

BOARD OF DIRECTORS
THE NORTH HILLS CLUB
FEBRUARY 20, 2016

CALL TO ORDER: Meeting called to order at 8:57 by President Brett Plummer. He thanked everyone for coming and making the effort to get here. He hoped we could get through at a decent time. Plummer hoped everyone is having a good first of the year.

Plummer said that Ruth Anderson from Legal Shield is here to do a presentation. Hare had asked her to join the association. She did a presentation for his employees yesterday and is going to join the association. He invited her today to speak about what she does and get to know what we do.

ROLL CALL: Members present: Plummer, Burgin, Brown, Few, Lunsford, Hare, Mather, Sharpstene, and Thornton.

Members absent: Cox, Campbell, Eberhardt, Harris, Diaz, Rhodes and Moore. Pam reported that all except Diaz contacted her.

Burgin made a motion to excuse all who called; Plummer seconded. Motion carried.

Plummer noted this was Diaz's second unexcused absence. Three unexcused absences is automatic removal from the board, according to our by-laws.

MINUTES: Minutes for the November 5th and November 7th meetings were distributed.

Burgin made a motion to approve the November 5th minutes; Few seconded. Motion carried.

Thornton made a motion to approve the November 7th minutes; Hare seconded. Motion carried.

TREASURER'S REPORT: Burgin submitted the Treasurer's Report to the board.

2016 TREASURER'S REPORT: Burgin reported that associate dues, banner ads, and Tar Heel Van incomes are down because the invoice only went out this week. Associate members get a packet mailed to them because they did not respond well to e-mailed invoices.

Burgin reported that the printing expense is high because we had to get new membership certificates and order letterhead. Membership certificates were ordered for both 2016 & 2017 because the President will be the same. Letterhead hasn't been ordered since 2010.

Plummer said that our income looks pretty good. Dues are coming in faster this year.

Hare made a motion to approve the 2016 Treasurer's Report; Thornton seconded. Motion carried.

2015 YEAR-END TREASURER'S REPORT– Pam reported that the loss was due to a large amount of forms income was received in December 2014, but the forms weren't shipped and paid for until January 2015.

Sharpstene made a motion to approve the 2015 Year-End Treasurer's Report; Brown seconded. Motion carried.

Convention Checkup – Burgin said our expenses were a little higher this year, so we lost a little money. Plummer said our convention is not a money making convention. The profits go back into the scholarship fund. All monies raised for the convention are used for putting on the convention. He said it was nice when we can make some money at the convention. This is one of the reasons we are pressing to get more associate members. It creates an opportunity to have a nicer convention. The point is not to make money for us but to have a good experience for the group.

Burgin made a motion to approve the Convention Check-up; Hare seconded. Motion carried.

RUTH ANDERSON LEGAL SHIELD: Plummer introduced Ruth Anderson from Legal Shield who has an employee benefit and wishes to join as an associate member. (See attached information from Legal Shield)

Ms. Anderson said she appreciated the opportunity to be here. She said she knows Plummer through the NC Defense Business Association. Her company provides group benefits for employees. They have a legal plan and an identity theft program. Employees can get just one plan or get a combination plan for both. They can just cover themselves or their family.

They are interested in our association and consider it an opportunity to create relationships with people.

If we sign a Finder's Fee Agreement with them, the Association would get a 4% finder's fee that is guaranteed for three years, even if the employee doesn't stay on their books for the full three years. The finder's fee would be paid monthly to the association. We would get \$910/annually per each 100 individuals who enroll. The premium comes out of her commission. About 90% of the participants stay in the program.

The services would be payroll deducted for employees. There is no cost to the company.

Kroll is their identity theft provider. They guarantee 100% restoration of identity problems. They fix the problems for you. Employees see the benefit of having someone do all the work for them when identity theft happens.

Merritt Webb in Durham is their law firm. Employees can call them with any problems – with the exception that they cannot use this service to file against their employer.

