



THE JOURNAL

solid group plans made simple

EXCITING NEWS

In almost 33 years of business, this month's Johnstone's Journal is only the second one we have ever done on a topic other than group insurance. The first was when we celebrated our 20th anniversary in November 2003.

We're celebrating this month! We've got a fresh look for our newsletter and we are starting a bright future with a highly skilled addition to our team. Let me introduce you to the newest member of Johnstone's Benefits, our Managing Director, Paul Stephens.

Paul brings a wealth of experience, knowledge and vision to lead our benefits consulting, third party administration and business development initiatives. He has over 25 years' experience in the group benefits industry as an international consultant and most recently as Director, Insured Group Business at Pacific Blue Cross. Paul has a

BSc from UBC, is a Certified Employee Benefits Specialist (CEBS) and an Associate of the Society of Actuaries (ASA). Paul enjoys speaking at industry and client events and has a "passion for connecting strategic goals to the deliverables of group insurance plans, and for bringing clarity to what can be a confusing topic".



PAUL

Paul can often be found walking on the Stanley Park seawall or in the gym.

Paul is leading your team of dedicated employee benefits professionals.

THE JOHNSTONE'S ADVANTAGE

Our mission is simple: **Treat each client as if they were our only client.**

Our value is clear: **We are completely independent.** We work for you and offer total flexibility on insurers and plans.

We offer all your group insurance services including administration, brokerage, consulting, and communications.

We provide dedicated client support, customization and flexibility to meet all of your company's benefits needs. And we make solid group plans simple.



YOUR SERVICE TEAM

Michelle McFegan

Manager Client Services

Michelle joined Johnstone's in 2010. Prior to that she spent 8 years with Standard Life in Vancouver and was a Management Associate. Michelle ensures her team of benefits specialists is delivering on employee communications, policy amendments, assisting with difficult claims resolutions and all third party administrative services. As the mother of two young children, Michelle has the amazing ability to be in several places seemingly at once including the dance studio, lacrosse box, soccer field and hockey rink.



MICHELLE

David Brandt

Client Account Manager

David has been with Johnstone's since 2013. He has 28 years of experience in the benefits and insurance industry including work as an individual life insurance agent, sales manager, office head and health and benefits consultant with an international consulting firm. David is responsible for overall client relationship and new groups, with expertise in renewals, expatriate coverage and ensuring our clients' benefit plans and costs are meeting their business goals. In his free time, David enjoys walking his dogs on the hiking trails and teaching his grandson to ice skate.



DAVID

THANK YOU!

Much of our success has been due to the loyalty of our clients, many of whom have been with Johnstone's for decades! We are proud of our company and of the friends we have made along the way - people like you!



LINDA

I would like to take this opportunity to thank you for entrusting us with your business. We look forward to continuing to provide you with dedicated support, customization and the flexibility to meet and service all of your group benefits needs.

Sincerely yours,

A handwritten signature in black ink that reads "Linda Gour".

Linda Gour
President

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JOHNSTONE'S JOURNAL is published monthly and designed to provide topical information of interest not only to plan administrators, but to all employees who enjoy coverage under the benefit plan. Feel free to make copies and share with your employees.

