, second only to 1960 when only 167 passed.

New laws that were good for retail passed primarily towards the end of the year, including increasing the exemption threshold for Personal



MRA LEGISLATIVE UPDATE

In April 2021, MRA's Amy Drumm and Jennifer Rook launched a weekly recording that informs members on state legislative issues. The team has produced nearly 50 recordings since it launched.

2021 Milestones

- Defeating permanent COVID workplace safety rules
- State and local taxes (SALT) pass-through tax parity
- Commercial PPT exemption threshold increase
- Cigar tax cap made permanent

Property Taxes (PPT). Starting tax year 2022, business owners with less than \$180,000 worth of personal property in a taxing unit must only file exemption paperwork with the local unit by Feb. 20 annually. This is an increase from the current threshold of \$80,000.

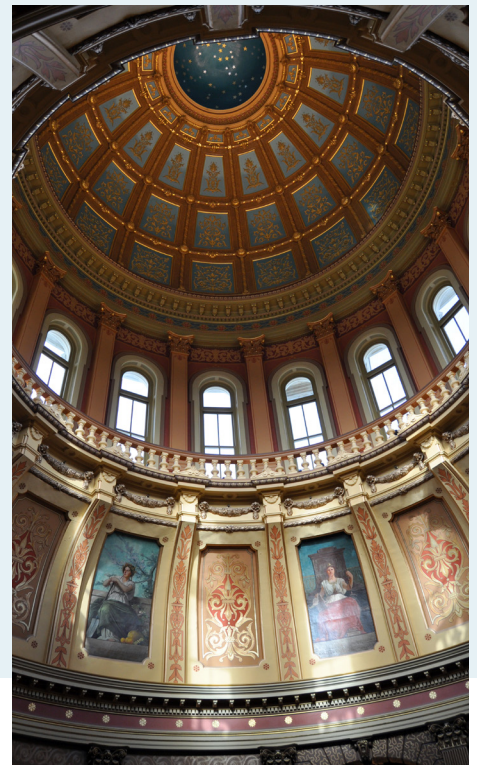
Another new law was the result of another deal between the Republican legislature and Democratic governor. The 50-cent per cigar tax cap will remain in place permanently,

removing the existing Oct. 31, 2021 sunset date, in exchange for removing the sales and use tax on feminine hygiene products (which took effect on Feb. 3, 2022). Lastly, legislation that restores tax parity between large C-corporations and smaller “pass-through” businesses because of the 2017 Tax Cuts and Jobs Act on deductions of state and local taxes (SALT) passed this winter after initially being vetoed earlier in the year. The new law allows businesses to fully deduct taxes regardless of

the type of business and aligns Michigan with federal tax law.



MRA Board Member Bill Golden, of Traverse City's Golden Shoes and MRA's Amy Drumm talk with Rep. Matt Hall (R-Marshall) at MRA's Oct. 26 legislative reception.



Buy Nearby

Supporting Michigan retail every step of the way.

Buy Nearby Guy made a few visits

Following a year-long hiatus from visits in 2020 due to the pandemic, Buy Nearby Guy got back on the road for a handful of visits. He visited several MRA member businesses and took photos with store owners, shoppers, and eager fans. Buy Nearby Guy hopes to fill his calendar even more in 2022. The deadline for bookings in 2022 has passed, but if you'd like to invite him to your 2023 downtown event, complete the request form at:

buynearybymi.com/mascot-request.

New economic study

MRA commissioned a new study in 2021 on the economic impact of buying nearby. Public Sector Consultants, a highly regarded public policy firm in Lansing, was hired to determine how much money was spent with online, out-of-state stores and how those purchases affected Michigan's economy (see graphic on page 4).

Like the findings from an earlier study done in 2018, the impact is staggering. The study found that Michiganders sent \$23.7 billion to out-of-state, online retailers in 2020. Public Sector Consultants reported that if shoppers were to convert just one in 10 purchases to a Michigan-based store, or online retailer, our state would gain:

- \$1.9 billion in increased economic activity;
- 14,000 new jobs; and
- Increase labor income by \$533 million.

Distribution of free materials

To help retailers gear up for Buy Nearby Weekend, our team kept busy packing and shipping free materials to their stores. In total, 137 packets were delivered to MRA member

businesses. Packets included updated Buy Nearby infographics and posters, coloring books, Buy Nearby shopping bags, stickers, and bag stuffers.