This is a well vetted employee benefit that doesn't cost your business anything.

Ms. Anderson said she is aware that there are other legal plans out there, of course. Her company has a great customer service side. Their attorneys get trained in customer services. In Mississippi, they had a problem with an attorney who did not give great customer service. They removed them promptly and got another attorney. Any complaints that they get about one of their providers is handled with 8 hours and they have a 95% success rate for complaints.

It was asked what this would cost the association; there is no cost to the association. We get 4% of anything. If we refer other organizations, we would also get referral fees for that.

Plummer said he thought was an interesting benefit that we could offer our members to give to their members. He is hoping that she also recruit other companies to become a part of our organization.

COMMITTEE REPORTS

BY-LAWS: See written report by Brown.

Brown stated that not many changes had been made to the By-Laws in the past three years. Plummer asked for him to report on what changes had been made. Plummer said there have not been a lot of changes; we only change things when something comes up. He wanted Brown to be aware of the process.

Brown said if we considered changes to the scholarship program would that be a part of the by-laws. Pam said the scholarship program is not part of the by-laws; it has its own procedures.

CONVENTION: See written report submitted by Cox. Plummer said that the vice president is head of convention committee. He said he enlarged the convention committee this year so we could have more people help out.

The convention will be at the Sheraton Airport in Charlotte November 3-5. Plummer reported that he and Pam went to four locations. He feels the Sheraton is the best choice, even if it's not in the best location. There isn't shopping close by, but there is a golf course close by. The site flows well and there is plenty of room for outside vendors. It is a great set-up.

We went to the Renaissance Charlotte; it was nice, but more expensive. The Renaissance SouthPark was a smaller hotel. It was also more expensive and it would put the vendors in a separate room. We are just too big for them.

Hare asked if there would be fire alarms. Pam said that this hotel has already been totally remodeled and there will be no construction going on. We were told the Marriott would be completed when we booked the convention there; unfortunately, it was not.

Plummer said Cox's report talked about possible themes and past theme. We need to get one set up.

Brown will look at the golf course and see about getting it set up. Pam said for Brown to talk to them and then turn it over to her to sign a contract. Few said he'd like for the golf course to spread us out. Pam said it depends on the golf course. We are a small group for a shotgun start. Some golf courses require 100 golfers to do that.

Plummer said he'd like to have this done by the April board meeting.

Plummer said we also need to start thinking about speakers. We had several from the convention last year and we usually don't do them in back to back speakers. Of course, a theme helps with speakers

and content. He thought last year's panel went over very well. Maybe we could have more people on it. We got a lot of good questions from the membership. They enjoy being able to ask a mover how they handle things. Brown said we should seed questions; Pam said we do.

Plummer said he thought Elliott Avent was a good speaker; Pam added he was also free. Plummer asked the board if they know someone from the industry that could add value please let us. He spoke about his manager in Fayetteville, Dave Fox, who is a former brigadier general in the Army, and speaks at organizations. He could be a good speaker.

Few said he'd like something about our industry and how to keep employees. Plummer said employee retention is good.

Plummer said we would start on Thursday. The board meeting would be Thursday afternoon. We are going to have a welcoming reception only on Thursday night. Business sessions on Friday and Saturday mornings. Banquet on Friday night. He said we used to have the banquet on Saturday night. We lost a lot of the vendors on Saturday night, so we moved it to Friday night. However, Saturday night wasn't as good this year. We need to have something to keep everyone there.

Pam suggested that we have breakout sessions on Saturday afternoon. If we make it content that people want, they will stick around. Hare said we could do a seminar on Saturday afternoon. Few said educational content in small groups would be good. Brown said we could maybe do two one hour or so sessions.

LEGAL/LEGISLATIVE/INSURANCE: See written report submitted by Lunsford.

Problems with illegal movers were discussed.

Mather said we need to make the public more aware. Few said we all need to put the NCUC card on our websites and use the link. Pam will send it to everyone and ask them to put it on their website, Facebook page, etc.

