



DRIVING

CHANGE

# 2017

Report to the Community



MEDICAL MUTUAL®

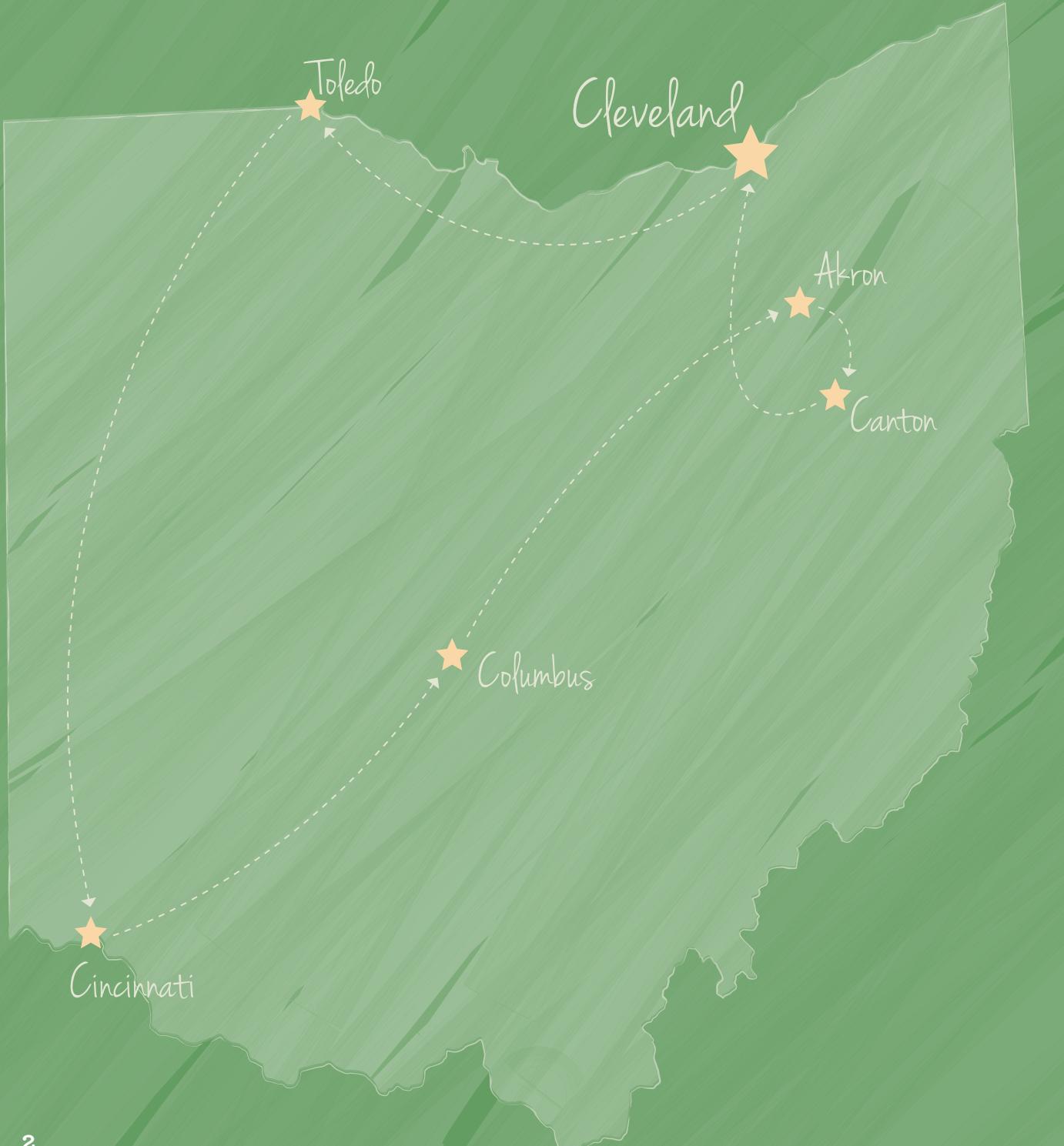
Taking Care of Ohioans Since 1934



MEDICAL MUTUAL®

COMMUNITY REPORT 2017

# Our Itinerary



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# Welcome

Being a good corporate citizen is important to all of us at Medical Mutual. We're committed to supporting organizations that make a positive impact on the communities where our members and employees live and work. While we provide support at the corporate level, Medical Mutual employees are always willing to pitch in and volunteer their time and talents to good causes.

In this year's Report to the Community, Driving Change, I take you on a tour around Ohio that highlights some of the work we've done. We'll travel through our six regions and meet the vice presidents of sales for each one. On our journey we'll make a few stops to learn about some of the organizations we support and meet some of our valued customers.

I hope you enjoy this little trip and, when it's over, feel inspired to find out more about the unique places and people that, like Medical Mutual, call Ohio home.



Rick Chircosta  
Chairman, President & CEO

# Arts & Culture



# Civic & Economic



**M**edical Mutual understands the value of the arts in our communities. From music venues and theaters to museums, galleries and zoos, keeping these organizations viable helps keep the communities where we live and work sustainable.

