YEAR IN REVIEW

CHAMBER OF COMMERCE

IN BUSINESS SINCE 1801

amber Helps me connect regionally.

OUR MISSION:

As a not-for-profit, member-based business organization, the mission of the Hampton Roads Chamber of Commerce is to serve its members and communities by creating economic prosperity and enhancing the quality of life in the region.

OUR VISION:

The vision of the Hampton Roads Chamber of Commerce is to be the region's premier business organization.



Tonya Gill
Primrose School at Cahoon Commons



(from left) Jack Hornbeck, CCE, President & CEO; Nelson Adcock (GeoEnvironmental Resources, Inc.), 2011 Chair; Deborah Stearns, CPM, SIOR (Harvey Lindsay), 2011 Treasurer; and Maurice Jones (Pilot Media), 2011 Chair-Elect

It has been an honor to serve a second year as the Chair of the Hampton Roads Chamber of Commerce. The past year was filled with remarkable accomplishments that continue to create a solid foundation for the Chamber to better support business in the region and I am confident this organization will continue to exceed expectations.

The Hampton Roads Chamber of Commerce is the largest Chamber in the Commonwealth, and one of the first established in our nation. Since 1801, the Chamber has been serving the Hampton Roads region. As our nation continues to recover from a recession, now is the best time to be a member of the Chamber. Time and time again, I hear success stories from members who

have made valuable connections, saved money, or learned business skills thanks to the Chamber. We are here to help your business grow and bring jobs and commerce to the region.

This Year in Review highlights our many 2011 achievements and provides you with information about the Chamber and how it can benefit you and your business. If you are not a member of the Hampton Roads Chamber of Commerce, I invite you to join the nearly 2,000 member businesses that employ more than 280,000 working men and women.

As the voice of business in Hampton Roads, the Chamber is speaking up and standing side-by-side with you as an advocate to support the business

LETTER FROM THE CHAIR

interests of the region. Read about the General Assembly legislative successes we celebrated this year on pages 4 and 5.

Issues such as transportation infrastructure funding, tax reform and regulatory reform are but three important issues that we will continue to place a priority upon. In addition, our Chamber will continue collaborations with businesses, government, and other organizations to elevate the region and ensure we have the best possible climate for business in the Commonwealth.

The Chamber's varied networking opportunities continued to open doors for businesses to build relationships and meet new customers. We understand you are busy, so the Chamber hosts events morning, noon and night, to assure there's something for everyone. The Chamber's leadership program LEAD Hampton Roads, and Sync757, our young professionals program, are growing and stronger than ever.

I would like to thank the Chamber's staff, the Executive Committee and each of the Chamber's Division Boards for their time and leadership. It's been an honor to serve as Chair and I look forward to staying involved in the Chamber. We have an exciting year ahead of us and I encourage you to be involved in the Chamber as we work together to keep Hampton Roads the premier region in which to live and work.

Sincerely,

H. Nelson Adcock, Jr. 2010/2011 Chair

Hampton Roads Chamber of Commerce President, GeoEnvironmental Resources, Inc.

EXPAND YOUR BUSINESS NETWORK

The Chamber helps grow your business by offering networking events that connect you to business leaders. Members gain valuable information and build relationships essential to growing their business. In 2011, the Chamber presented 154 events throughout the region, attracting nearly 12,500 attendees.



HAMPTON ROADS BUSINESS BRIEF-THE MILITARY

In January, the Business Brief focused on the military sector of the area's economy. The presentation by Congressman Randy Forbes (R-04) provided nearly 150 attendees with insight into the defense budget, as well as the disestablishment of U.S. Joint Forces Command and the potential move of a Norfolk-based aircraft carrier to Florida.



STATE OF THE CITY SERIES

From February-April, nearly 3,350 business and community leaders attended the Chamber's five-part State of the City Series. The mayors of Chesapeake, Norfolk, Portsmouth, Suffolk, and Virginia Beach each provided an address which highlighted key business development initiatives, municipal updates and other city news.



OUTINGS

Nearly 1,500 attended the Chamber's Beach Bash, Dog Days of Summer and Hampton Roads Golf Outing. These events provide an opportunity for members to mix business with pleasure.





