



A STORY OF

# STEADY GROWTH



## MISSION STATEMENT

Our mission is to help our clients prosper by providing them with a wide array of professional business and individual services, products and solutions to help them better manage their finances, employees, and technology. We endeavor to provide superior client service and build long-term client relationships.

Our unwavering commitment to our clients is equaled by our commitment to our associates and our focus on improving shareholder value. We will maintain a professional culture that is supportive and motivating, fosters and rewards high performance, and creates meaningful career opportunities.



### CORPORATE OFFICES, CLEVELAND, OHIO

6050 Oak Tree Boulevard, South, Suite 500  
Cleveland, OH 44131 | 216.447.9000 | [www.cbiz.com](http://www.cbiz.com)

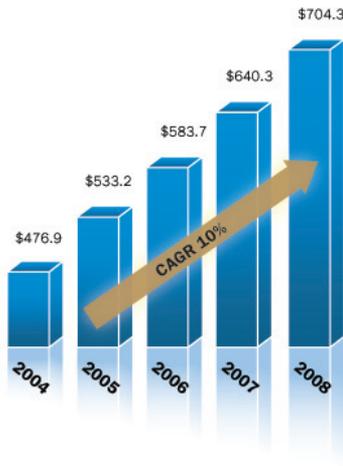
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## CORPORATE PROFILE

*As a trusted advisor to businesses and individuals across America, CBIZ provides our clients with solutions that help them improve their operations and profitability. From our many service platforms – in areas ranging from accounting and employee benefits to information technology services and medical practice management – we strive to make sure that our clients receive the most effective professional solutions. With over 6,000 associates in 140 offices across the country, CBIZ’s resources and services are uniquely suited to support the growth and success of our clients.*

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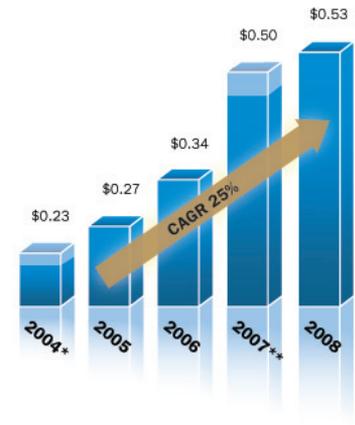
# FINANCIAL HIGHLIGHTS



**TOTAL COMPANY REVENUE**  
*(in millions)*



**NET EARNINGS**  
*from continuing operations (in millions)*



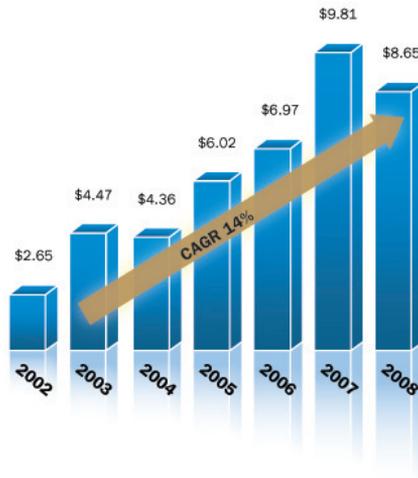
**DILUTED EARNINGS PER SHARE**  
*from continuing operations*

\* Results include a non-recurring \$3.5 million or \$0.05 per share net tax benefit.

\*\* Results include a non-recurring \$4.6 million or \$0.07 per share benefit from the sale of a long-term investment.



**CROSS-SERVING REVENUE**  
*estimated first year annualized (in millions)*



**STOCK PERFORMANCE**  
*closing price at December 31,*

*This annual report to shareholders contains forward-looking statements, which by their nature involve risks and uncertainties. CBIZ's Annual Report on Form 10-K, which is filed with the Securities and Exchange Commission, contains a detailed description of certain factors that may cause actual results to differ from results contemplated from such statements.*



# LETTER TO SHAREHOLDERS

DEAR FELLOW SHAREHOLDERS,

I am pleased to report that 2008 was another excellent year of continued growth for CBIZ.