**T**hroughout every region in Ohio, Medical Mutual wants to see communities and neighborhoods thrive. We work closely with local governments, chambers of commerce and community planning agencies to identify solutions that spark growth and revitalization. Ohio has always been our home and we want Ohio to be an even better place to live and work.

## AREAS OF GIVING

### Education & Research



Quality education is a critical part of every community. It's the foundation for developing life and leadership skills. Each year, Medical Mutual works closely with schools, universities and academic organizations to provide students with the educational, skill-building and mentoring opportunities needed to grow and thrive in their communities.

### Health & Wellness



 Medical Mutual is committed to helping our members, employees and those who live in the communities we serve live healthier lives. We partner with healthcare facilities and organizations that promote good health, provide education about health risks and raise money for research. Together, we provide outreach and resources necessary to achieve these goals.

## Human Services & Diversity



No Ohioan should have to go without access to the healthcare and social services they need. Medical Mutual uses our resources to help where we can. We support numerous organizations that make sure people of all ages, abilities and backgrounds get the support, services and opportunities needed to improve their lives.



## A Mutual Appreciation

I'm thrilled to report another successful year for our Mutual Appreciation program. This is the program, started in 2011, that incentivizes our employees to patronize our customers. This year, we hit an important milestone—total spend for the program exceeded \$100 million! That shows how dedicated our employees are to our customers and to our communities. I can't wait to see what 2018 brings.

## Mutual Appreciation

### TrueNorth Pump Up Your Points, Season 2

Last year, we coordinated one of our biggest and most popular Mutual Appreciation promotions in program history. The results were outstanding, and TrueNorth requested we run another promotion this year. TrueNorth even supplied the grand prizes – gas for an entire year for two employees!

This year's promotion ran from May 1 through June 30 and the results were even better. More than 1,600 of our employees logged nearly 18,000 transactions at participating stores. In total, our employees spent \$342,109 during the two-month timeframe to support a great customer.



### More Customers Get in on the Fun

In an effort to support as many customers as we can, we started a “Customers of the Month” promotion, highlighting specific customers to our employees. Hundreds of customers were involved and the results turned out to be very impressive.

Some of the highlights this year included the Girl Scouts of Northeast Ohio, where nearly \$15,000 was spent during their month (most of that on cookies!); Petitti Garden Centers, where more than \$17,500 in sales resulted from our employees; and Donatos Pizza, where more than \$13,000 was spent.



# Northeast



*Regional Vice President:*  
Rich Wallack

Cleveland

### IN THIS SECTION

- 14 SHARE Days
- 17 Note from the Road
- 18 Northeast Ohio Events:  
*Radiance, Race for Kids, True2U*



## SHARE Days

VARIOUS LOCATIONS

*May 11, June 2, July 20  
& September 14, 2017*



I firmly believe that if we want to make a difference in our communities, we need to offer our time. That's why we created SHARE Days. SHARE stands for Serve-Help-Aid-Reach-Educate. Through this program, our employees can use a work day to participate in a variety of volunteer projects organized by Medical Mutual. I think it's a great way to provide them the opportunity to give back and see the impact they can make.

For this year's SHARE days, our Cleveland-area employees could choose to spend a day working with one of four amazing organizations — the Boys & Girls Clubs of Cleveland, the Cleveland Housing Network, Recovery Resources or Eliza Jennings. I'm happy to say that more than 150 employees stepped up and volunteered.



On May 11, we kicked off SHARE Days with a volunteer event at the Boys & Girls Clubs of Cleveland. Our employees helped out in many ways. Some employees cleaned the facility, while others spent their time by helping kids with their homework. Once all of the work was done, the volunteers were able to spend some time playing games with the kids.

Employees who spent time with the Cleveland Housing Network on June 2 spent their day painting and working on improving landscaping. Some of our volunteers lent their skills to build a fence, while others did home maintenance projects. Everyone was happy to know their hard work added value to the houses as well as the neighborhood.

At Recovery Services on July 20, our employees spent the day painting and landscaping. They were able to meet some of the people who benefit directly from the valuable support Recovery Services provides. It was a great way to understand just how much their volunteer time means to the people who need these services.

Our volunteers spent time at three Eliza Jennings locations on September 14 doing crafts, playing games and participating in outdoor projects and



activities. After volunteering, one employee told me how proud she is to work at Medical Mutual knowing that we are doing such great things in the community. I'm pretty sure we all agree with that sentiment.

## Note from the Road



Stopped for lunch at Hyde Park Steakhouse and met up with Rich Wallack, vice president of sales for the Northeast region. Rich has built some great relationships with local business and community leaders. We caught up on all of the Boys & Girls Clubs of Cleveland and the Cleveland Leadership Center.

Looking forward to the next time we get together.

*Rich*

# Northeast Events

## Radiance

May 11, 2017



In May, I attended Cleveland State University's Radiance event, which has raised more than \$4.8 million dollars since 2011 to help more than 1,500 students attend school and graduate.

At this event, I was presented with the President's Medal, the university's highest non-academic honor. The best part was the outpour of support from our customers and vendors who showed up that evening and donated to student scholarships on behalf of Medical Mutual. More than 500 people attended and CSU President Ron Berkman noted it was the most money ever raised at this event, setting a record at \$1.3 million.