Terry Restin
The Royal Chocolate



MILITARY APPRECIATION EVENTS

Throughout the year, the Chamber hosted several military appreciation events, including Military Recognition Receptions, Virginia Beach Armed Forces Awards and the Military Citizen of the Year Luncheon. Nearly 1,000 people attended these events, at which more than 430 members of the five branches of the armed forces were recognized.



STATE OF THE SCHOOLS/ EDUCATION

The Chamber's Chesapeake Division hosted a State of the Schools event in the spring and Portsmouth held a State of Education in the fall featuring city school superintendents. These events, attended by nearly 250 people, provided the business community an opportunity to learn more about the school systems' strengths and challenges and how to get involved.



SMALL BUSINESS OF THE YEAR AWARDS

More than 300 attended the Chamber's 27th annual Hampton Roads Small Business of the Year Awards luncheon on May 19. The 2011 overall winner was Virginia Eye Consultants located in Norfolk. Other city winners included Russell's Heating & Cooling (Chesapeake); Stealth Shredding Inc. (Portsmouth); Bennett's Creek Pharmacy (Suffolk); B&T Kitchens & Baths (Virginia Beach).



STATE OF THE REGION

In October, nearly 900 business and community leaders attended the 12th annual State of the Region addresses on the Southside and Peninsula given by Dr. James Koch, Board of Visitors Professor of Economics and President Emeritus of Old Dominion University. This event was presented by LEAD Hampton Roads, a program of the Hampton Roads Chamber.

LEGISLATIVE EVENTS

The Chamber held its 8th Annual Legislative Reception in October, attracting nearly 100 members and 29 elected officials. Events with elected officials and Virginia General Assembly candidate forums held in the spring and fall were part of the Chamber's longstanding commitment to work with our current and future government leaders, while providing the local business community access to these decision makers.

ANNUAL MEETING

The Chamber's Annual Meeting of the Membership, held in December, marks the largest gathering of the region's elected officials and business leaders. The Chamber also recognizes its outgoing and incoming volunteer leadership. Attracting more than 600 business professionals, the 2011 Annual Meeting featured speaker Brian Shul, a retired Air Force pilot, who suffered severe burns when his aircraft was shot down in Vietnam. Shul's comeback story was inspirational.



ADDITIONAL NETWORKING EVENTS

Network morning, noon and night! The Chamber's Morning Schmooze, ConnectForLunch, Speed Networking, Chamber Connects, and Business After Hours events offer a variety of formats for members to make connections and build relationships to grow their business.

JOIN THE MOST POWERFUL VOICE OF LOCAL BUSINESS

The Hampton Roads Chamber of Commerce, in partnership with the Greater Williamsburg Chamber & Tourism Alliance, promotes pro-business policies in local and state government, advocating for a variety of business-related issues on behalf of nearly 2,600 businesses representing more than 300,000 working men and women in Hampton Roads. The Hampton Roads Business Political Action Committee (HRBizPAC) is a bi-partisan committee that presses for action on issues impacting business and supports candidates who share those views.

During Virginia's 2011 General Assembly, the Chamber collaborated with the business lobby in Richmond, informed members with weekly electronic "Legislative News and Notes," and engaged members with electronic "Legislative Call to Action Alerts."





TRANSPORTATION

Approved legislation creates the Virginia Transportation Infrastructure Bank as a new source for funding transportation projects. Up to 20% of the capitalization of the Bank would be used to make grants to localities for transportation projects, and the remainder would be used to make loans to private or public entities for transportation projects. Legislation authorizes \$1.2 billion in Commonwealth of Virginia Federal Highway Reimbursement Anticipation Notes, \$1.1 billion in Commonwealth of Virginia Transportation Capital Projects Revenue bonds, and \$200 million in revenue sharing funds allocated to the Commonwealth Transportation Board. In addition, approved legislation creates the inter-city passenger rail fund in the Commonwealth. Transportation funding remains the Chamber's number one priority.



TOURISM

Approved legislation entitles certain tourism projects to a percentage of the state and local sales tax revenues generated on the premises of the project to be used towards debt service to bridge the gap between available debt and equity and the expected costs of the project. For example, this legislation enables public-private partnerships, such as the proposed Virginia Beach convention center/hotel, Dome site entertainment complex and future Fort Monroe development.



