



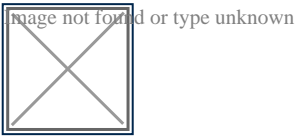


# Karen Groff

President

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Since 1993, Karen Groff has assumed various roles with Roanoke starting with sales development of marine insurance, customs bonds and ATA Carnets. She was then a Product Manager for five years and Vice President of Marketing and Product Development for a decade, where she oversaw the development of three client-facing systems—FastBond™, CarnetsOnline™ and CoverageDock™—that offer 24/7 software support. In 2011, Karen was appointed Executive Vice President of Operations where she oversaw marine claims, strategic analysis and planning. Just over a year into this role, she added the management of IT, where she focused on organizational structure, compliance and new automation approaches. Last year, Groff also assumed leadership of Roanoke's regional offices. At different times in Karen's career, she has been a member of the Trade Support Network (TSN) for the development of the U.S. Customs Environment (ACE); on the eBond and Surety Accounts subcommittees of the TSN; the bond centralization subcommittee of the Commercial Customs Operations Advisory Committee (COAC); the Customs Committee of the United States Council for International Business (USCIB); the Transportation Marketing and Sales Association; the Risk and Insurance Management Society (RIMS); President's Circle of the Chicago Council on Global Affairs; and participated in the working group for the establishment of ACORD standards for marine cargo insurance. Prior to joining Roanoke, Karen worked in Detroit for a consultant specializing in trade finance, political & credit risk and cargo insurance. She has a BBA in Marketing and International Business and a BA in French from Eastern Michigan University.

Roanoke Insurance Group enables global commerce by providing insurance, surety and risk management solutions for trade and transportation. Headquartered in Schaumburg, Illinois, Roanoke has sales, service and underwriting locations throughout the United States and a network of sister service companies in Asia and Europe. A part of Munich Re Specialty Group Ltd., a Lloyd's of London Coverholder and a Managing General Agent for American Alternative Insurance Corporation (AAIC), Roanoke is equipped to meet client needs worldwide. *I am energized by knowing the talent in our organization runs deep, and grateful that our clients are the beneficiaries. By empowering employees we unleash the best solutions for our clients. The key is to focus in and really listen to our clients in order to help them achieve their objectives, then execute!*

## Industry-Related Associations

- National Customs Brokers and Forwarders Association (NCBFAA)
- The Risk Management Society (RIMS)
- The Chicago Council on Global Affairs – President's Circle

## Certifications

- Associate in Marine Insurance Management (AMIM)
- Information Technology Project Management (ITIL)

- Karen Groff