## Race for Kids and Wellness Festival

June 30, 2017



We've had a long and positive partnership with the Boys & Girls Clubs of Cleveland, and we were happy to be the title sponsor for this year's Race for Kids and Wellness Festival. I found out just how fast Rich Wallack is when he finished first in his age group in the 5k. Along with the 5K run, the event included a 1-mile run/walk, healthy food vendors, a DJ, mascots, a fitness instructor and arts and crafts. More than 800 people attended and a record \$215,000 was raised to support a variety of programs and activities.



## True2U

Throughout 2017



True2U is an organization that matches professionals from local businesses and nonprofits with eighth-grade students at schools in the Cleveland Metropolitan School District. Volunteers act as tutors and mentors to help the students successfully transition to high school. In May, students from Charles A. Mooney School spent a day visiting our headquarters where they learned about careers in our industry and joined a fitness class at our Wellness Center. I'm thrilled 21 of our employees serve as role models to these students.

# Northwest



Regional Vice President:  
Frank Bloomquist

Toledo 

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*Girl Scout Badge Day,*  
*Medical Mutual Glass City 5K,*  
*Toledo Botanical Garden Stone Sculptures*



# Monarch Butterfly Release

TOLEDO ZOO & AQUARIUM  
September 16, 2017



Did you know that a group of butterflies is called a kaleidoscope? That is one of the many interesting things I learned at the Toledo Zoo. The monarch butterfly population has declined by 90 percent in the past 20 years. The program, established to learn more about these beautiful insects and find ways to protect the species, has transformed 30 acres in the city's metropolitan area into a butterfly habitat. The zoo has taken a special interest in monarch butterflies through their Wild Toledo program, which Medical Mutual proudly sponsors.

The zoo began a captive rearing program for the butterflies in 2014. That year, they successfully bred, tagged and released a kaleidoscope of 760 monarch butterflies. Those butterflies then began their fall migration from Toledo to the Sierra Madre Oriental forests in Mexico. They had a long way to go as the monarch butterfly migration from Canada and the northern US to central Mexico is the longest in the insect world.



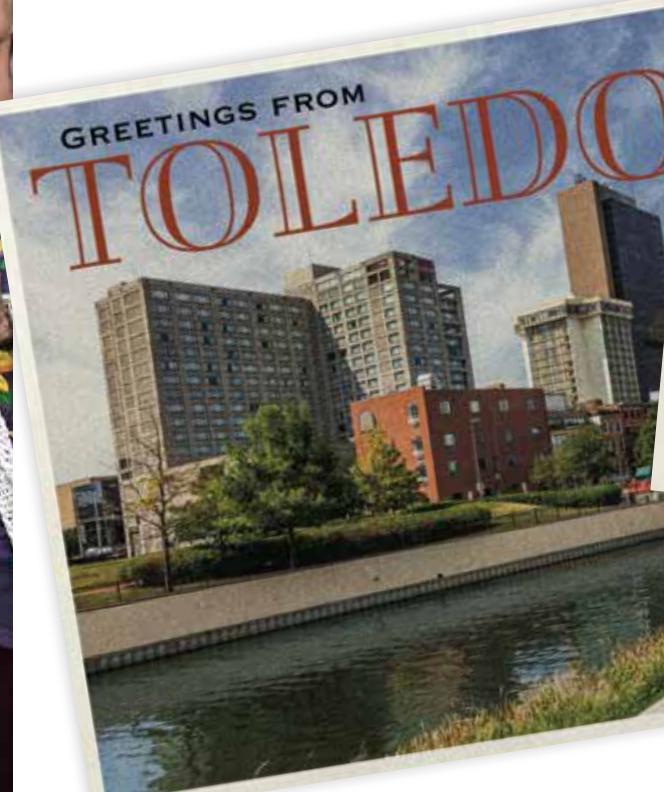
24



This year, the zoo released a kaleidoscope of more than 500 butterflies in an event open to the public. Visitors had the chance to see these beautiful insects up close, find out about the zoo's program and learn more about the long and difficult adventure the butterflies were about to undertake. I'm happy Medical Mutual could support such a unique program that educates people while helping protect wildlife and the environment.



## Note from the Road



When in Toledo, you have to stop at Tony Packo's. I was glad Frank Bloomquist, vice president of sales for the Northwest region, could join me. Frank was telling me about everything going on in the Toledo business community. That, along with serving on the boards of the Toledo Chamber of Commerce and United Way of Greater Toledo, keeps him very busy.

Rick

25

# Northwest Events



## Girl Scout Badge Day

March 11, 2017



Our Toledo office began working with Girl Scouts of Western Ohio two years ago and has established a terrific partnership. This year, the office hosted 60 scouts and helped them earn their "My Best Self" badges. Medical Mutual employees, including nurses and fitness trainers, rotated the girls through four sessions that focused on staying healthy through good nutrition and exercise, building self-esteem and dealing with emotions.



## Medical Mutual Glass City 5K

April 23, 2017

I don't know of any other race course that runs through a beautiful college campus and finishes on the 50-yard line of a football stadium. The 5K race at the Mercy Health Glass City Marathon does exactly that. The event is a long-time tradition in Toledo that Medical Mutual had the honor of sponsoring. This year's event attracted more than 1,200 walkers and runners.