MILITARY

Supported Defense Base Realignment and Closure (BRAC) related funding of \$7.5 million annually for property acquisition around Oceana Naval Air Station. This funding helps ensure the future viability of Oceana Naval Air Station Master Jet Base



TAXES

Business, Professional and Occupational (BPOL) Tax

Legislation allows localities to exempt businesses that lose money and are unprofitable during the taxable year, after or on January 1, 2012, from the BPOL tax. The business is required to submit its income tax return.

Legislation allows localities to decide whether to impose the BPOL tax on a business's gross receipts or its Virginia taxable income.

BPOL incentive allows any city to provide relief from license taxes to any business locating in such city for the first time, for the first two years after such location.

The Chamber continues to lobby local city councils to reform the BPOL tax on the basis of approved legislation.

Port of Virginia/Business Tax Credit

Provides an income tax credit to taxpayers engaged in manufacturing goods or the distribution of manufactured goods that use Virginia port facilities and increase their port cargo volume by 5% in a single year over their base year cargo volume. This will help our port maintain its competitive advantage.

Accelerated Sales Tax Phase Out

Beginning June 2011, the threshold for vendors subject to the accelerated sales tax was raised from \$1 million to \$5.4 million, eliminating 80% of the retailers subject to the tax. Only 1,736 Virginia retailers are now subject to accelerated sales tax.

Machinery & Tools Tax

Creates a separate classification of machinery and tools designed and used directly in manufacturing or processing materials, components, or equipment for national defense. This created a competitive environment for national defense companies that manufacture or process equipment.



The Trustees of the Chamber's HRBizPAC review how members of the General Assembly vote on key issues affecting the Chamber's membership. This year, the HRBizPAC endorsed 16 candidates for election to both the Virginia State Senate and House of Delegates. The endorsements included a financial contribution.

Throughout 2011, the HRBizPAC also sponsored a number of events providing access to federal and state elected officials and raising awareness of the issues that impact business and commerce in Hampton Roads and throughout the Commonwealth.

For more information about the HRBizPAC, call 757-664-2572.



ECONOMIC DEVELOPMENT

Governor's Development Opportunity Fund reduces the threshold for private investment and new job creation from \$10 million and 100 new jobs to \$5 million and 50 new jobs. Legislation allows income tax credits for individuals and businesses for qualified research and development expenses.



HEALTH CARE

Legislation increased the limitations on recovery in certain medical malpractice actions from \$1 million to \$2.05 million. Thereafter, the cap is increased \$50,000 annually with the last increase on July 1, 2031. This legislation provides stability in the medical malpractice area and is viewed as a positive step by the medical community. This helps to create a stable environment for the delivery of healthcare in Hampton Roads.



RESEARCH & TECHNOLOGY

The Commonwealth Research Commercialization Fund was amended to allow for a matching funds program and an eminent researcher program. This legislation also strengthens commercialization and seed stage funding targeted to emerging technologies. Funds support the research and development efforts of Hampton Roads institutions of higher education.



EDUCATION

Virginia Higher Education Opportunity Act of 2011 was established to increase access and affordability to higher education in the Commonwealth. Virginia colleges and universities have been incentivized to grow their capacity, with a goal to issue an additional 100,000 degrees during the next 15 years.

YOUR MEMBERSHIP PAYS FOR ITSELF

As a member of the Chamber, you can save significantly by using exclusive member benefits like value-added health insurance, prescription drug discounts, merchant services, OfficeMax and FedEx shipping discounts, free conference calling, business communications and more. Chamber members who take advantage of these discounts can save \$1,353* annually.

*ACTUAL SAVINGS VARY DEPENDENT UPON PROGRAM PARTICIPATION







Anthem

Receive free added benefits and programs. Anthem Blue Cross Blue Shield and HealthKeepers group plans for businesses with 2-99 employees include life insurance and web-based wellness programs, without costing you a penny extra!



FleetCard4Members

Member businesses can charge and track vehicle fuel purchases, maintenance costs and repair expenses with a single card that is accepted at more than 230,000 locations across the country. Members SAVE using the card, after a special Chamber member discount is applied to each invoice.



ChamberRx

The ChamberRx card offers discounts of 10-85% on brand name and generic prescription drugs at more than 58,000 participating pharmacies. New in 2011, cardholders can also save as much as 75% by ordering lab and imaging services online or over the phone.



OfficeMax

Tap into the strength of a huge buying group! Our negotiated contract pricing provides savings normally reserved for "big business." Chamber members, regardless of company size, now have access to remarkable discounts with orders shipped door to door free of charge. Plus, some of the same contract pricing can be found at your local OfficeMax store using your Chamber's Retail Connect Card account.