Buy Nearby Weekend

We celebrated our annual shopping weekend on the first weekend in October (Oct. 1-3). We hosted our photo contest encouraging shoppers to take a selfie or photo of their purchase while shopping at Michigan-based businesses and enter to win \$500. Twelve individuals entered their selfies in the contest and one winner was chosen by a random draw.



Robin DeHaan's visits to multiple stores in Grand Rapids, Kalamazoo, and Plainwell areas won her a \$500 gift card during Buy Nearby Weekend. She entered a photo of a sweet treat from Mokaya, an artisan chocolate and confection shop located in Grand Rapids.



The Clicks to Bricks economic study infographic welcomed attendees to the Governor's Conference on Tourism in late 2021.

MRA members supporting Buy Nearby

In late September, we launched an interactive map showcasing MRA members that support Buy Nearby. We promoted the map during Buy Nearby Weekend and encouraged shoppers to get out and support the businesses on the list.

Buy Nearby on TikTok

Buy Nearby Guy is now spreading the importance of buying nearby on TikTok! Follow along with his travels and event shenanigans on TikTok @buynearybymi.



2021 Milestones

- Commissioned a new study showing the importance of retail and shopping local in Michigan
-Created an infographic
- Partnered with MLive to feature MRA member businesses on a monthly podcast
- Buy Nearby Guy is now on TikTok
- Created an interactive map displaying MRA members that support the Buy Nearby program

Showcasing our members

Throughout the year, MLive Media Group created monthly podcasts interviewing our members about their history, the effects of the pandemic, and what they expect to see going forward into 2022. MLive also featured four Grand Rapids-area businesses in a vlog and thanked them for all their hard work, flexibility, and grit they've shown since the pandemic hit.

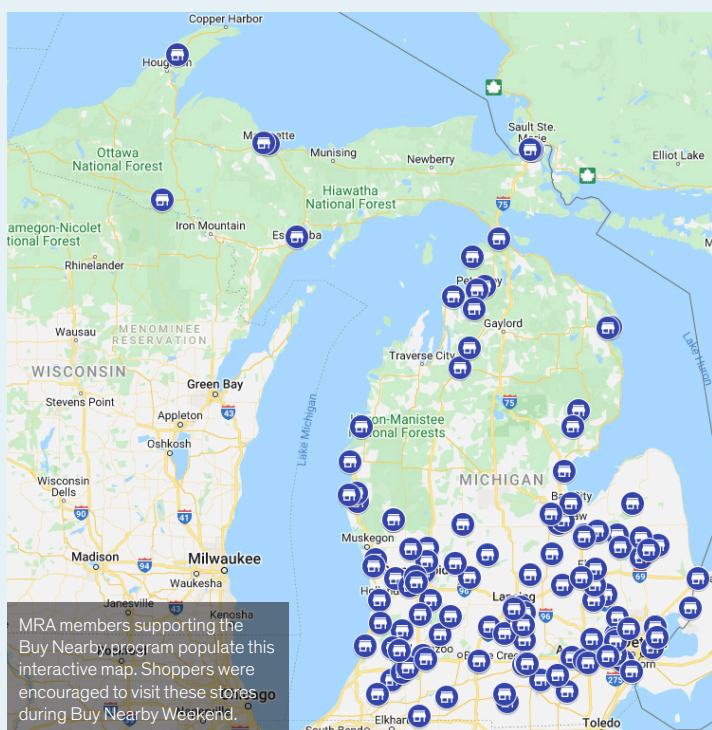
Sponsors

All materials, podcasts, and Buy Nearby Guy appearances are free to communities, thanks to our sponsors. DTE Energy has consistently stepped up as the main sponsor for the campaign and we appreciate their generosity.

Retailers Insurance Company returned as the secondary sponsor, and we're grateful for its

donation, as well as the contributions from all of our members and individuals who support our shop-local message (see list of contributors on page 13).

Keep your money in Michigan!



Host Eric Hultgren interviewed nine MRA-member businesses and MRA CEO and President Bill Hallan on MLive's MI Best Podcast in 2021. The podcast records monthly.



