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July 5, 2018

City of Moultrie
Moultrie, GA 39897

RE: Ron Arline and the Madison Street Agency

Grady County has had the privilege of working with Mr. Arline for many years now in his role as our Broker. Being a small county, personnel do not have the time to research and vet different insurance companies. Mr. Arline does the leg work for you to get the best policies for our employees at the most cost efficient way.

As HR Director, when I was looking for a new broker my request was to have a designated contact for insurance concerns and problems I have called Mr. Arline and he dropped what he was doing and was in my office immediately. I have never had any concerns/problems that were not solved and we have changed supplemental insurance companies on several occasions over the last few years. The transition for the employees is very smooth and annual open enrollment occurs without a hitch. Through his research of insurance companies, Grady County has saved substantially over the years and is still able to offer Health Insurance at no cost to the employees partly because of Mr. Arline's assistance.

I have had other insurance brokers call on the County wishing to do business and bid the work. We have declined on all occasions as I cannot give up the personalized service Mr. Arline and his staff provide.

If you have any questions please let me know. I welcome the opportunity to discuss with you.

Carrie Kines Croy
County Clerk/Human Resources Director
Grady County Board of Commissioners