FreeCalls4Members

FreeCalls4Members offers members no-cost conferencing for up to 250 participants. Members have a "web dashboard" to control the call and each caller's participation. The call can even be recorded and instantly downloaded for playback, editing or distribution.





FedEx

Save on shipping costs with FedEx. Get special savings offers on both air express and ground services with no commitments, no contracts and no enrollment fees.



Member to Member (M2M) Discounts

As a Chamber member, you have the opportunity to take advantage of exclusive discounts offered by other Chamber members and your business can also offer your own discounts. For a complete list of M2M discounts, visit HamptonRoadsChamber.com and go to the "Member Discounts" page. Simply present your card to a participating Chamber member and receive the listed discount. All members of your organization are eligible to receive these discounts. Chamber members receive one new M2M discount card upon renewal.



WorkersComp4Members

WorkersComp4Members, designed exclusively for Chamber members throughout Virginia, provides a 5% up-front discount on premiums and the opportunity to obtain additional savings through dividend payments. WorkersComp4Members is available solely through insurance agent Chamber members.

ADDITIONAL PERKS MEMBERSHIP PERKS

Business listing and links to your website and social media pages on HamptonRoadsChamber.com, which has more than 5,500 unique visitors per month

Business listing in the Chamber's online Membership Directory, which averages 570 unique page views per

Your business listed by category and location in MyChamberApp, the only nationwide mobile directory of businesses owned and operated by local chamber

Electronic updates and call-to-action alerts on legislative issues impacting local business

Free subscription to Chamber's quarterly CONTACT newsletter and monthly e-newsletter

Free job postings on HamptonRoadsChamber.com

Free announcement/news submissions on "Member News" page of HamptonRoadsChamber.com

Display Chamber logo at business and on your website -According to a national study, consumers are 63% more likely to buy from Chamber members

Member-only submission opportunities of "Chamber Voices" columns for inclusion in a variety of Chamber communications

Exclusive advertising and sponsorship opportunities

Special pricing and advance notice of Chamber events

Free subscription to Hampton Roads Magazine and a free 3-month trial subscription to Inside Business

LEARN FROM THE PROS AT A FRACTION OF THE COST

From the Business Education Series to one-on-one counseling through the Small Business Development Center of Hampton Roads, Inc. (SBDC), the Chamber offers free or inexpensive educational opportunities to help you grow your business.





The SBDC, an affiliate program of the Chamber, opened its doors in 1991. Working in partnership with the Mason Enterprise Center at George Mason

University and the U.S. Small Business Administration, the SBDC's highly trained staff provides management counseling, information, technical assistance, education, and training to small businesses in the greater Hampton Roads region and the Eastern Shore. Training classes include "Owning Your Own Business" and "Profit Mastery." Counseling is free and confidential. This year, more than 900 people attended SBDC training sessions and more than 320 prospective and existing small business owners were counseled.

"Finally a course with the resources I need and an instructor that's going to make class fun and informative at the same time. I went home with a nice chunk of information and inspiration from the very first class. My business mind has found the right socket and it is now energized."

Jeanette Orzo, NxLeveL for Entrepreneurs course attendee

Raj Agarwal Waddell & Reed, Inc.



The Chamber's Business Education Series, held two Thursdays each month, provides members with opportunities for practical up-to-date information and training on topics of interest to business. The series provides members an opportunity to learn important content from an expert while making connections with other members. The Business Education Series has attracted nearly 2,400 attendees at more than 120 sessions since 2006.

"The Business Education Series has served as a mind enhancer for business growth. Learning new business strategies from successful leaders has enabled our business to become more competitive in a market full of competitors. I always left a Business Education Series course with great ideas that serve to help our business internally and externally. The Chamber is delivering on its promise to help businesses become more

Louis Velez, Branch Manager ProTemps Staffing Services "The Business Education Series enables smaller companies to be able to take advantage of affordable classes to strengthen sales capabilities, customer service, and retention skills that normally only the larger companies have the capacity to do. It is just one more great reason to become a chamber member!"

Susan Murphy,
Vice President, Business Banking Relationship Manager
SunTrust Bank

INCREASE YOUR VISIBILITY

Expose your business to the region through members-only sponsorship and advertising opportunities. The Chamber has numerous ways for you to reach more than 180,000 people each year. Volunteering with the Chamber allows you to get involved and share your expertise with other members.