DTE Energy®

Retailers Insurance



*RIC received an “A Prime, Unsurpassed” rating for the **fourth** year in a row by the National Actuarial Financial Analysis and Consulting Firm.*

As many policyholders saw business bounce back in 2021, Retailers Insurance Company (RIC) also had a successful year. Written premium, policy count, investments, and surplus were all up for the year.

Total new premium for the year reached \$2.5 million and written premium rose 13.3 percent to \$11.2 million. Workers’ compensation premium, at \$10.6 million, continued to make up the bulk of RIC’s portfolio.

RIC achieved a combined ratio of 97.2, meaning that for every \$1 earned, 97.2 cents went to pay claims and operate the company.

Surplus grew to \$12.9 million, an increase of 5 percent. Net admitted assets rose 6.2 percent to \$28 million.

Rating

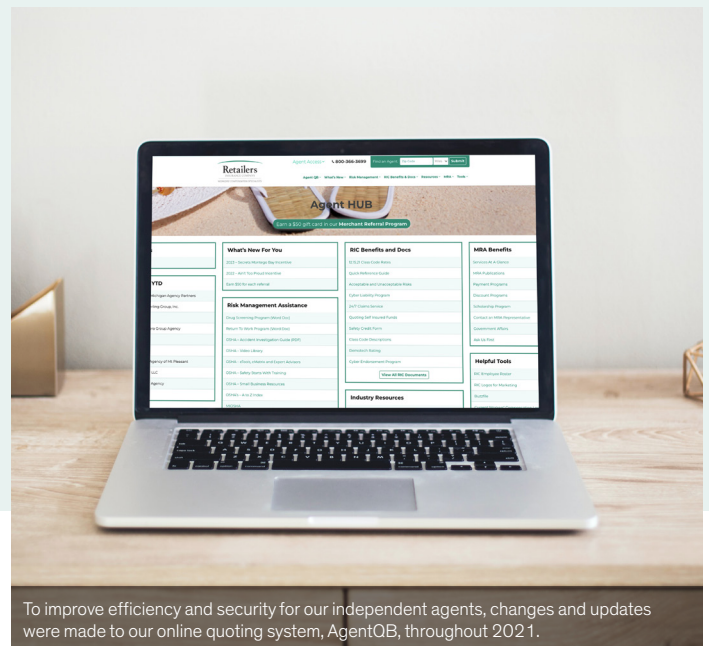
Demotech, Inc.’s Financial Stability Ratings® (FSRs) are a leading indicator of the financial stability of property and casualty insurers and title underwriters. The national actuarial financial analysis and consulting firm evaluated RIC’s finances and for the fourth straight year awarded RIC an “A Prime, Unsurpassed” rating. RIC has been awarded “A” or better ratings every year since our founding in 2006.

Retailers Insurance Company reached this level due to its “unsurpassed financial stability related to maintaining positive surplus as regards policyholders, liquidity of invested assets, an acceptable level of financial leverage, reasonable loss and loss adjustment expense reserves and realistic pricing,” according to Demotech, Inc.

Software/technology

Throughout 2021, RIC continued to make improvements to AgentQB, the online quoting system independent agents use to submit workers’ compensation business. Changes to the system are ongoing in order to improve efficiencies and security for our independent agents.

In another move to remain competitive, RIC lowered workers’ compensation rates in 178 class codes. The company’s group dental insurance program, which is administered by Delta Dental, was able to maintain its rates going into 2021.



To improve efficiency and security for our independent agents, changes and updates were made to our online quoting system, AgentQB, throughout 2021.

2021 Milestones

- Recorded the highest gross written premium in RIC's history
- Maintained the "A'-Unsurpassed" financial rating from Demotech
- Implemented changes to rates and the deviated MOD program resulting in a -2.08 percent impact
- Expanded our marketing offerings to agencies
- Offered Yeti mugs to policyholders who signed up for recurring premium payments



Regardless of the severity of a general economic downturn or deterioration in the insurance cycle, insurers earning a Financial Stability Rating® of A' (A Prime) possess Unsurpassed financial stability related to maintaining surplus as regards policyholders at an acceptable level.

Regardless of the severity of a general economic downturn or deterioration in the insurance cycle, at least ninety-nine percent of all the insurers countrywide receiving a Financial Stability Rating® of A' (A Prime) are expected to have positive surplus as regards policyholders as of eighteen months from the initial date of rating assignment.