## Toledo Botanical Garden Stone Sculptures

September 2 – October 31, 2017



If you live in the Toledo area, or visited in the fall, I hope you had a chance to see the fantastic exhibit Medical Mutual sponsored at the Toledo Botanical Garden. The exhibit, "A Garden of Wonders: Stone Sculptures of Zimbabwe," featured more than 100 incredible garden-size stone sculptures displayed around the campus. Two Zimbabwean artists were on hand throughout the exhibition to offer demonstrations. The exhibit also had educational programming designed for schools to use to help meet Ohio Visual Art Standards.

# Southwest



*Regional Vice President:*  
Chad Francis

Cincinnati



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*Pillar Awards, Shelterhouse Lunch,  
The Big "O" Classic*



# Mercy Health Heart Mini

DUKE ENERGY CONVENTION CENTER  
*March 11, 2017*



This year, Medical Mutual was a sponsor of the Mercy Health Heart Mini, greater Cincinnati's largest fundraising event. The Mini brought together more than 27,000 registrants to participate in heart-healthy exercise and raised millions of dollars to help fight heart disease and stroke — the nation's #1 and #5 killers. This year marked the 40th anniversary of this event.

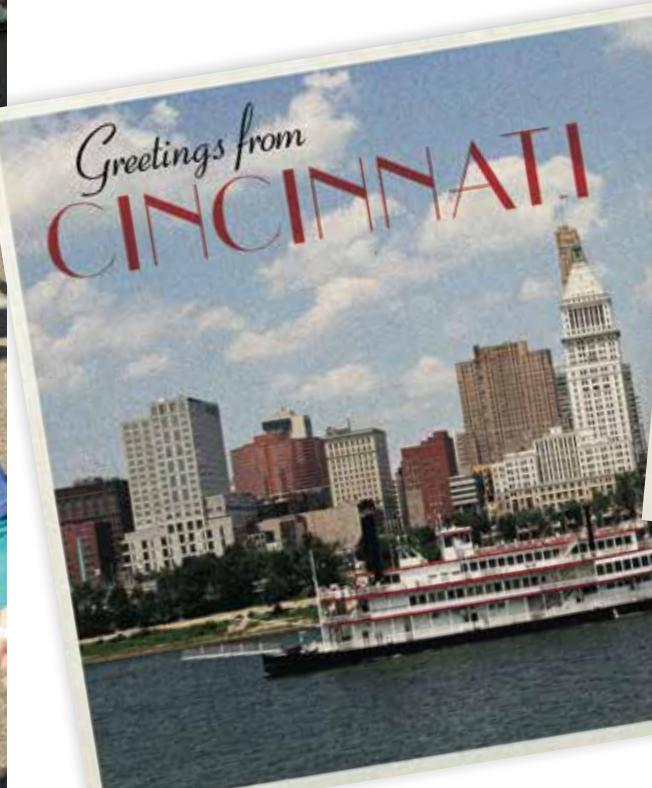
The festivities kicked off on Friday, March 10, at the Heart Mini Health & Fitness Expo, which included fitness events like CycleBar and Zumba, free health information and health screenings such as mammograms, blood pressure and BMI checks. There were a lot of fun family activities in the Kids Zone, including a tennis demonstration, an anti-gravity treadmill and a giant, inflatable heart to tour.

On Saturday, March 11, participants joined in the Heart Mini Marathon. The event had something for everyone



including a half marathon and the Mini's signature 15k race. Other events included a 1K Steps for Stroke, 5K Heart Race, 5K Heart Walk and a 2K Kids Race sponsored by Medical Mutual. Chad Francis, our regional vice president, served as the emcee of the 2K Kids Race and rang the starting bell.

## Note from the Road



Before I left Cincinnati, I called Chad Francis, regional vice president of sales for the southwest part of the state. I told him I'd buy him a scoop of black raspberry chocolate chip at Graeter's. He and I had a conversation about what makes this part of the state so great. Chad should know—he's born and raised here. He also told me all about First Tee of Greater Miami Valley, where he serves as a board member. Couldn't resist taking some ice cream to go!

