

Farewell Letter from the President – Mike Liguzinski

As I prepare to retire on August 1, I reflect on my 27 years with Great American Insurance Group with immense gratitude and pride on what has truly been the highlight of my insurance career.

My wife Theresa's grandfather, Louis, used to tell the grandkids, "Work is a privilege." I've tailored that thought to my own experience: "Working at Great American has been a tremendous privilege."

Opportunities to Grow

I've been blessed with a meaningful career that allowed me to grow professionally and provide for my family.

I had the chance to lead and expand our presence in the nonprofit sector, becoming the leading property/casualty underwriter for organizations like YMCAs, Boys & Girls Clubs, and Big Brothers Big Sisters of America.

One of the most rewarding aspects of my role was witnessing the impact of our work firsthand. I'll never forget attending the Big Brothers Big Sisters of America National Conference, where we celebrated the Big and Little of the Year from Greater Cincinnati. Hearing their story and being thanked personally by the CEO of BBBSA, reminded me that what we do every day truly matters.

We also navigated challenges such as recessions, wildfires, pandemics, and legal system changes with resilience and teamwork between our specialized underwriters and experienced agents.

Relationships Matter

The greatest, most memorable aspect of my career here has been the personal relationships I have formed. Not only do relationships matter, but people matter most—they are our highest value and priority.

I would like to thank each one of our Specialty Human Services team members and my fellow Great American colleagues, past and present, for the opportunity to work together on our accomplishments. It has been an honor and privilege to work with such a fine group of professionals for the past 27 years.

"Passion for Partnership" has been the cornerstone of our model for the past 45 years, and I'm proud to say that our relationships with our customers and agents have been more than business—they've been friendships.

I had the privilege of attending our customers' golf fundraising events, annual black-tie galas and spending time with our agents at events like our producer celebration in Naples, FL. These moments of connection, laughter, and shared purpose are what I'll cherish most.

The future of Specialty Human Services

During my tenure, I was fortunate to see significant growth in value and impact of Specialty Human Services in the nonprofit community. I am confident that Specialty Human Services' new President, Kevin Duke, along with his vision and team, will lead the organization to even greater success.

Final Thoughts

While I look forward to spending more time with my wife, kids and five grandchildren, I will miss the daily and weekly interactions with a group of individuals who have become my extended family. Thank you for the memories, support, and opportunity to serve alongside you. Working at Great American has been a privilege, and I say goodbye with an attitude of gratitude. Wishing you all the very best!