Member Giving



The Michigan Retailers Foundation has awarded 601 scholarships totaling \$615,250.

Foundation

Twenty-six scholarships totaling \$37,500 were awarded in 2021. The application period began on January 1 and concluded on April 1.

To date, the Michigan Retailers Association scholarship program, funded by the Michigan Retailers Foundation, has awarded 601 single-year college and professional training scholarships totaling \$615,250.

A total of 131 applications were submitted for consideration by International Scholarship and Tuition Services, Inc., a third-party organization

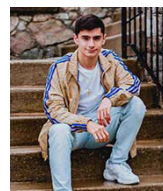
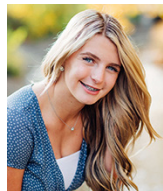
that selects the winners. Winners were notified in mid-May.

The Foundation, a 501(c)3 nonprofit organization whose revenues come from member contributions and investment earnings, awards \$1,500 to students attending four-year universities. Students attending community colleges and professional institutions are awarded \$1,000.

MRA members can establish a living legacy through contributions to the program.

Contributors who donate at least \$30,000 over their lifetime will have a legacy scholarship established in their name or in honor of a parent, company, or other designee.

Each year, the scholarship application is open from January 1 to April 1. In early 2022, the Foundation's Board of Directors voted to condense the total scholarship awards count and increase the amount of the individual awards. Twelve scholarships worth \$3,500 will be given in 2022.



The 26 winners of the Michigan Retailers Association scholarship program in 2021. For a complete list of individual winners, visit our website.

2021 Milestones

- Foundation reached 601 total awards granted since 1999
- Awarded the Bill Golden Legacy Scholarship, established by Bill Golden, co-president of Golden Shoes in Traverse City
- Held in-person Legislative Reception at the State Capitol
- Awarded the W. Bruce and Joyce M. Rogers Legacy Scholarship, established by long-time retail advocate W. Bruce Rogers

Donors and Sponsors

The following individuals and businesses contributed to our programs and/or sponsored our Legislative Reception. We are incredibly grateful for their donations!

Michigan Retailers Association Political Action Committee 2021 Contributors

Chad Ayers
Becky Beauchine Kulka
Joe Benchley
Tom & Laurie Bos
Bo Brines
Tom Clement
Kurt Dettmer
Amy Drumm
Kim Edsenga
Andrew Gemmen
Bill Golden
Meredith Gremel

Bill Hallan
Jim Hallan
Amy Jolley
Jeff Joyce
Patrick Kerwin
Connie King
Gary Kotlarz
John Leppink
Dan Marshall
Orin Mazzoni
John & Kathleen McAuliffe
Joe McCurry
Cheryl Medler
Larry Meyer

John Morgan
Bryan Neiman
Ally Nemetz
Rod Phillips
Burke Sage
Jean Sarasin
Donald Shampine
D. Larry Sherman
Chris Smith
Peter Sobelton
William Spreder
Barb Stein
Joe Swanson
Tom Tuggle
Tom Ungrodt

Michigan Retailers Association 2021 Legislative Reception Sponsors

Busch's Fresh Food Markets
Consumer Healthcare Products Association
CVS Health
The Home Depot
Meijer
Kroger
National Association of Chain Drug Stores

Retail Industry Leaders Association
SpartanNash
Target
Walgreens

Buy Nearby Contributors FY 20-21

Albert Ellenberger Lumber Co.
Anthony G. Michael Inc.
B & C Hardware Inc.
Baldwin Lumber Co.
Ball Park Hardware Inc.
Barron's
Becky Thatcher Designs
Ben Franklin's Mooney Store
Benchley's Amish Furniture & Gifts
Bolenz Jewelry
Boor's Bootery Inc.
Boyne City Hardware Inc.
Brooklyn Plumbing Heating & AC Inc.
Conklin Benham PC
Connor's Inc.

DeVries Jewelry Store Inc.
Dr. Louis E. Boggs
Optometrist
Ed's Orchard Market
Fairview Hardware Inc.
Farmington Shoe Repair
FOUND
Gemmen's Inc.
Golden Shoes Inc.
Goldstein Bershad & Fried PC
Healy True Value Hardware
Honor Hardware & Bldg Supply
Hush Intimate Apparel
Integrity Printing
J & M Holdings Inc.
Jerry L. Clore DMD
Kaden Inc.

