

**For the Board Meeting of: 4/15/2021**

## **Executive Summary**

Throughout April, between meetings and seminars, I was working with Applied Systems and Ryan to get the new rating system rolled out to our agents. We have also signed a contract with a Facility Market, Nordic, for the agents to have available to their clients as a final option market. I attended a NAMIC Seminar on HR which focused on remote workplaces and how to ensure your staff are still feeling connected. I completed another course in the Project Management Program I am current working towards through Durham College.

## **Update on my Department**

On April 22<sup>nd</sup>, the agents attended a half day training session on our new quoting system. This system allows them to quote, complete an evaluator, complete an application and email the information all in the same program. This system will be a learning curve for the agents, but we are looking forward to the proficiencies we gain. I have also signed the agents up for a Facility Market, Nordic Insurance. While they likely won't use this market very often, it is a requirement for them to have access to a Facility Market if HTM Insurance and Echelon Insurance cannot write the business. I continue to have biweekly calls to touch base. Cameron passed his third CIP course this past week, congratulations to him on his continued studies.

## **Update on Major Goal(s)**

Consumer Portal Project – We have completed testing in the testing environment and are waiting for the product to be installed on our live system so we can continue to test and aim for a summer launch date

Agents Website – I will be meeting with the agents to brainstorm what an ideal website would look like for them. Ryan is currently researching HTM Website platforms. Once he has determined this, we will move forward with what the agent website will look like.

Pearson Insurance – We have set up a tentative meeting with Tim and Sharon in May to continue our discussions. If the lockdown order gets extended, we will reschedule to a later date.

## **Emerging or Future Issues**

I was able to attend a seminar through OMA this month on Diversity and Inclusion. The seminar was three half days, and was very informative on how to improve diversity in your workplace. It was very eye opening for me, and I have realized the importance of ensuring that all of our hiring practices and work policies are inclusive to everyone. The Management Team has suggested that this would be a good education topic for our staff to take in the future.

## Broker / Agent Results

I have included three new charts into my monthly report to give you some insight into the performance of our broker portfolio vs. our agent portfolio year-to-date. The agent portfolio includes Pearson Insurance, Cameron, Scott and Karen.

This first chart illustrates the Premiums Written by Class of Business to the end of April. Total written premium for the broker portfolio ended at \$9,110,239, and the agent portfolio ended the first quarter at \$907,334 which is 9.1% of the total portfolio. Premium growth for the brokers was 2.7% compared to 3.5% for the agents.

### Broker vs. Non-Broker Business (Year-to-Date)

Premiums Written by Class of Business

Policy Class	Written Broker	Written Non-Broker	% Non-Broker	Growth Broker	Growth Non-Broker
Auto	2,365,829	355,047	13.0%	(1.6%)	(4.0%)
Commercial	1,396,420	60,304	4.1%	0.7%	32.1%
Farm	2,187,374	361,865	14.2%	8.8%	3.8%
Residential	3,160,616	130,118	4.0%	2.8%	6.8%
<b>Total</b>	<b>9,110,239</b>	<b>907,334</b>	<b>9.1%</b>	<b>2.7%</b>	<b>3.5%</b>

The chart shows the policy counts for the broker portfolio compared to the agent portfolio. The policies in force count grew by 1.1% in our broker business for a total of 18,989 and 2.1% in our agent business for a total of 1501.

### Broker vs. Non-Broker Business (Year-to-Date)

Policy Counts by Class of Business

Policy Class	Written Broker	Written Non-Broker	% Non-Broker	Growth Broker	Growth Non-Broker
Auto	5,014	658	11.6%	1.0%	5.3%
Commercial	1,759	86	4.7%	(2.2%)	8.9%
Farm	2,525	290	10.3%	1.1%	2.1%
Residential	9,728	468	4.6%	1.5%	2.4%
<b>Total</b>	<b>18,989</b>	<b>1,501</b>	<b>7.3%</b>	<b>1.0%</b>	<b>3.9%</b>

Gross claims for the broker and non-broker business is illustrated here. Year to date the brokers are sitting at a 16.4% loss ratio with \$1,639,862 in incurred losses. The agents are currently at a -32.0% loss ratio with total incurred claims at (\$208,870). This negative loss ratio is due to a Pearson Insurance auto claim that was settled for \$212,570 under the initial reserve amount, and a client of Karen and Scott whose farm claim closed for less than originally reserved.

### **Broker vs. Non-Broker Business (Year-to-Date)**

Gross Claims Incurred by Class of Business

<b>Policy Class</b>	<b>Incurred Broker</b>	<b>Incurred Non-Broker</b>	<b>% Non-Broker</b>	<b>Loss Ratio Broker</b>	<b>Loss Ratio Non-Broker</b>
Auto	382,144	(202,295)	(112.5%)	12.8%	-85.0%
Commercial	62,022	0	0.0%	23.7%	0.0%
Farm	24,453	(33,558)	368.6%	-3.5%	-16.0%
Residential	1,171,243	26,982	2.3%	27.7%	21.3%
<b>Total</b>	<b>1,639,862</b>	<b>(208,870)</b>	<b>(14.6%)</b>	<b>16.4%</b>	<b>-32.0%</b>

Respectfully Submitted,

*Christine Howe*

**“We strive to be remarkable.”**

By continuously working to be our best, we provide great service to our clients. We focus on constant improvements and finding ways to be better.