Thanks to the talent and dedication of our now more than 6,000 associates, we succeeded in meeting or exceeding our financial goals and achieved 10% revenue growth and a 23% increase in earnings per share from continuing operations, excluding the non-recurring gain we reported in the fourth quarter of 2007. 2008 is the *seventh* consecutive year we have reported at least 20% growth in earnings per share from continuing operations and we believe we are the only company listed on the New York Stock Exchange to do so.

During the fourth quarter, despite the worst lending environment in decades, we had the full support of our bank group in expanding, at very attractive rates, our unsecured credit facility from \$150 million to \$214 million, with a feature that will enable us to further increase this facility to \$250 million if needed. This expanded line of credit gives us the financial flexibility to take advantage of future growth opportunities such as accretive acquisitions and accretive share repurchases. This credit facility commitment expires in 2012 and avoids the refinancing risks currently affecting many other companies.

## Strengthening Our National Platform

Acquisitions continue to be the best strategic use of our capital and an integral part of our growth strategy. In 2008, we acquired five companies, including two premier accounting service providers – Mahoney Cohen & Company of New York City and Tofias PC, headquartered in Boston. When combined with our existing operations in Philadelphia, this gives us a significant presence in the Northeast and further strengthens our Financial Services group's national capabilities.

In acquiring EFL Associates of Overland Park, Kansas, we have

enhanced our national executive recruiting services. Through NAIS, Inc., we have expanded the reach and services of our mid-Atlantic insurance group, and we now enjoy greater national payroll processing flexibility through our acquisition of Computer Payroll Company of Palm Desert, California.

Our acquisition strategy remains consistent and disciplined. We will continue to build out our current markets with a full range of CBIZ services and move into new geographic markets as opportunities are presented.

## Deepening Our Client Relationships

CBIZ has a geographically diverse base of more than 90,000 clients, including 55,000 business clients across a wide array of industries. We are proud to enjoy long-term relationships with many of these clients, demonstrated by our client retention rate of approximately 90% and recurring revenue rate of approximately 80%.

Helping to grow our clients' businesses remains our mission, and our ongoing commitment to cross-serving enables our clients to rely on CBIZ as a trusted source for multiple business services. During 2008, we committed new resources and developed new programs to further invigorate our cross-serving

efforts, including the appointment of a senior executive responsible for cross-serving, who is implementing new goal-setting and compensation programs for 2009 and beyond.

## Building an Unmatched Team of Talent

Our long-standing client relationships are a result of the dedication and hard work of our many talented professionals and the excellent services and solutions they provide. In 2008, we continued to invest in infrastructure and hire talented people. To further support our associates, we endeavor to:

- Focus on our Great People, Great Place Initiative, which provides additional benefits to our associates and helps us attract and retain top talent in our industry;
- Support and grow the CBIZ Women's Advantage Initiative, designed to create professional and personal development opportunities and attract more women to our ranks and as clients;
- Provide comprehensive business development training for associates through the CBIZ Training Academy.

## Maintaining a Robust Investor Relations Program

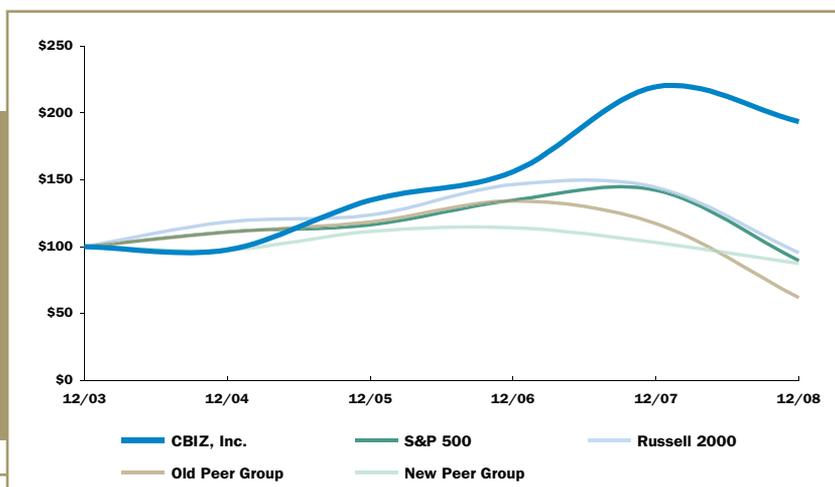
CBIZ continues to offer investors a strong balance sheet, strong and consistent cash flow, and strength



