

**For the Board Meeting of: 6/10/2021**

## **Executive Summary**

Live testing for the new HTM Connect Consumer Portal kept me busy throughout the month of May. Testing feedback has all been positive with only a few issues that are being fixed by Cognition + before being able to move forward with more testing and implementation. The agents had a busy month with New Business and renewal activity, as well as assisting with the testing. I was able to get my first COVID vaccine during the month of May, and am looking forward to the restrictions beginning to open up.

## **Update on my Department**

New Business picked up during May for the agents with fourteen in total for the month. The agents have also been assisting with the HTM connect testing. Cameron and Karen attended a session through OMA on virtual selling techniques which they both found useful. Karen has signed up for her third CIP course.

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

Consumer Portal Project – Live testing is in progress for the Portal. We have added additional staff to assist with testing. A few issues were detected so we are currently waiting for Cognition + to address these before we can move forward with a launch strategy.

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. We will be contacting THEY to assist us with a marketing campaign for the agents.

Pearson Insurance – Alec and I met with Tim and Sharon Pearson to review details of a purchase. A follow up meeting will be occurring in a month's time after time has had time to consult his lawyer.

## **Emerging or Future Issues**

A topic being discussed a lot as we start to look forward is what workplaces will look like post-pandemic. This is a hot topic of conversation in most of the seminars I have attended throughout the past few months. The common response is that a hybrid model is the best approach to allow the staff flexibility, without compromising the culture and in-person interactions. I personally look forward to a time when all of the HTM Staff are back in the office. The Leadership Team will be taking a look at this topic at our upcoming meeting to discuss what our workplace could look like moving forward.

## Broker / Agent Results

Written premiums for the first five months of 2021 have reached \$13,354,163, with 8.3% of this amount being agent business, down from 9.1% in April. Premium growth for the brokers was up 0.6% to 3.3% compared to 3.3% 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	3,093,048	432,657	12.3%	(3.6%)	0.1%
Commercial	1,823,988	78,067	4.1%	3.6%	25.3%
Farm	2,889,225	436,476	13.1%	9.3%	0.5%
Residential	4,437,954	162,748	3.5%	4.5%	9.1%
<b>Total</b>	<b>12,244,215</b>	<b>1,109,948</b>	<b>8.3%</b>	<b>3.3%</b>	<b>3.3%</b>

The chart shows the policy counts for the broker portfolio compared to the agent portfolio. The policies in force count grew by 1.2% in our broker business for a total of 19,042 and 2.2% in our agent business for a total of 1516.

### 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	5,002	664	11.7%	0.8%	2.8%
Commercial	1,763	86	4.7%	(1.1%)	6.2%
Farm	2,533	291	10.3%	2.1%	0.3%
Residential	9,744	475	4.6%	1.7%	1.9%
<b>Total</b>	<b>19,042</b>	<b>1,516</b>	<b>7.4%</b>	<b>1.2%</b>	<b>2.2%</b>

Gross claims for the broker and non-broker business is illustrated here. Year to date the brokers are sitting at 18.6% loss ratio with \$2,398,863 in incurred losses. The agents are currently at a 6% loss ratio with total incurred claims at (\$189,304).

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

Gross Claims Incurred by Class of Business

Policy Class	Incurred Broker	Incurred Non-Broker	% Non-Broker	Loss Ratio Broker	Loss Ratio Non-Broker
Auto	610,279	(187,750)	(44.4%)	20.1%	-45.5%
Commercial	356,417	0	0.0%	21.0%	0.0%
Farm	187,525	(36,686)	(24.3%)	6.2%	-7.9%
Residential	1,244,642	35,132	2.7%	24.1%	16.5%
<b>Total</b>	<b>2,398,863</b>	<b>(189,304)</b>	<b>(8.6%)</b>	<b>18.6%</b>	<b>-16.0%</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.