Kean's Store Co. LLC
Lake Effect Gallery LLC
Linde Furniture Inc.
Little Forks Outfitters Inc.
M Mazzoni Jewelers LLC
Maloney Carpet Co.
Maple Street Mall
McBain Hardware Co.
McLeans Ace Hardware
Meldrum Retail/AM Bulk Foods
Mercuryhead Gallery
Michigan Insurance Group
Mieras Family Shoes Inc.
Neiman's Family Market
Nichols Ski & Sport Inc.
Northwest Lock Inc.

Oliver Printing & Packaging
Pilgrim Investment Co.
Roll Models
South Lyon Cycle & Sport Inc.
Susan L. Micklow DDS MS
Tawas Do It Center
Tender
The Sweet Tooth of Rockford
Tino's Bar & Pizza Inc.
Uniform Center of Lansing
V & A Bootery Inc.
Van Wieren Hardware Inc.
Wingert's Food Center
Wohlfiel Hardware & Tool Inc.
Wooly Buggers

Michigan Retailers Foundation Contributors FY 20-21

Albert Ellenberger Lumber Co.
Allendale True Value Hardware
Alma Heritage Dental
Anthony G. Michael Inc.
Chad Ayers
Baldwin Lumber Co.
Ball Park Hardware Inc.
Barron's
Becky Thatcher Designs
Ben Franklin's Mooney Store Inc.
Benchley's Amish Furniture & Gifts
Bolenz Jewelry
Boyne City Hardware Inc.
Bo Brines
Conklin Benham PC
Gary Click
Dapple-Gray Bed & Breakfast
DeVries Jewelry Store Inc.
Douglas Avenue Thrift Center

Dr. Louis E. Boggs
Optometrist
Ed's Orchard Market
Kim Edsenga
English Gardens
Farmington Shoe Repair
Andrew Gemmen
Gemmen's Inc.
Bill Golden
Golden Shoes Inc.
Goldstein Bershad & Fried PC
Meredith Gremel
James Hallan
William Hallan
Honor Hardware & Building Supply
J B Latoski Enterprises Inc.
Jerry L. Clore DMD
Jeff Joyce
Kaden, Inc.
Kean's Store Co. LLC

Becky Beauchine Kulka
John Leppink
Linde Furniture Inc.
Little Forks Outfitters Inc.
M Mazzoni Jewelers LLC
Maloney Carpet Co.
Maple Street Mall
Dan Marshall
Orin Mazzoni
McBain Hardware Co.
Joe McCurry
Meldrum Retail/AM Bulk Foods
Mercuryhead Gallery
Larry Meyer
Michigan Insurance Group
Mieras Family Shoes Inc.
Bryan Neiman
Neiman's Family Market
Oliver Printing & Packaging
Rod Phillips
Pilgrim Investment Co.
Retailers Insurance Co.

RJ Rau Management
Roll Models
Jean Sarasin
Schwark Family
Size Reduction Specialists/FBE Corp
Peter Sobelton
Barb Stein
Sue's Hallmark Cards & Gifts
Susan L. Micklow DDS MS
Joe Swanson
Tawas Do It Center
The Links at Rolling Mead LLC
Tino's Bar & Pizza Inc.
Tom Allen Enterprises
Tom Ungrodt
Van Wieren Hardware Inc.
Jim Walsh
Wingert's Food Center
Winglemire Furniture Inc.

MRA Financial Summary

Michigan Retailers Association Subsidiary and Related Entities

Consolidated and Combined Statements of Financial Information

June 30

2021

2020

Assets

Current assets	\$8,030,172	\$8,395,230
Property & equipment less depreciation	\$2,107,085	\$2,217,448
Other assets	\$32,009,715	\$28,313,608

Total Assets	\$42,146,972	\$38,926,286
---------------------	---------------------	---------------------

Liabilities & Net Assets

Total liabilities	\$16,680,730	\$16,373,446
RIC surplus	\$12,248,008	\$11,699,367
RIC common stock	\$100	\$100
Net assets - unrestricted	\$13,218,134	\$10,853,373

Total Liabilities & Net Assets	\$42,146,972	\$38,926,286
---	---------------------	---------------------