## COMPARISON OF 5-YEAR CUMULATIVE TOTAL RETURN\*

Among CBIZ, Inc.,  
the S&P 500 Index, the Russell 2000  
Index and Peer Groups

\* \$100 invested on 12/31/03 in stock or index  
– including reinvestment of dividends.  
Fiscal year ending December 31.



and stability in management. We are fortunate, as a small-cap company, to have four analysts providing equity research on our Company. We strive to keep investors fully informed by participating in full-day presentations and conferences, holding quarterly investor calls, and providing highly detailed financial filings. Through these efforts we speak directly with more than 100 different institutional investors annually.

We are pleased that, at year end, our stock price once again had outperformed the major market indices, such as S&P 500, Russell 2000, and Wilshire 5000 on a one, three and five-year basis.

### Accretive Share Repurchases

Although our priority is accretive acquisitions, our strong cash flow has allowed us to repurchase shares throughout the year. During 2008, we purchased approximately 4.8 million shares at a total cost of approximately \$41.1 million. Since we began our repurchase program in 2003 and through year-end 2008, we have invested \$254.4 million to repurchase 43.9 million shares, effectively reducing our total shares outstanding by 46%.

### Focusing on Continued Growth in 2009

CBIZ is well positioned to weather tough economic environments due

to our large and diverse client base, our clients' need for CBIZ services, our high level of client retention rates, and our outstanding customer service. We continue to do all we can to earn and keep our clients' trust.

On a conservative basis, we expect to increase revenue by at least 10-15% in 2009 and to improve earnings per share from continuing operations in a range of 10-15% over the \$0.53 we reported in 2008. These expectations do not include any benefit from either future acquisitions or additional share repurchases.

Most important, in addition to the revenue and earnings growth, we expect to continue to generate strong cash flow from our operations. Our balance sheet remains healthy and we expect EBITDA of approximately \$95 million in 2009. Moreover, we continue to have good access to capital to address both accretive acquisitions and share repurchases as opportunities arise.

We continue to carefully manage our spending and further examine ways to use technology to become more efficient without sacrificing the high level of service our clients expect from us.

Though our nation is facing unprecedented economic challenges, we believe that managed growth,

combined with outstanding client service, will enable CBIZ to continue to provide excellent results for our shareholders. With our broad geographic footprint and diverse set of clients in a wide array of industries, CBIZ is well positioned to mitigate the risks inherent in these uncertain times.

On a special note, on behalf of our Board of Directors and all of our shareholders, I would like to thank Harve Ferrill for his service to our Company. Harve joined the Board in 1996 and has been our longest serving director. Harve will be leaving our Board at the annual meeting in May. His advice, counsel, and contributions are greatly appreciated and he will be missed.

In closing, I would like to express my gratitude to all of our associates for their devoted service to our organization and our clients, as well as to our Board of Directors and shareholders for their ongoing support.

Sincerely,

Steven L. Gerard  
Chairman and Chief Executive Officer  
March 20, 2009

## OUR CLIENTS

### *HOK Sport Venue Event*

**HOK Sport Venue Event is among the world's leading designers of exceptional sporting arenas, convention centers, and other public gathering spaces. The firm also helps manage such prestigious events as the Olympic Games and the Super Bowl. Headquartered in Kansas City, Missouri, HOK has 500 employees in ten offices around the world. It relies on CBIZ for 401(k) advice and strategy, information technology support, and HR consulting.**

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#### **RICK MARTIN, CHIEF ADMINISTRATIVE OFFICER**

*"We have hundreds of employees around the world – in Kansas City, Denver, Knoxville, Nashville, New York, Auckland, Brisbane, Hong Kong, London, and Singapore – and it's important for us to have streamlined IT and HR solutions that meet our associates' needs, no matter where they are located."*

