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Employee Satisfaction Drives Customer Satisfaction

Pinnacol Assurance was named among the nation's top 50 "Best Small and Medium Companies to Work for in America." The designation was awarded by the Great Place to Work Institute and the Society for Human Resource Management.

"Recognition as a 'best place to work' reflects Pinnacol's long-held belief that employee satisfaction drives customer satisfaction," said Ken Ross, Pinnacol's CEO. "If you treat your employees well, they, in turn, will treat your customers well. It's no coincidence that our customer satisfaction scores are higher than ever."

[To view the full story ...](#)

Ease of Doing Business Update

Pinnacol is continuing to pursue new ways of making doing business with us easier for you! This year, we've implemented many changes to our processes and procedures, including:

- Reducing the length of our application

Golfers Raise Money to Support Pinnacol Foundation

One hundred forty-eight golfers attended the Pinnacol Foundation Golf Tournament in July at The Broadmoor, including agents, policyholders, and employees, to help raise over \$100,000 for the Foundation. Proceeds from the tournament will fund 48 scholarships for the 2006-2007 school year to students across Colorado. Since its inception in 2000, the Foundation has awarded 141 scholarships to 85 students totaling \$407,000. Students receive an average of \$3,000 for one academic year and can reapply each year.

[To view event photos ...](#)

Quick Links...

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- No longer requiring deposits with applications
- Accepting faxed signatures for applications
- Eliminating our safety questionnaire; requesting (not requiring) a short risk profile
- Expanding our payment installment options
- Reducing the number of times independent contractor forms need to be submitted
- Giving agents more authority to quote and bind small deductibles
- Redesigning our invoices
- Adding endorsements to Pinnacol Online for Agents
- Showing the deductible amount on prior policy periods online
- Providing tier information on faxed quotes
- Offering the ability to “pay as you go” for payroll reporting

In addition, we've also improved our phone system by rolling over missed calls to another team member before directing them into voice mail. This has significantly improved our call answer rates. Policyholders, injured workers, and agents all benefit by talking to a live person.

If you have any questions or suggestions for improvement, please contact your marketing representative.

[To view all Ease of Doing Business initiatives, visit Pinnacol Online ...](#)

Online Safety Training Now Available

Pinnacol Assurance recently launched its new Online Safety Training program. This program allows your clients' employees to complete vital safety training anytime without stopping operations.

Employers can access Online Safety Training from the Pinnacol Assurance home page. Or, for a fee, you may add a portal on your agency's Web site for your clients to access directly. This service is provided by Pinnacol's program partner, ClickSafety, a nationally recognized online training provider. To add a portal to your Web site, please contact your Pinnacol marketing representative.

Online Safety Training offers:

- More than 180 courses
- Industry-specific and general courses
- Construction-related courses such as Fall Protection, Confined Spaces, Forklift Operator Certification and many others
- Online comprehension testing for each course
- Many courses offered in Spanish
- Awareness courses lasting from six to 15 minutes
- Fundamentals courses lasting from 30 to 90 minutes
- Comprehensive training such as the 10-hour OSHA class

[Public Web site](#)

[Pinnacol Foundation](#)

[Pinnacol Seminars for Agents](#)

Join our mailing list!

- 24-hour access, 365 days a year

Courses are offered to Pinnacol Assurance policyholders for nominal fees.

[To view Online Safety Training ...](#)

2005 Annual Report: Keeping Colorado Businesses Strong and Their Employees Safe

Providing assured and affordable coverage, preventing accidents, and caring for workers if they become injured is what we do. But we don't do it alone. We work closely with our agents, policyholders, and medical providers in every corner of the state. Our strong relationships with these stakeholders are integral to our success. It's as if we all share a promise - - to keep Colorado businesses strong and their employees safe -- from the western slope to the eastern plains, and everywhere in between.

Our 2005 Annual Report highlights how we work with these stakeholders to provide assured, affordable coverage; workplace safety; and medical care to support Colorado businesses and their employees.

To obtain a hard copy of the report, please contact your Pinnacol marketing representative, or call our customer service team at 303-361-4000 or 1-800- 873-7242.

[To review the report online ...](#)

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