

PROGRAM



Mass Mutual Financial Group
Roger W. Crandall
Chairman, President and Chief Executive Officer
By: John Galles

Hank Donaghy provided a generous introduction to Roger Crandall, President and CEO, MassMutual Financial Group. Noting that that were both Yankee fans, Hank set up Roger to explain how he got the name, Roger. Upon his introduction, Roger said that the Yankees provided all the names that his mother considered for him including Yogi (for Yogi Berra) and Mickey (for Mickey Mantle), but settled on Roger (for Roger Maris) because he had just hit 61 home runs in the previous season before he was born.

Roger started his presentation by first acknowledging Tim Flanagan, the general agent for the Charlotte region and that Tim thought we would find it interesting to learn about MassMutual. He went on to say that because of the efforts of Tim and the financial professionals in his agency that MassMutual has 32,000 customers right here in Charlotte with nearly \$6 billion in insurance on the books. That's 32,000 families and businesses who we are helping protect.

His speech included these remarks. "Mass Mutual was founded in 1851 in Springfield, Mass. A young insurance agent (George Rice) had the idea of starting a mutual life insurance company in his hometown. 31 people pooled together \$100,000 to start the company. Staggering concept; you couldn't do this today.

"We're a mutual company, meaning that we run our company for the benefit of our policy-owners. Our founder's vision ensured that the stewards of this company could make decisions for the long term and in the best interest of our policy-owners. And that still holds true today.

We don't have many of the pressures of a public company. We make decisions based on the results we expect to get in 5, 10, 20 years, not in the next quarter.

"We help people protect their families, their ability to earn a paycheck should they become disabled, their ability to retire on their terms, and their ability to leave a legacy for their children and grandchildren. We offer life insurance, disability insurance, long-term care insurance, annuities, and retirement plans – product and solutions that can holistically meet people's needs throughout their life.

"From our purpose comes our vision: to be the best company in the industry based on superior financial strength, high dividends and delivering a quality customer experience.

- Superior financial strength: Among the highest financial strength ratings of any company in any industry. What does this mean? It means we are here when you need us.
- High dividends: As a mutual, it's about delivering value to our policy-owners, which takes many forms, including our annual dividend, which is the highest among our competitors.

UPCOMING PROGRAMS

October 22nd
Roger Ackerman
Founder, Coins for
Alzheimer's
Research Trust

October 29th
Steve Cherok
Affordable Care
Act

November 5th
Dick Morris
International
Construction
Equipment (ICE)

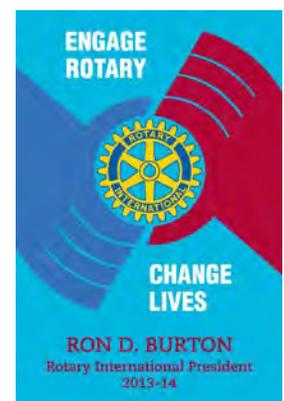
LUNCHEONS

Time/Location

12:30 Tuesday
Charlotte Plaza
Uptown Hotel
201 S. McDowell

2013-2014

THEME



- Quality customer experience: Whether it's the online tools available to our retirement plan participants or the service you get when calling our call center, we want to ensure our customers get a high quality experience every time they interact with us.

"In addition, we own global asset management businesses that you may have heard of: Babson Capital, which I've mentioned, OppenheimerFunds, Baring Asset Management, as well as international insurance businesses that help us capitalize on overseas growth. This business model is our "secret sauce," and has helped us drive record levels of performance and financial strength in the aftermath of the worst financial crisis since the Great Depression. Our record performance during the last five years has enabled us to continue to deliver strength and stability to our policy-owners. We have held high levels of capital and surplus throughout one of the worst economic downturns in history.

"And, I'm proud to say we have the highest financial strength ratings of any company in any industry.

Because of our performance, we've been able to pay our policy-owners a leading dividend, further increasing the value we provide to them. Last year, we paid the highest dividend rate in our company's history and among our competitors.