You can increase your company's visibility through the Chamber's **Member Marketplace**. Receive increased sales potential and gain exposure to new customers through this members-only advertising opportunity. Member Marketplace is e-mailed monthly to 4,800 contacts at nearly 2,000 member firms.



MyChamberApp is the only nationwide mobile directory of businesses owned and operated by local chamber members. MyChamberApp is available for iPhone, iPad, Blackberry, and Android and, as a part of your membership in the Hampton Roads Chamber of Commerce; your business's basic listing is included on the app at no cost to you! Find Chamber members while you are on the road!



As a member, increase your visibility through the Chamber's **Business Education Series** by becoming a presenter. Provide members with opportunities for practical up-to-date information and training on topics of interest to business.



contact, the Chamber's printed, full-color newsletter, is published quarterly and mailed to more than 3,700 individual contacts at nearly 2,000 local member firms. Advertise today!



Display the Chamber's **"Proud Member" logo** on your company's website. Once downloaded and posted, the logo will open a webpage confirming your chamber membership and listing your organization.

eConnect, the Chamber's electronic newsletter, is e-mailed to more than 4,500 contacts at nearly 2,000 member firms the first Monday of each month. One advertising sponsor is sold for each issue.

Your **online directory listing** on the Chamber's website can link to your Facebook, Twitter and LinkedIn pages. To add your sites today, log into the "Members Login" page at HamptonRoadsChamber.com, choose "Edit Business Info" and complete the online form.



Gain visibility for your business through membersonly sponsorship opportunities. Affiliation with a Hampton Roads Chamber of Commerce event brings valuable recognition and identification as a community-minded business leader, and allows you to further reach your target market.



Gain exposure for your business by advertising on the chamber's website, **HamptonRoadsChamber.com**.

Take advantage of the opportunity to reach more than 5,500 unique visitors per month and approximately 70,000 unique visitors a year! Sponsorships include entire website or page advertising, and banner advertising.

As a member, increase your visibility by submitting a "Chamber Voices" column for inclusion on the Chamber's website. Share your knowledge on a business-related topic, while establishing your business as an expert.



In January, the Hampton Roads Chamber partnered with the national organization, Your Chamber Connection, to conduct a three-day "Mission Possible" event, bringing together more than 100 Chamber member volunteers who worked against the clock and against each other to sign up new members and create a greater awareness of the Chamber. The effort brought in 166 new Chamber members and generated more than \$70.000.

In January, a coalition of business groups from the Richmond, Hampton Roads and Raleigh-Durham, N.C., areas met at Virginia's Capitol to show support for the development of rail service within the three regions. Business leaders, including Hampton Roads Chamber's President & CEO Jack Hornbeck, signed and presented a resolution to the Virginia-North Carolina Interstate High-Speed Rail Compact, a group of legislators and government officials that works to advance high-speed rail initiatives in the two states, primarily the Southeast High Speed Rail Corridor planned to link Washington, D.C., and Charlotte, N.C.



Sync757 is the young professionals program of the Hampton Roads Chamber. In April, Sync757 and the Urban League of Hampton Roads Young Professionals hosted "Happy Hour with a Purpose" with special guest Senator Mark Warner. Nearly 80 young professionals from throughout the region gathered at Hits at the Park in Norfolk's Harbor Park for the opportunity to meet and dialogue with Senator Warner.



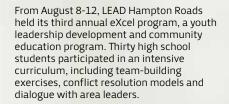
LEAD Hampton Roads, the Chamber's leadership program created in 1988, builds and strengthens regional leadership through education, partnerships and networking across traditional boundaries for the purpose of improving the quality of life in greater Hampton Roads. In May, 56 business and community leaders graduated from LEAD Hampton Roads' nine-month program, joining the more than 1,250 other graduates. Greg Edwards of the Virginia Port Authority was awarded the Exemplary Leader award for the Class of 2011

2011 HIGHLIGHTS & ACCOMPLISHMENTS

During its 23rd Annual Meeting in June, LEAD Hampton Roads presented its First Citizen of Hampton Roads award to Vince Mastracco, a partner at Kaufman & Canoles.