*"Working with CBIZ has allowed us to think more strategically about our business operations and free up key staff to focus on the daily administrative efforts of running a large, global architecture practice."*

*"We enjoy our partnership with CBIZ and rely on CBIZ as a trusted business partner. We appreciate the personal and business relationships we've formed with our account representatives, and count on them for their sound advice."*

*"We look forward to continuing our relationship with CBIZ in 2009, when HOK Sport Venue Event will become an independently-owned firm and launch a new corporate name and brand."*



### *THF Realty*



**MICHAEL STAENBERG,  
PRESIDENT**

*“Competence, integrity, and trust are the three major reasons I have been a loyal CBIZ client over the past 30 years. CBIZ has been a wonderful strategic partner in helping add to the success of THF Realty. They have been extremely proactive in helping me maneuver in a tax-efficient manner.*”

*“Having one service provider who oversees my business and personal financial accounting and tax needs has proved to be invaluable. Last year, I engaged CBIZ to conduct a forensic audit of my family’s life insurance policies. This undertaking significantly increased the coverage for my family while saving me thousands of dollars.*”

*“There are many service providers out there, but with CBIZ, I know I have a partner who truly cares about me, my business, and my family. I don’t view my CBIZ service providers as just accountants or insurance brokers — I view them as my friends, partners, and most importantly, my trusted advisors. They truly have been integral to my success.”*

**St. Louis-based THF Realty is an independent developer, investor, owner, and manager of real estate whose singular mission is “to be the best private developer in America.”**

**Founded in 1991, the firm has a portfolio valued in excess of \$2 billion, including more than 20 million square feet of commercial space in 22 states. CBIZ has provided THF President Michael Staenberg with personal and business accounting and tax services for over 30 years.**

## OUR CLIENTS

### *Wallis Companies*

**For more than 40 years, Wallis Companies of Cuba, Missouri has been one of the nation's leading petroleum marketers, currently distributing nearly 300 million gallons of petroleum products to convenience stores annually. The company also offers customized lubrication solutions, fuel transport, car wash solutions, and convenience store franchise management. Wallis Companies has relied on CBIZ for benefits, insurance, IT, and other business services for 10 years.**

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#### **RACHEL W. ANDREASSON, VICE PRESIDENT, ORGANIZATIONAL SERVICES**

*“CBIZ is a full-service provider for Wallis. We began our relationship in 1999 when we wanted to consolidate the number of brokers with whom we were doing business. Having one company meet multiple business needs has significant advantages in that it saves time and improves efficiency.*”

*“The right partner understands your culture and knows your goals and objectives, and CBIZ is that right partner for us. We have been extremely pleased with the services provided and the people. CBIZ has been especially helpful in providing metrics and benchmarking information so we can present solid plans to our Board and develop a plan to control escalating benefit costs while ensuring a benefit offering that helps us retain talent and meet cost guidelines.*”

*“CBIZ has also helped us grow our business. Our organization has completed three significant acquisitions and CBIZ was right there, helping us to be sure we had benefits coverage for all our new employees. They also assisted in streamlining our enrollments. CBIZ is a company that I would highly recommend.”*



## OUR CLIENTS

### *Pinnacle Communications Corporation*



**DAVID DOROUGH,  
PRESIDENT**

*“We like the one-stop shop aspect of CBIZ’s service offerings, as it eliminates the hassle of developing relationships with multiple vendors. And, as a nationwide company doing business in numerous states, we appreciate CBIZ’s own national experience and knowledge of differing state tax requirements.*”

*“Working with CBIZ, has enabled us to go from being a regional provider to a nationwide one. We’ve also achieved prestigious partner status with two of the major global telecom equipment manufacturers. CBIZ has helped our company grow from managing 18,000 guest rooms to over 300,000 across the country. We have also developed strategic partnerships with all the major hotel flags and management companies.*”

*“Our partnership with CBIZ is very strong and long-term. What would I tell a colleague who was considering CBIZ as a service provider? ‘By all means!’”*