"At MassMutual, we also believe in investing in the communities that we are in, and last year we gave more than \$7 million in charitable contributions. Through our Matching Gift program, we've donated more than \$150,000 to North Carolina non-profits, close to \$60,000 of which went to organizations right here in Charlotte. And through our LifeBridge program, we provide close to \$7 million in free life insurance to working families, most of which came to us through the diligent work of the financial professionals in Tim's agency. Babson Capital, our subsidiary, has also had a long tradition of supporting the local community. They've been the title sponsor for the annual HopeBuilders 5k for the last six years. This race, scheduled for this weekend, benefits the Levine Children's Hospital and last year Babson and its employees raised \$66,000. Babson also contributes \$30,000 a year to the Uptown YMCA targeting children's outreach programs. These are just some examples of how we're helping build a better future in our communities.

"Life insurance ownership is at a 50 year low in America. 35 million households have no insurance—an all-time high. A recent survey said 57% of people have less than \$25,000 in their 401(k), all of this while 10,000 people a day turn 65. What's even more troubling when coupled with these stats is our nation's shrinking social safety net. Americans can no longer rely on the government to shoulder a large cost of their retirement. So what does this all mean? Americans need to do more *now* to secure their futures.

"Our recent ad campaign says that who matters most to you says the most about you. Well for us at MassMutual, our customers matter most.

This commitment to our customers is the reason why I am so proud to have the chance to lead this company."

Head Table: John Armistead, Chris Kemper, John Tabor, Hank Donaghy, Eric Davis, Hunter Widener; Invocation: Ken Poe
Visitors & Guests: Ed Pickett; Song: Ed Pickett; Health, Happiness & History: Edwin Peacock
AV: Jessica Dupree; Photos: Bert Voswinkel

CLUB NEWS

- The club extends sympathy to **Bill Gill** on the loss of his mother, Ann Gill Price.
- **Larry Hyatt** welcomed the birth of a new grandson over the weekend; the Gimme Shelter Party was featured in Society Charlotte Magazine and included photos of **Lynn Johnson** and **Ron Kimble**; Page and **Ed Kizer** were highlighted in Teach for America's newsletter for their work with the Champions for Change program; Jan and **Ron Kimble** will be speaking about their daughter, Jamie, at the Safe Alliance Partner Luncheon on Wednesday.
- **POSTED FOR MEMBERSHIP** (comments to Rotary office by 10/22/13)

Keith Nowokunski, Edward Jones Investments
Sponsor: Phil Van Hoy
Endorsed: Bryan Adams, Pender McElroy

Mahlon Pitt, Sunbelt-Charlotte
Sponsor: Terri DeBoo
Endorsed: Sandy Osborne, Rotary Club of Tuls

BY THE NUMBERS

Attendance	<u>10/15/2013</u>	<u>10/16/2012</u>	Membership		New Members: Frank Deaton, Larry Hyatt
Visitors & Guests	21	49	07/01/2013	316	
Club Members	163	164	10/15/2013	318	
Total Attendance	184	213	Net Increase	+2	Resignations: Jeremy Canipe, Sheila Bacon, Harry Workman, Dave Zimmer, Bruce Bailey, David Norman
Percentage	57.2%				
Birthdays October 22 - 28			Anniversaries October 22 - 28		
22 Louis Watts	23 John zumBrunnen	23 Sandy & Jim Osborne	25 Katherine & Jim Thomas		
24 Tom Stowe	24 Jerry Walters	27 Durenda & Tom Bartholomy	27 Tonya & Dusty Holcomb		
24 Charlie Greer	24 Thomas Mussoni	27 Daphne & Tom O'Brien	27 Bettye & Chris Connelly		
25 Jim Kelley	27 Bob Knight				
27 Bill Griffin					

FOUNDATION BANQUET

Please RSVP

to Sandy if you can attend the Foundation Banquet on Monday, November 11th. The club will cover the dinner costs for Rotarians. The charge for guests will be \$45.