The Hampton Roads Chamber hosted the Virginia Association of Chamber of Commerce Executives (VACCE) Annual Meeting in June. As the 2010-2011 VACCE President, Sylvia Haines, Senior Vice President of Organizational Development, Hampton Roads Chamber of Commerce, presided over the meeting. Nearly 60 Chamber staff members from throughout Virginia attended the two-day conference.





In August, the Chamber received an American Chamber of Commerce Executives (ACCE) Silver Award for Communications Excellence for its website, HamptonRoadsChamber. com. This year's Award for Communications Excellence competition drew 83 entries from chambers throughout the U.S.



The Chesapeake Division of the Chamber held its 2011 Volunteer Recognition Luncheon in September and Dr. Linda Rice (pictured center), Provost of the Chesapeake Campus of Tidewater Community College, received the 2011 Marian P. Whitehurst Women in Leadership Award; David Ropp of Monarch Bank received the Chesapeake Division's 2011 Chairman's Award; and the Division's Volunteer of the Year Award was presented to Claudia Cotton of Tidewater Builders Association.



The Hampton Roads Chamber kicked off its new quarterly Professional Women's Leadership Luncheon Series in October. The first speaker in the series was Colleen Barrett, Chairman Emerita, former President and Corporate Secretary of Southwest Airlines and co-author of "Lead with LUV." In a dialogue format, WTKR NewsChannel 3 anchor, Barbara Ciara interviewed Barrett.

The Small Business Development Center of Hampton Roads, Inc. (SBDC), an affiliate of the Hampton Roads Chamber, participates in an annual national Economic Impact Study of clients. The 2009 study showed that approximately 92% received services that were beneficial. The long-term clients generated \$68.4 million in incremental sales and 1,544 new jobs because of SBDC counseling assistance. The report estimates that an additional \$11 million in sales and 771 jobs were saved due to the counseling.

The 12th Annual Sustainable Resources Campaign - "Pedal to the Metal" exceeded goal and raised \$802,296. We thank Campaign Co-Chairs, Michael Dudley (Optima Health Plan) and John Wilson (WBR Insurance) for their leadership and enthusiasm, as well as the volunteer teams for their efforts.

In 2011, the Chamber's social media presence significantly increased. More than 800 people "like" the Chamber on Facebook, more than 325 people "follow" the Chamber on Twitter and more than 100 professionals are members of the Chamber's LinkedIn group.

2011 EXECUTIVE COMMITTEE

The Hampton Roads Chamber is led by a diverse group of dedicated business and professional leaders in many industries from throughout Hampton Roads. We would like to recognize them for their leadership in guiding the Chamber.

Chair

H. Nelson Adcock, Jr.
GeoEnvironmental Resources, Inc

Chair-Elect

Maurice Jones Pilot Media

Treasurer

Deborah Stearns Harvey Lindsay

Immediate Past Chair

Robert M. Boyd

President & CEO

John A. Hornbeck, Jr., CCE Hampton Roads Chamber of Commerce

Vice Chair, Communications & Marketing

Susan Blackman Willcox & Savage, PO

Vice Chair, Governmental Affairs

David Durham StellarOne Bank

Vice Chair, Leadership Programs

Gregory French Spectrum Financial

Vice Chair, Membership

Marino Santarelli Wells Fargo

Vice Chair, Small Business

William Holloran, Jr DZ Atlantic, Inc.

Vice Chair, Sports

C. Grigsby Scifres, Esq

Co-Chair, Sustainable Resources Campaign

Michael Dudley Optima Health Plar

Co-Chair, Sustainable Resources Campaign

John W. Wilson WBR Insurance Agency LLC

Chair, Sync757

Jason Kuller Signs By Tomorrow-Chesapeake

Chair, Hampton Roads Business PAC

W. S. Miller, III KITCO Fiber Optics

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Chair, Suffolk Division

Darren Schultz Copico

Chair, Virginia Beach Division

Linwood Branch
Days Inn at the Beach

General Counsel

Hugh L. Patterson, Esq Willcox & Savage, PC

HAMPTON ROADS 500 EAST MAIN STREET, SUITE 700, NORFOLK, VA 23510 P + 757-622-2312 F + 757-622-5563 OF COMMERCE W + HAMPTONROADSCHAMBER.COM IN BUSINESS SINCE 1801 STRATEGIC PARTNERS: Bank of America Walmart :

Optimal lealth