RIC Financial Summary

Retailers Insurance Company

Statutory Statement of Admitted Assets, Liabilities, and Policyholders' Surplus

December
31

2021

2020

Admitted Assets

Cash and investments

Bonds, at amortized cost	\$16,636,206	\$18,184,815
Common stocks, at fair value	\$4,707,207	\$3,287,347
Cash, cash equivalents, and short-term investments	\$2,453,086	\$976,422

Total Cash and Investments

\$23,796,499 **\$22,448,584**

Uncollected premiums	\$160,145	\$48,076
Deferred premiums	\$3,670,896	\$3,238,007
Accrued investment income	\$76,254	\$91,649
Amounts recoverable from reinsurers	\$99	\$260,309
Federal income taxes recoverable	\$34,106	\$8,202
Net deferred tax asset	\$215,500	\$234,500
Other assets	\$40,864	\$31,563

Total Admitted Assets

\$27,994,363 **\$26,360,890**

Liabilities

Losses and loss adjustment expenses	\$9,294,670	\$9,154,952
Commissions payable	\$411,042	\$334,404
Unearned premiums	\$4,656,637	\$4,111,033
Advance premiums	\$193,839	\$200,199
Ceded reinsurance premiums payable (receivable)	\$67,011	-\$77,733
Taxes, licenses and fees, excluding federal income taxes	\$192,038	\$141,231
Payable to affiliates	\$169,341	\$135,607
Other liabilities	\$153,059	\$113,089

Total Liabilities

\$15,137,637 **\$14,112,782**

Policyholders' Surplus

Common capital stock	\$100	\$100
Surplus note	\$380,000	\$400,000
Unassigned surplus	\$12,476,626	\$11,848,008

Total Policyholders' Surplus

\$12,856,726 **\$12,248,108**

Total Liabilities & Policyholders' Surplus

\$27,994,363 **\$26,360,890**

These financial highlights are derived from the audited financial statements. The audit was performed by Andrews Hooper Pavlik PLC. To obtain a copy of the audited financial statements, please contact: William J. Hallan, Michigan Retailers Association, 603 South Washington Avenue, Lansing, MI 48933.

Boards of Directors



Michigan Retailers Association Board

At the Annual Meeting on August 24, the MRA board re-elected five members to serve three-years terms: Bo Brines, Owner and President of Little Forks Outfitters in Midland; Bill Golden, co-President of Golden Shoes in Traverse City; Joe McCurry, executive with Credit Card Group; Bryan Neiman, President and CEO of Neiman's Family Market with three locations in Tawas, St. Clair and Clarkston; and Peter Sobelton, Owner and Partner of Mondial Properties in Birmingham.

Bo Brines currently serves as Chair of the MRA Board. He was elected to his current position in August 2020.

Retailers Insurance Company Board

At the Annual Meeting held on August 24 three individuals were re-elected to serve three-year

terms as members of the Board of Directors for Retailers Mutual Holding Company, Retailers Stock Company, and Retailers Insurance Company: James P. Hallan, retired President and CEO of Michigan Retailers Association and Retailers Insurance Company; William J. Hallan, current President and CEO for Michigan Retailers Association and Retailers Insurance Company; and Jean Sarasin, retired Executive Vice President and COO of Michigan Retailers Association and Retailers Insurance Company.

Jean Sarasin continues to serve as Chair of the Retailers Insurance Company Board. She was elected in August 2020.

Michigan Retailers Services Board

Three individuals were re-elected to serve one-year terms as directors at the MRS Board

Annual Meeting: Chad Ayers, Allendale True Value in Allendale; William J. Hallan, President and CEO of Michigan Retailers Association; and Rachel Hurst, Kroger Co. of Michigan.

Rachel Hurst replaced Meredith Gremel, of SpartanNash, who retired in 2021. Hurst has been with the Kroger Co. of Michigan for 12 years. As Kroger's current Corporate Affairs Manager, she is very involved in the daily operation of the business. She oversees charitable giving, government affairs and media relations for all 119 store locations in Michigan. Prior to her current role, Ms. Hurst held nine different positions within the company including clerk, assistant manager, store manager, and as public affairs specialist. Ms. Hurst joined the MRS board in August 2021 for a one-year term.

