



## Saint Charles Catholic School

*Sponsoring Parishes:*

- Our Lady of Perpetual Help
- St. Charles Church
- Blessed John XXIII
- St. Paul The Apostle
- St. Ann's

*Principal - Dr. Penny Parzyjagla*

June 10, 2010

To Whom It May Concern:

I am pleased to provide the following reference for Shannon O'Brien.

I have had the great pleasure of working alongside Shannon O'Brien for approximately four years in my capacity as member and Chairperson of the Pension and Benefit Advisory Committee for the Manitoba Catholic School's Group Services Inc. During this time, Shannon served as our Agent of Record while operating as Sellow's and Associates, overseeing both the pension and benefit funds for our organization. More recently, Shannon has changed the name of the company to SWOB Group Benefit Inc.

In his role as the Agent of Record, Shannon is responsible for overseeing our contracts and monitoring trends. He communicates his observations to the committee and makes recommendations on improvements to our package. He initiates changes to the policies and negotiates on our behalf. He also ensures that employees and administration are well informed and updated regularly.

Over the years, I have seen many examples of Shannon's commitment to customer service. He has made great effort to keep in touch with all 23 schools in our organization, arranging semi-annual information sessions at all participating schools. He has created a newsletter dedicated to our specific group that is distributed via email and through the schools three times a year. He organizes an annual administrator's meeting that provides office staff with updates and training on policies and procedures. He also meets with the advisory committee 6 to 8 times a year where he presents comprehensive reports on policy issues and recommendations.

Shannon continually demonstrates a passion for his product and the clients that he serves. It has been my honour to have worked with him, and I wish him continued success.

Sincerely

Athena Dinos (athena2@mts.net)  
Chairperson, Pension and Benefit Advisory Committee  
Director, Manitoba Catholic Schools Group Services Inc