

Claims Manager's Report

For the Board Meeting of: 1/14/2021

Executive Summary

December results turned on the final day of the year with a late morning dwelling fire for a Peterborough policyholder. The \$725,000 booked for that loss pushed the December New Claim Incurred to \$1,606,836 on 59 new claims in the period.

Gross Claims Incurred for the month closed lower at \$1,306,195 and Net results, supported by reinsurance on the noted dwelling fire, posted lower again, at \$1,072,771.

Year to date Gross Claims Incurred ended 2020 at \$17,507,142, which is \$755,549 higher than year-end 2019. However, the 2020 GI includes \$2,305,000 in November CAT losses, which if realized, will return \$730,000 in reinsurance coverage over the \$1,575,000 of CAT retention.

Otherwise, of note, per the table at bottom right, a negative incurred on prior year claims of \$1,482,790 mitigated the actual cost of current year claims, allowing for the \$17.5M posted GCI.

File closings were positive in the period as we reduced the pending from 432 to 393. This helped reduce aggregate case reserves by \$1,134,000 to end the year at \$20,180,029.

Action Plan Item(s)

December was a month of wrap up, carry over and fresh starts in the area of projects and planning. I am excited for the coming year's slate of goals and assignments.

Department Update

We had a smooth close to the year from a claim management & accounting perspective. We reviewed reserve adequacy, handling strategy, and closure opportunities. While we increased reserves where needed, on balance, we generated net savings, shed caseload, and reduced exposure on our pending files.

We completed staff performance assessments to close out the year and will post for the open Claims Admin position shortly. My sincere thanks to Carolynn, Brandon, Aimee, Andrea and Van for the dedication and hard work throughout 2020.

Key Factors

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Claim Counts

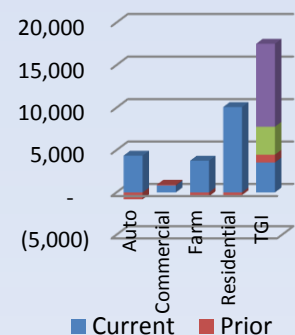
	2019	2020	+/-
Jan	59	76	+17
Feb	68	48	-20
Mar	119	52	-67
Apr	82	37	-45
May	58	43	-15
June	65	69	+4
Jul	84	70	-14
Aug	67	61	-6
Sep	47	52	+5
Oct	61	47	-14
Nov	85	137	+52
Dec	62	59	-3
Y.T.D.	857	751	-106
Y.End	857	751	-106

Open Claims

	#	Reserves
Auto	128	7,441,698
Property	204	9,924,583
Liability	45	2,599,878
Comm.	16	213,870
Total	393	20,180,029

Claims Incurred

YTD (000's)



TGI - Auto, Comm, Farm, Res