Our speaker is Ramesh Ferris, and as President John characterizes him, "a rock star in the End Polio world." Governor Luther guarantees you will walk away inspired.

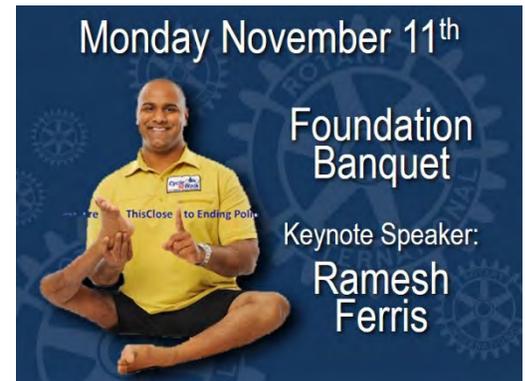
Crowne Plaza Charlotte Executive Park
5700 Westpark Drive, Charlotte, NC 28217
(The Crowne Plaza off of Interstate 77 and Tyvola Road)

Reception – 5:30 - 6:30 p.m. – Cash-bar Reception
Program – 6:30 p.m. – Seated for Dinner (Business Attire)

Ramesh Ferris was born in December 1979 in Coimbatore, India. He contracted polio at age six months and his legs were left paralyzed for life. With no means or access to rehabilitation for him, Ramesh's mother placed him in Families for Children, a Canadian-founded orphanage, a year later. Soon after, Ron Ferris, Anglican Bishop of Yukon in Canada, and his wife Jan began the lengthy process to adopt Ramesh and bring him over to Canada. With the support of his new Canadian family and after several operations, Ramesh learned to walk with crutches and braces for the first time at age 3.5 years.

Since 2001, after graduating with his diploma in Social Work from Confederation College in Thunder Bay, Ontario, he has been active in his community working with at-risk youths, social welfare recipients and people of varying abilities. In recognition of his work with youth, Ramesh was presented with a Paul Harris Fellowship in February 2008 by the Whitehorse Rendezvous Rotary Club. In 2002, Ramesh returned to India to meet his biological mother and to visit the orphanage where he once lived. During the visit, Ramesh learned of polio survivors who, without the necessary medical attention and supports, were forced to pad their knees with cut-up pieces of tire and crawl on the ground.

After much reflection about his visit to India, Ramesh was determined to raise awareness to prevent Polio from claiming new victims. Cycle to Walk Canada was born, with a focus on Polio Eradication, Education and Rehabilitation. In 2008, Ramesh hand-cycled 4400 miles (7140 kms) across Canada. Along the route, he participated in 350 media interviews and made over 200 presentations at schools, Rotary clubs, churches and various levels of government. This campaign raised thousands of dollars and increased the awareness of polio dramatically. Ramesh is a Rotarian with the Whitehorse Rendezvous.



NOMINATIONS FOR THE 2014 EXCELLENCE IN LEADERSHIP AWARD

The Rotary Club of Charlotte, The Charlotte Business Journal and the Charlotte Chamber have joined to sponsor a community-wide search in the region. This December, the sponsors will choose the 25th winner of the Excellence in Leadership Award, to be presented January 21st at the Rotary Club.



NOMINATION PROCESS

- 1) REVIEW the qualities of excellence listed below and think about the senior managers you know who exhibit those qualities.
- 2) EXPLAIN how the nominee meets the criteria and why you feel he/she should receive this recognition.
- 3) WRITE your comments on one typed 8 ½" X 11" sheet. Please include a brief biographical sketch of your nominee as well.

