

# PMA Evolves



## For more than 90 Years to Meet Customer Needs

### Our Founding...

**1915**

PMA Casualty Insurance Company is formed to provide workers' compensation coverage to Pennsylvania businesses.

**1919**

Pennsylvania Manufacturers Association Fire Insurance Company founded to provide insurance for property.



**1949**

PMA is a leader among Casualty & Surety companies in Pennsylvania.

### Expansion & Growth...

**1969**

First branch office created in New Jersey.

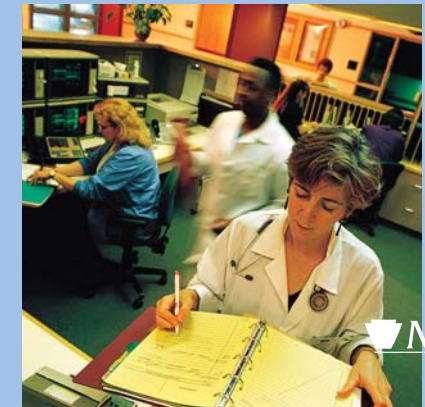


**1975**

PMA expands its risk management philosophy focusing on changing working conditions and employee behavior to help clients reduce losses.

**1988**

PMA hires Registered Nurses to manage workers' compensation claims, initiating PMA's managed care approach to workers' compensation.



**1991**

PMA Management Corp. is established to provide third-party administration services for self-insured clients.



**1992**

Formation of PMA's Risk Management Services, a segment focusing on the needs of large accounts.

Imaging Technology launched at PMA, creating a virtually paperfree claims environment.



PMA is the first carrier to offer driver monitoring services, a proactive approach to driver safety through monitoring and mentoring.



**1993**

Introduction of PMA's Captive capabilities.

**1994**

Explorer, PMA's commercial multi-peril product, launched.

**1996**

Expansion into New York with a full-service Branch Office in Syracuse.



Vincent T. Donnelly becomes President of PMA.

PMA launches Business Solutions Approach to risk control.



Expansion in the southern United States with a Branch Office in Atlanta.

**1998**

PMA's holding company stock begins trading on NASDAQ.



**1999**

Introduction of capabilities to write & service business nationwide, our most extensive geographic expansion initiative.

### The 21st Century...

**2000**

PMA distribution network includes over 200 agencies and brokerages.

**2001**

Unveiling of PMA Cinch®, PMA's risk management information system.

**2002**

PMA begins offering Pharmacy Benefits Management Program.



**2003**

PMA hires its first on-site medical director as part of our commitment to managing medical costs.

**2004**

PMA expands into Florida with a Branch Office in Tampa.

**2004**

PMA introduces Internet claim reporting capability.

**2005**

PMA implements an Out of Network Negotiation Program providing medical bill review for services falling outside the Preferred Provider Network.

**2005**

PMA Premier and Elite, enhanced commercial multi-peril products, launched.

**2007**

Specialty Markets Unit Formed.

PMA Capital Acquires Midlands Management Corporation.

96 percent of client respondents at insured accounts reported that PMA has met or exceeded their service expectations in an independent survey.

96%

PMACinch®