**Pinnacle  
Communications  
Corporation of  
Germantown,  
Maryland is a national  
communications  
company and a leader in  
hospitality IP solutions  
and applications. The  
company provides all-  
inclusive voice and data  
networking services  
including wi-fi, and is  
recognized for delivering  
truly integrated  
solutions to hotels and  
resorts throughout the  
continental U.S. CBIZ  
has provided Pinnacle  
with financial and  
benefits consulting  
services for five years.**



## ACQUISITIONS

*In keeping with our strategy of building out CBIZ service capabilities within key markets, CBIZ acquired five companies in 2008.*

**COMPUTER PAYROLL COMPANY (CPC)** of Palm Desert, California, is a payroll processing firm with 800 clients primarily in California and Arizona. CPC provides CBIZ with greater processing flexibility and system back up, augmenting our Roanoke, Virginia facility. CPC has been integrated with the Company's payroll operation.

**NAIS** of Frederick, Maryland, is one of the largest providers of innkeepers' insurance in the United States. NAIS pioneered a niche insurance program designed for the innkeeper industry which successfully combines homeowner and commercial insurance. NAIS has been integrated with CBIZ's Employee Services division.

**EFL ASSOCIATES (EFL)** of Overland Park, Kansas, is a leading national executive search firm with offices in Kansas City, Denver, and Chicago. The firm provides specialty recruiting services to commercial and industrial companies, development-stage organizations, and nonprofit organizations. EFL has well recognized specialty practices in the fields of higher education and public pension retirement. EFL has been integrated into CBIZ's Employee Services division.

**MAHONEY COHEN & COMPANY** of New York City, New York, is a leading full-service regional accounting and management consulting provider with offices in New York City and Miami, Florida. Mahoney Cohen provides accounting, tax, and advisory services to public and private businesses and high-net-worth individuals. The acquisition of Mahoney Cohen establishes a significant CBIZ presence in New York City.

**TOFIAS PC** of Cambridge, Massachusetts, is a leading regional accounting service provider with additional offices in New Bedford, Massachusetts, and Providence and Newport, Rhode Island. Tofias offers accounting, tax and consulting services to privately-held and public companies, nonprofit organizations, family offices, and high-net-worth individuals. This acquisition further strengthens CBIZ's presence in the Northeast.



LONNIE E. DAVIS



**DIRECTOR, CBIZ MHM, LLC**  
*Philadelphia, Pennsylvania*

*“By providing high-level tax and business planning services to closely-held companies and their high-net-worth shareholders, CBIZ enables clients to focus on their core business issues without distraction. And, because we work as a team across business units, our clients benefit from using CBIZ for additional services.*”

*“One CBIZ financial services client, for example, is focused on growing their business and they’ve used six different CBIZ services – tax and accounting, group insurance, payroll, HR outsourcing, personnel recruitment, and retirement plan services. They now have the infrastructure to seamlessly hire employees as needed to fuel their growth.*”

*“I believe cross-serving opportunities are an extension of quality service. Our clients count on us to know what they do and what their needs are, and to coordinate the services they require. They appreciate that CBIZ can provide solutions that go beyond their base relationship, and they like having a single point of contact for the various services.”*

JEFFREY L. FRANK



**DIRECTOR, BUSINESS DEVELOPMENT**  
**CBIZ BENEFITS & INSURANCE SERVICES, INC.**  
*Cumberland, Maryland*

*“CBIZ helps a client grow its business by delivering strategic solutions, cost efficiencies, and prompt and accurate service. The depth and breadth of our many professional business services streamlines their need for other providers once they learn we have the ‘tool-box’ and the professional talent to meet any of their needs.*”

*“In cross-serving multiple services to a single client, we not only grow CBIZ, we better serve the client by gaining a deeper knowledge of their business and their needs. I’m proud of our success in providing the right combination of CBIZ talent for the task, a senior-level point of contact, and the benefit of an engagement team to work on a multitude of client needs.*”

*“Our clients ultimately benefit in bottom-line savings, improved service, and the ability to run their businesses more effectively.”*