DEADLINE - December 15, 2013

RETURN NOMINATIONS to the Rotary Club of Charlotte. Either email sandy@charlotterotary.org or mail to 841 Baxter Street, Ste 118, Charlotte, NC 28202

QUALITIES OF EXCELLENCE

When nominating your choice, list extraordinary achievements citing examples of leadership and how they reflect credit to the manager and his/her organization. Consider the following qualities of a good leader:

Fairness in working with all employees

Visionary leadership

Consistency in judgment and decisions

Flexibility to apply policy in an appropriate manner

Knowledge of work skills and company operations

Perceptiveness of employee and customer needs

Sharing of values and knowledge

Fostering relationships among employees and departments

Communicating goals effectively

Commitment to excellence

Continuing improvement/achievement

Community involvement

PAST RECEIPTS

2013 Wayland N. Cato, Jr., Cato Corporation

2011 Frank Harrison, Coca-Cola Bottling & Co. Consolidated

2009 Thomas (Tim) M. Belk, Jr., Belk Stores Services Inc.

2008 Peter S. Gilchrist, Mecklenburg County District Attorney

2007 Allen Tate, Jr., Allen Tate Company

2006 Luther L. Fincher, Jr., Charlotte Fire Department

2005 Tom Nelson, National Gypsum

2004 Krista Tillman, BellSouth

2003 Michael Marciano, Foundation for the Carolinas

2002 Dr. Tony Zeiss, Central Piedmont Community College

2001 Jerry Orr, Charlotte/Douglas International Airport

2000 Dr. Billy Wireman, Queens College

1999 Harry Brace, YMCA

1998 John Belk, Belk Stores Services Inc.

1997 Hugh McColl, Bank of America

1996 Freda Nicholson, Discovery Place

1995 James Woodward, UNC Charlotte

1994 Johnie Jones, J. A. Jones Construction Co.

1993 Edward E. Crutchfield, First Union Corporation

1992 F. Kenneth Iverson, Nucor Corporation

1991 Byron L. Bullard, Presbyterian Hospital

1990 Bill Lee, Duke Power Company

1989 Leroy Robinson, Belk Stores Services Inc.

1988 A. F. "Pete" Sloan, Lance Inc.

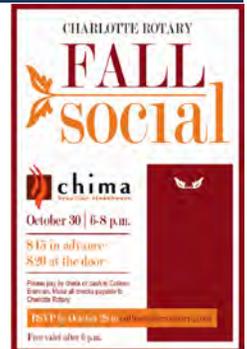
MARK YOUR CALENDAR – OCTOBER 30th FALL SOCIAL

We are hosting an October Social on Wednesday, October 30th at Chima Brazilian Steakhouse. Chima's is uptown, and they cover parking with free valet after 6:00.

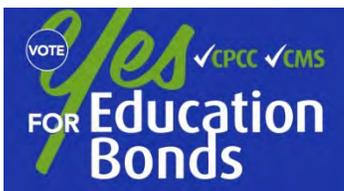
Rotarians from the other Charlotte Rotary Clubs are invited, and they will pay the listed price. Our club will cover the cost for you and a guest, BUT you have to **RSVP** to **Colleen** (colleen@branstorm.com).

We have invited the Charlotte Mayorial and At Large candidates to be our guests and attend the social, with the hope of getting to talk with them just days before the election.

Special thanks to Colleen Brannon for organizing this event.



BONDS PRESENTATION – OCT 22nd



Natalie English and the leaders of the two recipient organizations (Tony Zeiss and Heath Morrison) have asked for a couple of minutes to present / promote the upcoming bonds.

In an effort to be politically neutral, we would offer to any club member to present any opposition or concern. If you are interested in presenting an opposing view, please let Sandy know ASAP.



UPCOMING

Nominating Committee

Meets in the next couple of weeks

Charlotte Rotary's Month of Thanksgiving

Rotary   **CRISIS ASSISTANCE MINISTRY**

November 4th – December 3rd

TREE PLANTING SATURDAY at CPCC



FOUNDATION

New Paul Harris Fellows



Paul Harris Fellows
New
Mason Alexander
Blaine DeBoo
(Terri's son)



Paul Harris Fellows
Level One
Bill Bartee
Jeff Searcy



Paul Harris Fellows
Level Two
David Auger
Pat Millen
John Shell



Paul Harris Fellows
Level Five
Charlie Bones



Paul Harris Fellows
Level Seven
David Zimmerman