Rick

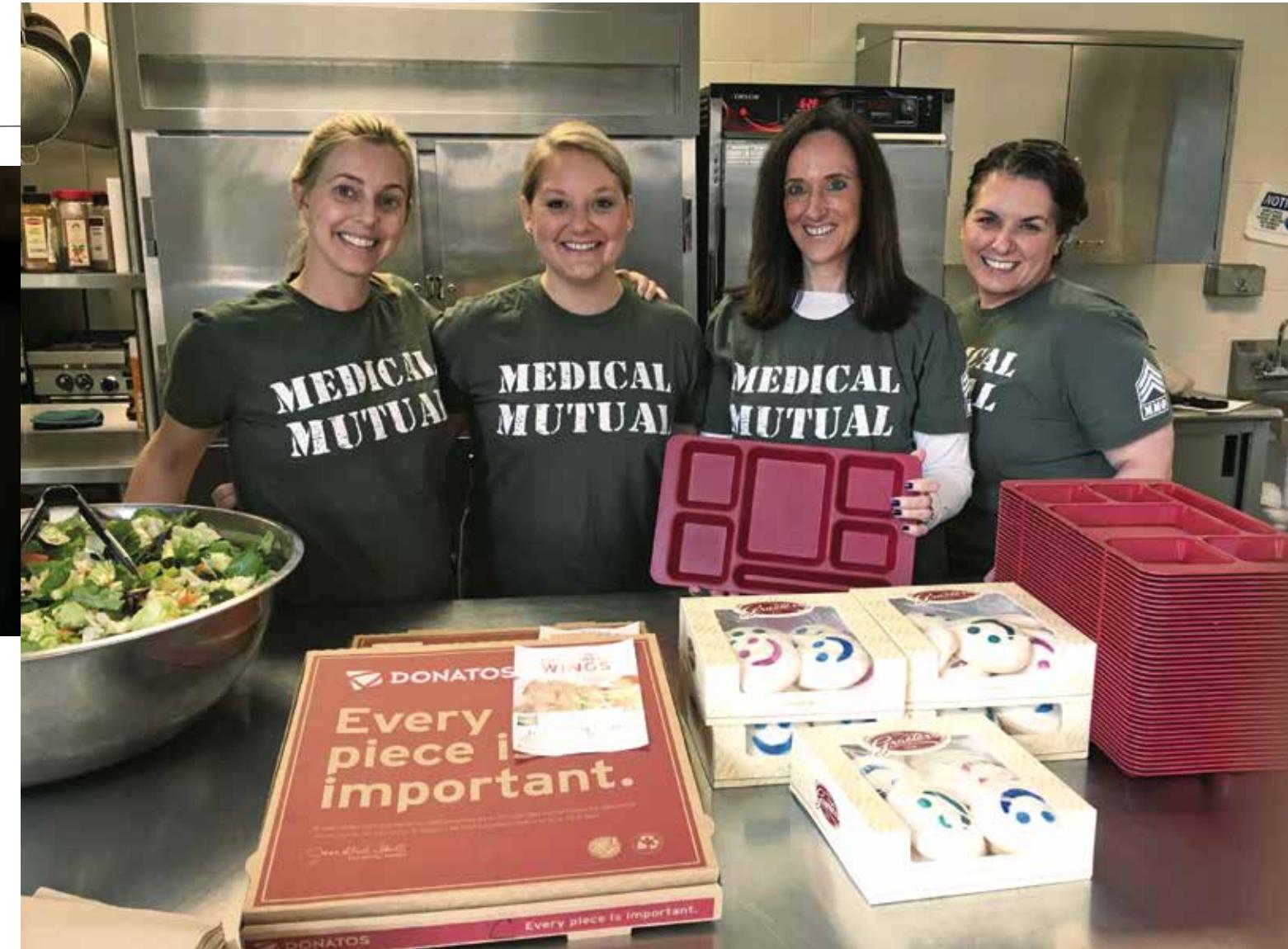
# Southwest Events



## Pillar Awards

January 11, 2017

Each year, Medical Mutual presents the Pillar Awards to shine the spotlight on companies and non-profit organizations that find ways to creatively and positively impact their communities. This year's awards in Cincinnati honored several area leaders that have made outstanding charitable contributions. I was glad to meet the people at BelFlex Staffing Network, which received the Medical Mutual SHARE Award. It was also great to see our friends from the Cincinnati Bengals, as the Mike Brown family received the Kent Clapp CEO Leadership Award.



## Shelterhouse Lunch

February 20, 2017



Shelterhouse is an organization that offers meals, healthcare, employment services and a safe place to stay for more than 200 homeless men and women. I'm thankful we support such an important organization and that we get to work with their wonderful staff and volunteers. In February, Chad Francis and his team in our Cincinnati office provided lunch for the residents. They brought Donatos pizza and Graeter's treats and served residents in the women's shelter.



## The Big “O” Classic

July 29, 2017

The Big “O” Classic is an 18-hole golf scramble that benefits First Tee of the Greater Miami Valley. The event was founded by Owen Mockabee, an eighth-grader who has been dubbed “The Big ‘O’” by the executive director of First Tee. In five years, Owen’s event has helped raise more than \$25,000 for the organization, which uses golf to help kids build character, gain confidence and develop life skills, core values and healthy habits. I’m glad Medical Mutual could support Owen’s efforts and help sponsor this great organization.

# Central



*Regional Vice President:*  
Amber Hulme

Columbus 

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*YWCA Family Center, Flying Horse Farms, Dublin Corporate Challenge*

CENTRAL



# Central & Southern Ohio Senior Volunteer Awards

SCIOTO RESERVE COUNTRY CLUB  
May 16, 2017



Every year, the Central and Southern Ohio Outstanding Senior Volunteer Awards give Medical Mutual an opportunity to recognize the many senior volunteers who are actively making their communities better. Organizations in Central and Southern Ohio nominate individuals age 60 or older who volunteer their time and talents in extraordinary ways. From there, it's a tough decision selecting which of the amazing nominees will be honored.

