

VP Underwriting Report

For the Board Meeting of: 2/11/2021

Executive Summary

January 2021 is the first full month of the 2nd wave Covid shutdown. The team members are primarily working from home with a very few of us in the office, which is very similar to our 1st lockdown. This time around, we are able to transition smoothly into this lockdown with no departmental disruption. The team is currently fully-staffed which is something I couldn't say for most of 2020. Work wise, the team is doing well, the team is healthy and all looks to be normal. From a psychological standpoint, I feel that the team is starting to suffer and it is becoming more apparent as we past the first full year of the pandemic. It also does not help that we're in the depths of the winter season either. In the past few months, I have been stressing to my team to take care of their own well-being and leave the burden of work stresses to me by knowing that I always have their back. The last thing I want my team members to worry about is their job and their job security. As the captain of the ship, I will not let my crew sink. Our newest hire, Kay has been working out very well and is a great addition to our team.

Action Plan Item(s)

Action Plan items for February are:

- "Alpha" testing on Cognition+ for Farm/Commercial
- Training of Lindsay and Jade for their new roles
- Continued preparation of our first virtual Annual Meeting as part of the Annual Meeting committee
- The beginning of the recording of training videos

Department Update

January is historically one of the slower months of the year with the lowest new business and renewal PIF counts. As a result, we have been able to clean up our backlogs so much so that even our outstanding inspections are caught up! This January, we have taken the definition of slow to a new level. Based on our results, our January 2021 grew by 0.16% (less than 1%) which is a vast change from 2020 in which we grew by almost 21%. I mentioned last year that growing by 21% is a blip on the positive side and this year, I would say growing by 0.16% is a blip on the negative side. I believe that in February, our results will start to normalize. For new business

Key Factors

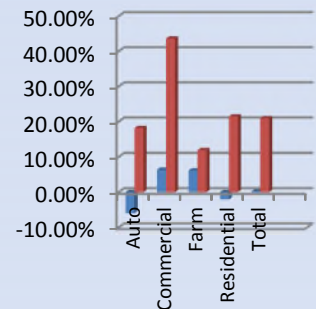
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January Policy Activity

	New	Canc.
Auto	45	43
Commercial	14	20
Farm	13	15
Residential	71	63
Total	143	141

Premiums Growth YTD

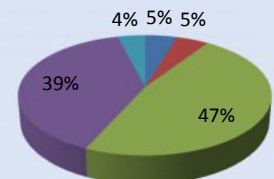
Blue (left bar) = 2021
Red (right bar) = 2020



Transactions for January

3,041

Cancelled New Business
Endorsements Manual Renew
Automatic Renew



growth, we are at a +2 in PIF count which is consistent with our premium growth.

We have ramped up training on Cognition+ for the Farm product with our farm underwriters doing some preliminary “playing” around in the system. Training of Jade and Lindsay to their new roles has been pushed back to February due to the lockdown. They will be starting their training in February in the boardroom in order to maintain social distancing.

Current / Emerging Issues

As businesses are grappling through the 2nd Covid lockdown, many believe that with the vaccine, we should be able to return to some form of normalcy by the fall of 2021. As employers plan for their staff to return to the office, the office environment prior to Covid will probably be history as businesses are tending to move towards a “hybrid” type of work environment, which allows employees to work from home and in the office. As much as working from home can be a convenience, it is clearly beneficial for the mental health of employees to have that “face-to-face” interaction between team members. As much as what some in the industry might say otherwise, I believe that insurance will always be a “people” business. The link that I have attached below gives some insight on what some of our industry partners say about what are return to office may look like.

<https://www.canadianunderwriter.ca/insurance/return-to-the-office-what-these-insurance-executives-say-1004202921/>

Other

I will once again say Happy New Year to you all as the Lunar New Year (in which I celebrate with my family) is upon us! Take care and stay healthy!

Respectfully submitted,



Key Factors

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YTD Premium % Growth		
January	0.16%	↓
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
Total	0.16%	↓