



## NEWS OF VALUE

### NEW NAME. NEW LOCATION. SAME FACES. ENHANCED VALUE.

Strong firms unite—USI Insurance Services (which includes the former Morgan & Cheves) and Patterson/Smith Associates—creating—

#### USI DC Metro

The faces and voices you rely on and trust will be the same. We've enhanced our client-focused team to provide expertise in—

- business, property, and casualty insurance,
- personal insurance,
- surety bonding,
- financial services, and
- life and employee benefits.

Our commitment to client services and values remains our priority. We will continue to provide excellent, customer-focused service that meets and exceeds your expectations. At the same time, you will see an increase in the extent and scope of offerings available to you.

Plus, you will continue to get the benefit of our expertise. We know the community association industry inside and out, so we can create insurance and risk management packages tailored to your particular needs. We have more than 100 years of combined experience. Meet your team, and please let us know if you have any questions or need further information.



#### Steve Dickerson, CIC

Steve is senior vice president of USI DC Metro and is licensed as both a property and casualty insurance agent and consultant. He also holds the professional designation of Certified Insurance Counselor. With more than 25 years of experience in the insurance industry, since 1985, Steve has specialized in the development of property and casualty insurance and risk management programs specific to community associations. He currently handles the property and casualty insurance and risk management programs for more than 200 condominiums and cooperatives, with approximately 70,000 total units. Steve is the person to contact for technical consultations. He can be reached at 703-205-8788 or [Steve.Dickerson@usi.biz](mailto:Steve.Dickerson@usi.biz).



#### Theresa Swan, PCAM

Theresa is a producer for the community association program. She is a licensed property and casualty insurance agent in Virginia, Maryland, and the District of Columbia. She brings clients more than 25 years of insurance and community association experience. Theresa's background includes managing a variety of community associations, from a luxury high-rise to mid-rise and garden communities. She has also worked as vice president of a community association management company. Theresa is the person to contact for technical questions and loss control issues. She can be reached at 703-205-8753 or [Theresa.Swan@usi.biz](mailto:Theresa.Swan@usi.biz).



**Penny Irby, CIC**

Penny is an account manager for the community association division. She began working part-time for Morgan & Cheves in 1981, during her junior year in high school. Upon graduation from high school in 1982, she began working full-time while pursuing a bachelor's degree at George Mason University. She graduated from GMU in 1991 with a BA in Foreign Languages. Penny has worked in the community association division since 1982. Penny is the person to contact if you would like a copy of your policy or if you have any accounting, billing, or general questions. She can be reached at 703-205-8770 or Penny.Irby@usi.biz.



**Lauri Quirrion, CMCA**

Lauri is an assistant account manager for the community association division. She began her career working in a community management firm and brings to the position an understanding of the issues and concerns facing communities and their managers. Lauri holds a CMCA (Certified Manager of Community Associations) through the Community Association Institute. She is the person to contact if you need help completing applications, have policy change requests, or have general questions. She can be reached at 703-205-8751 or Lauri.Quirrion@usi.biz .



**Priscilla Cockrell**

Priscilla is a claims administrator for the community association division. She has been in the insurance industry for more than 19 years, with a background of servicing commercial claims for nine years. She has handled community association claims since 2002. Priscilla is the person to contact if you need help with filing a claim or have general questions related to claims. She can be reached at 703-739-2342 or Priscilla.Cockrell@usi.biz.



**Linda Leonard**

Linda is a customer service representative for the community association division. She has been in the insurance industry for more than 25 years, with a background of servicing community association clients for the past four years. Linda joined USI in 1977 and has worked in both the commercial and personal lines divisions. Linda is the person to contact if you need help obtaining Proof of Coverage for your condominium. She can be reach at 703-739-0354 or Linda.Leonard@usi.biz.



**Bruce Christiansen, CLU**

Bruce is a senior vice president of USI DC Metro and is a specialist in employee benefits. His areas of expertise include life, health, disability, pension plans, and executive compensation packages. He holds the professional designation of Chartered Life Underwriter. With more than 28 years of experience in the insurance industry since 1977, Bruce has worked with a variety of businesses, helping to develop benefit designs to meet their objectives. Bruce's team includes two dedicated account managers who assist his clients with claims, billing, enrollment issues, and employee benefit meetings. Currently, Bruce has more than 150 business clients and 200 individual life clients. Bruce is the person to contact for analyzing your present employee benefit programs. He can be reached at 703-205-8713 or Bruce.Christiansen@usi.biz.