## INITIATIVES



*Members of the CWA Executive Board (Top row from left) Nancy Mellard, Karen Jonas, Nancy Thompson, Terri Bur, Kathy Seitz-Watson, Becky Vidal and Heidi Cottle. (Bottom row from left): Cheryl Calhoun, Mary Kay Griffin, Connie Chiara, Lori Novickis and Kelly Davies. (Not pictured): Sunny Claggett, Lisa Russ, and Heidi Walker.*

### CBIZ WOMEN'S ADVANTAGE

*CBIZ Women's Advantage (CWA) gained considerable traction in 2008. Nearly 400 CBIZ women have participated in CWA professional development programs and workplace seminars while more than 700 CBIZ women, clients, and prospects have attended CWA events and seminars. CWA has also been highlighted during recruiting efforts at more than 10 campuses nationwide.*

*CWA partnered with Dress for Success (DFS) and donated more than \$50,000 and nearly 12,000 items of clothing and accessories to local DFS affiliates nationwide. DFS promotes the economic independence of disadvantaged women by providing professional attire and career development tools. CWA and DFS are growing this partnership for the future.*

*Initially launched in 2007, CWA focuses internally on professional development, networking, skill-building, and recognition. Externally, it provides women decision makers access to a network of highly skilled professional women.*

### GREAT PEOPLE, GREAT PLACE

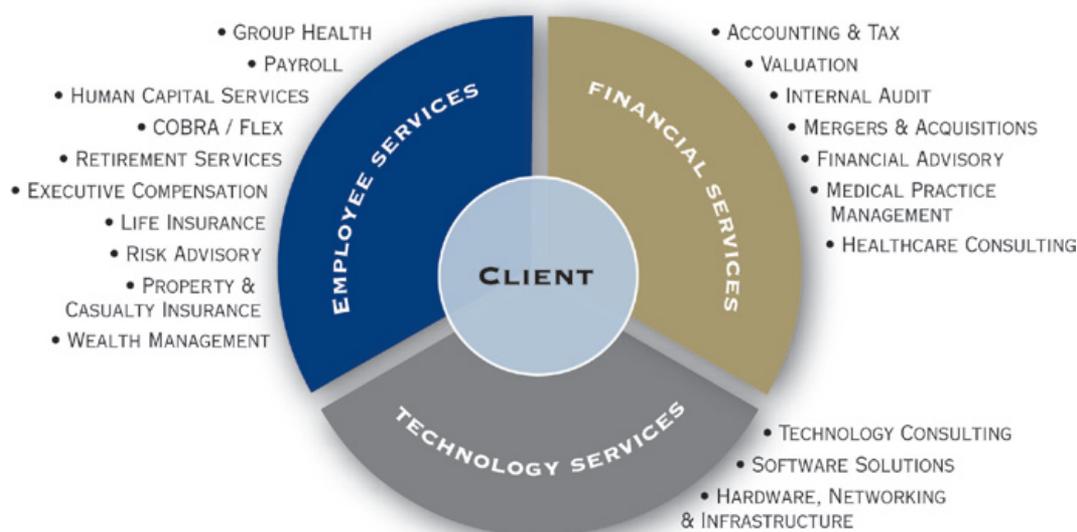
*As a professional services company that differentiates itself from competitors through the quality and diversity of our service offerings, CBIZ believes that our associates are our most important asset. With this in mind, CBIZ further expanded its Great People, Great Place initiative in 2008. Under this initiative the Company strengthened its Enrichment Series which is designed to promote customer service and supervisory skills; introduced quarterly management videos for viewing by all associates; enhanced our Employee Stock Purchase Program by offering a 15% discount; and augmented medical benefits for associates and their families by offering on-site clinical screenings, no-cost employee-only healthcare coverage, and no-cost preventive services. Several talent management enhancements were also made; most notably 360° surveys and coaching that were delivered to over 300 associates.*

### MARKETING

*In 2008, CBIZ launched an enterprise-wide integrated branding campaign to clearly position and differentiate CBIZ and our array of services to our core audience. Based on the theme "Our business is growing yours", the campaign helps clients and prospects understand the unique ability of CBIZ to help them grow and succeed in a broad variety of ways. The campaign relies on an integrated approach, including print and radio advertising as well as online and direct marketing, and is supported via sales tools and collateral.*