I'm always inspired by the stories I hear at this event. Throughout the years, honorees have included mentors, event organizers, crafters, career counselors and



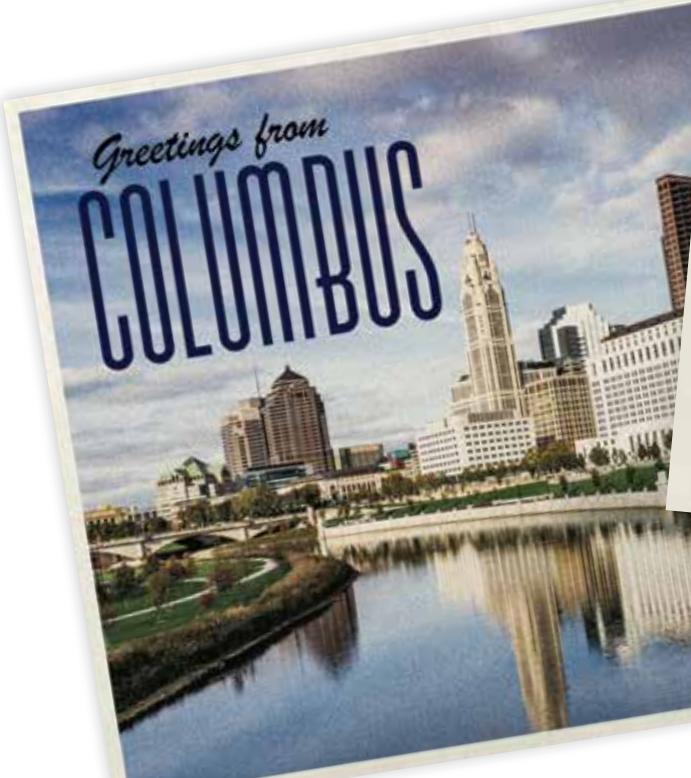
This year's awards luncheon was held at Scioto Reserve Country Club in Powell. It was a great event that included a resource fair where organizations could promote themselves and attract new volunteers. Everyone involved with this event does a tremendous job to ensure all the guests have a great time.



emergency first responders. We've seen nominees recognized for delivering on behalf of Meals on Wheels, driving people to medical appointments and collecting food and clothing for those in need. Every single one exemplifies Medical Mutual's core value of giving back to the communities where we live and work.



## Note from the Road



Enjoyed cheering on the Columbus Crew with Amber Hulme - our regional vice president of sales for the central part of the state. At the game, Amber and I talked about what she's been up to serving on the boards for the OhioHealth Foundation, Ruling Our eXperiences and YWCA of Central Ohio. She has some fantastic ideas about working with local businesses to keep central Ohio a great place to live and work. It was a great game and a wonderful visit.

Rick

# Central Events



## YWCA Family Center

May 1 & 23, 2017



It's not only seniors in Central Ohio who are spending time volunteering in our communities. I'm blown away by the willingness of Medical Mutual employees to do the same.

Amber Hulme, regional vice president in this part of the state, along with many of her team members, support worthy organizations like the YWCA Family Center. The Center provides emergency shelter and critical services to help stabilize homeless families.

In May, Amber and the team spent two days volunteering at the Center. They used their time in a variety of ways, such as landscaping the playground area, helping with cleaning and organizing supplies.



## Flying Horse Farms

June 15, 2017



Another admirable organization supported by our staff in Central Ohio is Flying Horse Farms in Mt. Gilead. Flying Horse Farms is a campground that gives children living with serious illnesses the chance to have fun in a safe environment.

Medical Mutual employees volunteered their time at Flying Horse Farms by getting the camp ready for the more than 850 children who enjoyed fishing, boating, arts and crafts and the opportunity to just be kids.



## Dublin Corporate Challenge

June 22-23, 2017



At Medical Mutual, health and wellness are top priorities for our members and our employees. That's why I was excited to see 40 employees from our Columbus office participating in this year's Dublin Chamber Corporate Challenge.

This two-day event promotes fitness, team building and friendly competition. Medical Mutual employees participated in activities such as football, kickball, volleyball and the crowd favorite – cup stacking – and we finished first overall in our division. Congratulations!

# North Central



*Regional Vice President:*  
Doug Kuczynski

Akron 

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*ACCESS Shelter Holiday Drive,  
City of Twinsburg Rock the Park,  
Habitat for Humanity of Summit County*



N. CENTRAL

## Akron Children's Hospital

August 29, 2017



The dedicated staff of Akron Children's Hospital work tirelessly to secure happier and healthier futures for the children they care for and the communities they serve. It truly is an honor for Medical Mutual to partner with this organization in so many ways. As a small sign of our commitment to Akron Children's, this summer we unveiled the Medical Mutual nurse's station and patient reception desk at the hospital.