Michigan Retailers Association



Bo Brines
Chair
Little Forks Outfitters
Midland



William J. Hallan
President and CEO
Michigan Retailers Association



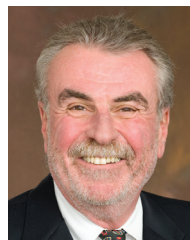
Bill Golden
Vice Chair
Golden Shoes
Traverse City



Dan Marshall
Marshall Music Company
Lansing



Joseph McCurry
Credit Card Group



Peter R. Sobelton
Treasurer
Mondial Properties
Birmingham



Becky Beauchine Kulka
Past Chair
Becky Beauchine Kulka
Diamonds and Fine Jewelry,
Okemos



Kim Edsenga
Meijer
Grand Rapids



Orin Mazzoni, Jr.
Orin Jewelers
Northville

Biographical
information
available at
www.Retailers.com

Michigan Retailers Association cont.



Bryan Neiman
Neiman's Family Market
St. Clair



Barb Stein
Great Northern Trading Co.
Rockford



Thomas Ungrodt
TDU Consulting, LLC
Ann Arbor



D. Larry Sherman
Board Member Emeritus

Retailers Insurance Company



Jean Sarasin
Chair
Consultant
Traverse City



Jeff Joyce
Past Chair
Mieras Family Shoes
Grand Rapids



Andrew Gemmen
Gemmen's Home
and Hardware
Hudsonville



James P. Hallan
Retired
Michigan Retailers Association



Larry Meyer
Lansing Community College



Rod Phillips
Country Casuals
Petoskey

William J. Hallan
President and CEO
(see MRA Board of Directors)

Dan Marshall
(see MRA Board of Directors)

Peter R. Sobelton
Treasurer
(see MRA Board of Directors)

Thomas Ungrodt
(see MRA Board of Directors)

Michigan Retailers Services, Inc.



Chad Ayers
Allendale True Value
Allendale



Rachel Hurst,
Kroger Co. of Michigan
Novi



John Leppink
Leppink's Food Centers
Belding



Joe Swanson
Big Springs Enterprises
Naubinway

William J. Hallan
President and CEO
(see MRA Board of Directors)

“...our purpose to serve our members is unwavering.”

- William J. Hallan
MRA President and
Chief Executive Officer



Longtime MRA members father and son duo Gary and Chris Copp pose for a feature story on their family business – Carson City Lumber Co. in Carson City, MI. The story ran in the Feb./March 2021 issue of Michigan Retailer. Photo credit: Steve Jessmore



Pictured left to right: Kate Fabi, Customer Service Rep., Penny Sierakowski, Manager, Customer Service Dept., Tamara Baker, Senior Customer Service Rep., and Mari Aguilar, Customer Service Rep.



MRA member English Garden's devoted staff pose for a quick photo. Read about the business' humble beginnings and eventual expansion into multiple locations. The story ran in the Dec. 2021 issue of Michigan Retailer. Photo credit: Steve Jessmore



Dublin Jerky & BBQ scion and MRA member Troy Fischer carries on the tradition at his Grandville location as the family's flagship store in Manistee County rebuilds after a devastating fire. The story ran in the Feb./March 2021 issue of Michigan Retailer. Photo credit: Steve Jessmore

Professional Management

Michigan Retailers Association

EXECUTIVE TEAM

William J. Hallan

President and Chief Executive Officer

Thomas P. Clement

Vice President, Operations and General Counsel

Amy Drumm

Senior Vice President, Government Affairs

Tom Tuggle

Senior Vice President, Insurance Sales & Membership

Kurt M. Dettmer

Senior Vice President, Insurance Sales & Business Development

Cheryl Medler

Vice President, Finance

Jennifer Rook

Vice President, Communications and Marketing

Laura Schilling, CAWC

Vice President, Underwriting

EXECUTIVE SUPPORT STAFF

Amy Jolley

Director, Human Resources and Executive Assistant

SALES

Darcy Gates, CPP

Director, Sales

Burke Sage, CPP

Manager, Business Development

Chris Smith, CPP

Manager, Business Development, National Sales

Miranda Piersol, CPP

Business Development Representative

Lindsey Tuggle

Business Development Representative

Harmony Clouse

Administrative Assistant, Sales Department

CUSTOMER SERVICE

Penny Sierakowski

Manager, Customer Service Department

Tamara Baker

Senior Customer Service Representative

Marian Chelize (Mari) Hosking-Aguilar

Customer Service Representative

Kate Fabi

Customer Service Representative

Christain Shaul

Data Admin and Customer Support

ADMINISTRATION AND OPERATIONS

Ally Nemetz

Director, Customer Service and Data Administration

Dave Papp

Director, Information Technology

Jodi Barber

Benefits Administrator

Francine Bushrey

Accounting and Membership Assistant

Nora Jones

Administrative Assistant
Michigan Grocers Association
A division of Michigan Retailers Association