*CBIZ is a professional services company providing a comprehensive range of business services, products, and solutions that help our clients grow and succeed by better managing their finances, employees, and technology.*



## KEY PERSONNEL

**STEVEN L. GERARD** *Chairman and Chief Executive Officer*

**JEROME P. GRISKO, JR.** *President and Chief Operating Officer*

**WARE H. GROVE** *Senior Vice President and Chief Financial Officer*

**MICHAEL W. GLEESPEN** *Corporate Secretary and General Counsel*

**GEORGE A. DUFOUR** *Senior Vice President and Chief Technology Officer*

**MARK M. WAXMAN** *Senior Vice President and Chief Marketing Officer*

**MICHAEL P. KOUZELOS** *Senior Vice President, Strategic Initiatives*

**TERESA E. BUR** *Senior Vice President, Human Resources*

**ROBERT A. O'BYRNE** *President, Employee Services*

**DAVID J. SIBITS** *President, Financial Services*

**G. DARRELL HULSEY** *President, Medical Management Professionals*

**BRIAN D. GREGORY** *Vice President, Internal Audit*

**SUNNY CLAGGETT** *Vice President, Talent Management*

**KELLY J. KUNA** *Corporate Treasurer*

**ROBERT A. BOSAK** *Corporate Controller*



## BOARD OF DIRECTORS



Harve Ferrill joined the CBIZ Board with the Company's inception in 1996. Harve is the Company's longest serving Board member and will leave the Board in May, 2009. His advice, counsel and contributions are greatly appreciated and will be missed.

*Thank you for 13 years of guidance, Harve.*

**HARVE A. FERRILL**

*Retired Chief Executive Officer, Advance Ross Corporation*

**STEVEN L. GERARD**  
*Chairman and Chief Executive Officer, CBIZ, Inc.*



**RICK L. BURDICK**  
*Senior Partner, Akin Gump Strauss Hauer & Feld LLP*



**MICHAEL H. DEGROOTE**  
*President, Westbury International Corporation*



**JOSEPH S. DIMARTINO**  
*Chairman, The Dreyfus Family of Funds*



**RICHARD C. ROCHON**  
*Chairman and Chief Executive Officer, Royal Palm Capital Partners*



**TODD J. SLOTKIN**  
*Portfolio Manager, Irving Place Capital*



**DONALD V. WEIR**  
*Vice President of Private Equity, Sanders Morris Harris Group, Inc.*



**BENAREE PRATT WILEY**  
*Principal, The Wiley Group*



# SHAREHOLDER INFORMATION

## Legal Counsel

### **Akin Gump Strauss Hauer & Feld LLP**

Robert S. Strauss Building  
1333 New Hampshire Avenue, NW  
Washington, DC 20036

## Stock Transfer Agent and Registrar

Shareholders requiring a change of name, address, or ownership of stock, as well as information about shareholder records or lost or stolen certificates should contact:

### **Computershare Investor Services, LLC**

250 Royal Street  
Canton, MA 02021  
888.726.8085  
[www.computershare.com](http://www.computershare.com)

## Annual Meeting

The annual Meeting of Shareholders will be held on Thursday, May 14, 2009, at 11:00 a.m. at Park Center Plaza II, 6150 Oak Tree Blvd., South, LL Independence, OH 44131

## Independent Public Accountants

### **KPMG LLP**

One Cleveland Center  
1375 East Ninth Street  
Suite 2600  
Cleveland, OH 44114

## Security Markets

Shares of CBIZ, Inc. are listed on the New York Stock Exchange under the ticker symbol "CBZ."

## Shareholders' Information

Copies of the Annual Report on Form 10-K for the year ended December 31, 2008 as filed with the Securities and Exchange Commission are available without charge to stockholders upon request to:

## Investor Relations

CBIZ, Inc.  
6050 Oak Tree Blvd., South, Suite 500  
Cleveland, OH 44131  
216.447.9000

## Electronic Version

[www.cbiz.com](http://www.cbiz.com)



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