Doug Kuczynski, north central regional vice president of sales, attended the nurse's station dedication ceremony. Doug mentioned that working with Akron Children's



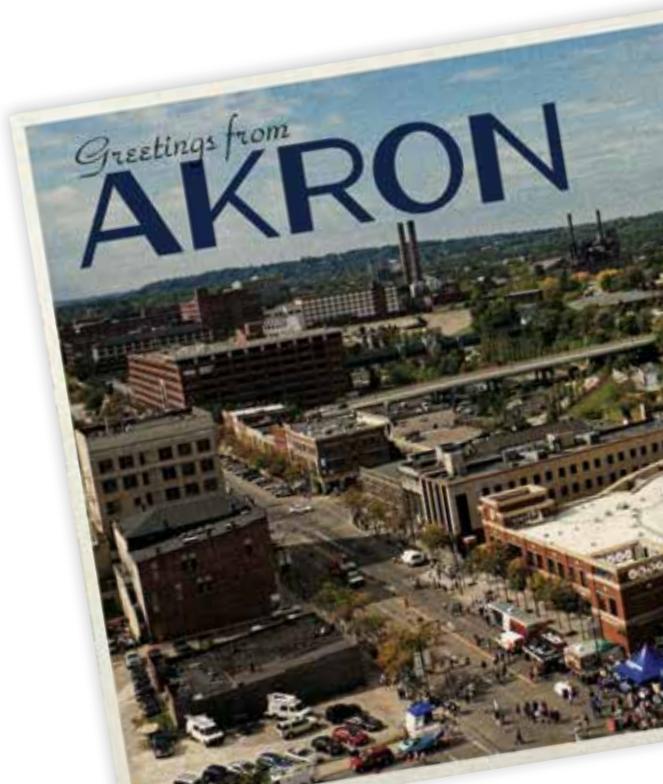
Hospital is one of the highlights of his job. I couldn't agree more. We are looking forward to partnering with this amazing organization on many more great things, including underwriting the costs for programs that help treat autism, substance abuse and asthma.

Akron Children's Hospital serves countless children and their families regardless of financial situation. The organization also serves the greater Akron area with access to

healthcare services and programs that raise awareness for medical and health issues. It's humbling for us to know we play a part in helping the staff at Akron Children's continue this beneficial work.



## Note from the Road



Blossom Music Center is one of my favorite places in this part of the state. It was nice to meet up with our North Central Regional Vice President of Sales, Doug Kuczynski, for a concert there. I congratulated Doug on his 25 years with Medical Mutual. He also mentioned some of the amazing work going on at Habitat for Humanity of Summit County, the Greater Akron Chamber and the Akron Community Foundation where he serves as a board member. Good times.

Rick

# North Central Events



## ACCESS Shelter Holiday Drive

December 2016 - January 2017

 Our Mutual Health Services (MHS) office in Copley does a great job supporting ACCESS, an organization in Akron that has helped more than 18,000 homeless women and children in the community. In December of last year, MHS held a donation drive during the holidays to benefit the shelter. As usual, employees really stepped up and donated pillows, blankets, socks, shoes, toiletry items, diapers, bulk food items and much more. Everyone at ACCESS was very excited and appreciative to receive the donation — their largest donation ever! Several ACCESS staff members visited the MHS office to thank our employees personally.



## City of Twinsburg Rock the Park

August 11, 2017

 If you know me, you know I love music. During the summer, the city of Twinsburg hosts Rock the Park, an annual concert series held at Perici Amphitheatre in Glenn Chamberlin Park. It's a great place for family and friends to gather and listen to a diverse array of talented bands. Medical Mutual had the opportunity to sponsor Rock the Park on Friday, August 11, which featured Disco Inferno, a well-known area band.



## Habitat for Humanity of Summit County

May 4, 2017: Silver Lake Country Club  
July 31, 2017: Country Club of Hudson



This year, fashionistas and golfers alike helped Habitat for Humanity of Summit County continue building houses and supporting those in need. We were excited to be a part of the Build in Style Purse and Accessory Party held on May 4 at Silver Lake Country Club. The event raised more than \$5,500 and attracted 120 guests who had the chance to purchase donated designer purses, jewelry, shoes and accessories. On July 31, we sponsored the 8th Annual "A Home in One" Golf Outing at the Country Club of Hudson. Golfers played 18 holes and participated in putting, driving and hole-in-one contests. In the end, the event helped raise more than \$20,000.

# East-Southeast



*Regional Vice President:*  
Ben Stoffer

Canton 

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The Pro Football Hall of Fame Enshrinement  
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E. SOUTHEAST



The Pro Football Hall of Fame  
Enshrinement Festival

# Canton Repository Grand Parade

CANTON, OHIO

August 5, 2017



Even if you aren't a football fan, you have to love a good parade. The Canton Repository Grand Parade is a beloved part of the Pro Football Hall of Fame Enshrinement Festival enjoyed by young and old alike. Ben Stoffer, our east-southeast regional vice president, jumped on the opportunity to sponsor a balloon in the parade. He recruited 20 volunteers, including his mother and his children, to represent Medical Mutual and help carry the balloon down Cleveland Avenue. A crowd of more than 200,000 gathered to see all the great balloons, beautiful floats, local marching bands and football players from the past and present.