Larain Pearsall

Accounting Assistant and Bookkeeper

Dora Serna

Receptionist

Melody Totten

Customer Data Support Specialist

Ge Xiong

Customer Data Representative

COMMUNICATIONS & MARKETING

Rachel Schrauben

Digital Marketing Specialist

Josh Delany

Graphic Designer

Ken Sierakowski

Printing Operations Coordinator

RETAILERS INSURANCE COMPANY

Abraham Hartline

Corporate Accountant

Jamie Gulley

Underwriter

Justine Rodabaugh

Manager, Operations



Buy Nearby Weekend

October 7 - 9,
2022

Keep your money
in Michigan!

www.BuyNearbyMI.com



SPONSORED BY:



DTE Energy®

SUPPORTING SPONSOR



Get more visibility and support in Lansing!

MRA's Advocacy Fund enhances MRA's lobbying efforts to support retail in Michigan.



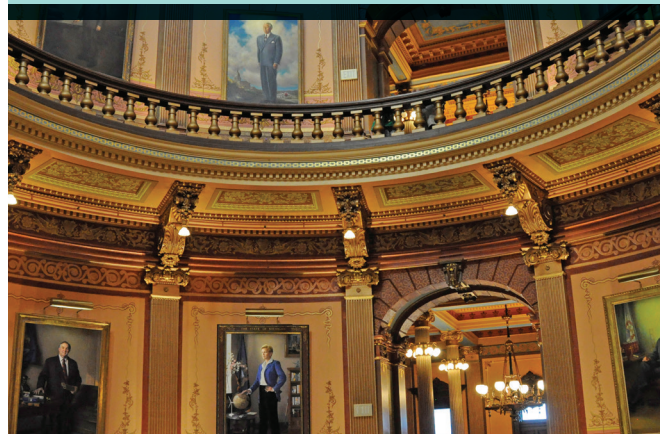
Amy Drumm, MRA's Senior Vice President of Governmental Affairs, testifies on behalf of Michigan's Retailers.

TO CONTRIBUTE

Contributions to the fund can be made from business accounts and written off as a business expense. To contribute, please send a check made payable to "MRA." In the notes line, indicate "MRA Advocacy Fund." Contributions should be sent to Amy Drumm's attention.

Support Michigan Retailers PAC and protect your interests.

Contact Amy Drumm at
517.372.5656
800.366.3699
or download a contribution form online at:
retailers.com/advocacy/take-action



RETAIL'S NIGHT OUT

Keynote: Shawna Suckow, internationally acclaimed speaker and author
The Roaring Twenties: Better Sales & Marketing in a Post-Pandemic Decade

Organized Retail Crime panel with federal, state, and local law enforcement representatives, including **Michigan Attorney General Dana Nessel**

Legislative panel featuring a bipartisan mix of leaders, including **Senator Aric Nesbitt** and **House Minority Leader Donna Lasinski** - and more to come.

JUNE 9, 2022

**1PM
LANSING
CENTER**

**AFTER 5PM
LANSING
BREWING
COMPANY**

We're trying something new this year and want to give you a night out! Mark your calendar for our half-day event filled with key legislators, speakers, and a chance to network with fellow retailers. Buy your tickets at: Retailers.com/rno. Before May 1: \$50/ticket. After May 1: \$75/ticket.



A Michigan Retailers Association event



Michigan[®]
Retailers
Association



BuyNearby[™]

603 South Washington Avenue | Lansing, Michigan 48933
517.372.5656 | toll-free: 800.366.3699 | fax: 517.372.1303
mra@Retailers.com

www.Retailers.com www.RetailersInsurance.com www.BuyNearbyMI.com