Lunsford will come up with steps to post the move it flyer on their website.

Ten minute break.

MILITARY AFFAIRS: See written report submitted by Rhodes. Thornton presented report. Thornton reported that there were computer problems with the May rate filing.

Thornton said base access continued to be a problem. Mather said RapidGate costs \$200 per employee. Hare said he made all applicants go get a gate pass from post. He uses them to pre-screen applicants, since they perform a background check and you know if the employee can get on post. LeJeune procedures are different – an over the road driver can get a one week pass.

Thornton said the fact that they go back so far is hurting. He has an employee that stole beer out of convenience store when she was 19 and is now 50 and can't get on post. She has to pay people to drive her truck to the areas she can't go.

Burgin said they cancelled the channeling pilot program, which is a good thing.

Thornton said the military is doing more and more containerized shipments.

NEW MEMBERS DEVELOPMENT/CORPORATE SPONSORSHIP: Pam will send the list of non-members out to the board again. Plummer said board members need to reach out to people they know in their area.

Plummer said we need more corporate sponsors. We need more companies that can help our companies and our members. He has become more comfortable selling the association.

PUBLIC AFFAIRS/TARIFF OVERSIGHT: No report submitted. Plummer said that he gotten a call from the Department of Labor asking for rates for a report.

SCHOLARSHIP: Pam reported that the scholarship application had been posted on the website. Mather and Sharpstene had submitted their essay questions. Pam said that she had gotten an inquiry if the scholarship was applicable for people attending graduate school. Thornton said he had an employee that had asked him the same.

Few said he thought graduate degree applicants would have an advantage over high school applicants. Pam said she felt that it should not take away from the four-year applicants. Maybe we could start a program for graduate school students next year, but she feels we shouldn't change the procedures after the applications had gone out.

The board agreed to look into a graduate school scholarship for next year. They would not be applicable this year.

SEMINAR TRAINING: Hare said we need to figure when to have one – March or April – week day or weekend. Proposed to have one in the spring and one in the fall. Mather said he'd like to see the operations/drivers seminar in the spring. Have a seminar for sales and estimating during the convention.

Look into April 11th or 18th for Raleigh.

TECHNOLOGY/IT: Few reported that our website was not user friendly. We had four different companies submit bids.

He felt our current provider, Northstar was too expensive and didn't include a lot; Netwave didn't have much on it either.

Website is down to Integritive and Little Wing. Much discussion about the two.

Pam is going to send out examples of their current web sites that they have done. Decision will be made in April

EXECUTIVE DIRECTOR: See written report submitted by Pam.

OLD BUSINESS

BOARD ATTENDANCE & RESPONSIBILITIES: Plummer said we are a success because our board members come to our meetings and participate. We have a lot of good things going on and it requires us to meet personally. He thinks that teleconferencing takes away from that and that face to face meetings are better.

Board members need to make sure Pam is notified if they cannot attend a board meeting. According to the by-laws, three unexcused absences is automatic removal from the board.

He thanked the board for coming and participating.

NEW BUSINESS

FLAT TV BOX PACKING CHARGE: Pam submitted the pricing from Victory and United Brokerage for the box.

It was decided to charge \$142.80 for the Item 1 packing charge; Item 2 (overtime) packing charge would be \$200.00; Item 3 container would \$80.25

Pam will get this ready for Thornton to submit.

EXECUTIVE SESSION:

1-800-PACK-RAT
SOUTHERN MOVING AND STORAGE
LET'S GET MOVING SERVICES
HARDIN FURNITURE COMPANY
HERRENS' CAROLINA MOVING & STORAGE
CUSTOM MOVING SERVICES

Hare made a motion to approve all members; Burgin seconded. Motion carried.

Burgin made a motion to adjourn; Hare seconded.
Motion carried.

Meeting adjourned at 1:06 p.m.