There were many other entertaining events that ran over the course of that weekend, including a football

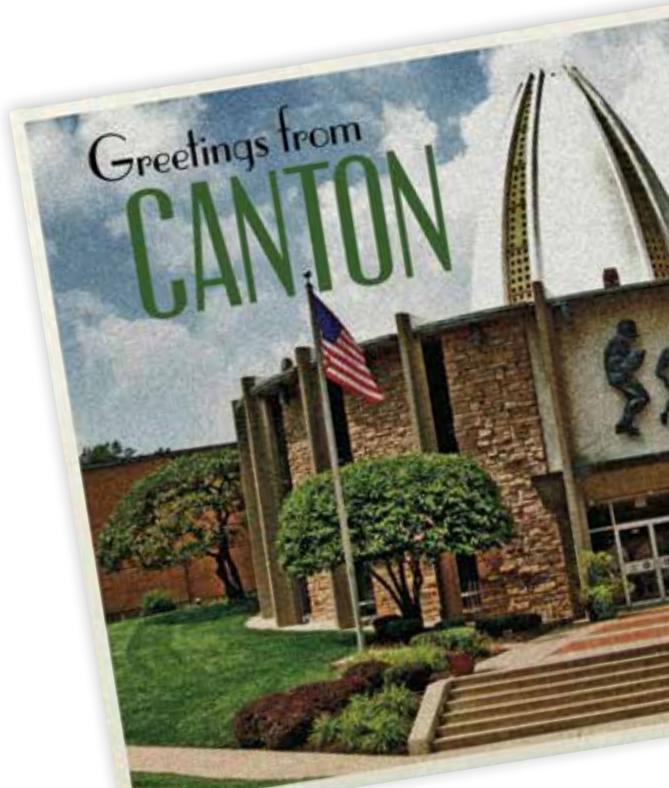


skills camp, fashion show, autograph sessions, the Hall of Fame Game and the main event – the Enshrinees Gold Jacket Ceremony. The 2017 class of inductees included legends such as Morten Andersen, Terrell Davis, Kenny Easley, Jason Taylor, LaDainian Tomlinson, Kurt Warner and Dallas Cowboys owner, president and general manager Jerry Jones.

It was an exciting weekend and we were proud to be part of it!



## Note from the Road



Stopped to take in a Canton Charge basketball game. Ben Stoffer, our regional vice president of sales for this part of the state, joined me after his board meeting for the Well-Being Collaborative of Ohio. Ben brought me up to speed on his plans to grow our business in these communities. Ben knows the area well and I'm excited to see what he will accomplish. We'll have a lot to discuss next time we meet!

Rick

# East-Southeast Events



## Hattitude Breast Cancer Awareness Brunch

April 1, 2017



Every year at our Hattitude Breast Cancer Awareness luncheons, Medical Mutual awards a special honor – the Debra A. Green Community Service Award. The award is named for Debra Green who, along with being a breast cancer survivor, has been a valued Medical Mutual employee for more than 30 years. This year's recipient was the well-deserving ANGEL Network.

The ANGEL Network, headquartered in Canton, is a group of 75 volunteers who work to lower mortality rates among African-American women with breast cancer.



## The Pro Football Hall of Fame Enshrinement Festival Balloon Classic & Fireworks

July 28-30, 2017



Medical Mutual was happy to sponsor a hot air balloon at this fun, three-day event that draws crowds from all over the region. Along with all the beautiful hot air balloons, the event included dozens of food and beverage vendors, live music, children's activities, a 5K race and a fireworks display. There was something for everyone to enjoy at this unique event.

# Impact by the Numbers

The highlights in this report show a small sample of all Medical Mutual does to support the communities where we live and work. The scope of our support goes well beyond these stories and the snapshot below shows more of how the Company and our employees are making a difference.



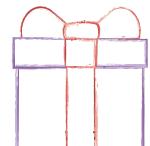
**72,964**

meals provided to Harvest for Hunger through donations from Medical Mutual



**2,080**

volunteer hours completed by Medical Mutual employees



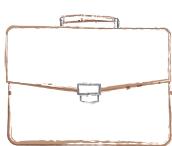
**418**

donations issued to nonprofit organizations by Medical Mutual



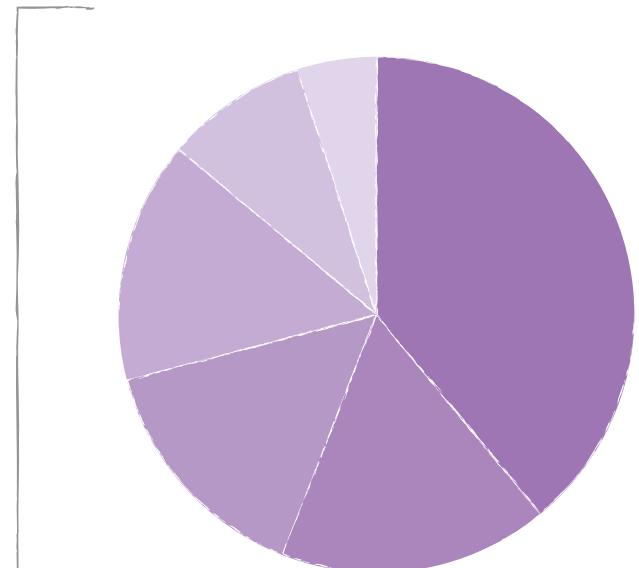
**120**

scholarships awarded by Medical Mutual to graduating high school seniors across Ohio



**28**

Medical Mutual executive staff members serving on nonprofit boards



**39%** Education & Research  
161 Donations

**17%** Health & Wellness  
72 Donations

**15%** Civic & Economic  
64 Donations

**15%** Human Services  
61 Donations

**9%** Other  
40 Donations

**5%** Arts & Culture  
20 Donations

