

For the Board Meeting of: 8/19/2021

Executive Summary

July was a “rest” month for me as compared to the previous months as the majority of my projects and goals were completed by the end of June. I was able to start focusing on the day-to-day work in terms of planning future training, looking at wording/coverage revisions and updates and focusing on building team cohesiveness and morale. I was also able to take a week's vacation in late July where I did not turn on my emails at all! I definitely needed that quick recharge after a roller-coaster first half of 2021. I've started working with the Social Committee once again in putting some in-office/virtual events. My teaching of insurance courses continued in the month of July for the summer term. I golfed with Tim Pearson and Cameron Atkinson to get to know the Pearson team better at the Boys' and Girls' Club Charity Golf Tournament, which Pearson sponsors every year. The selection process for the VP of OMAP has begun and I will be conducting initial phone interviews with prospective candidates in August with the HR representative from Farm Re. We celebrated as a team Lindsay's upcoming birth with a surprise baby shower which is much needed as we needed something to celebrate after being in this Covid funk for such a long time!

Update on my Department

The underwriting team was put on a schedule to ensure that we had adequate spacing in the department as more team members are now coming into the office. Much of the staff are looking forward to coming into the office to work as they want to build back that connection after being so disconnected for such a long time. We are still very flexible with the team members as we work towards a more formalized hybrid work environment pending that the Covid numbers don't spike again in early Fall. Lindsay Reinert is now on Maternity Leave and Kay Farrell-Lang was promoted to Underwriter to take over Lindsay's book of business. Katherine has officially finished her probationary period and Nicholas is finding his groove and fitting well in the team. Both are learning well and I see a bright future for them at HTM. Many of my team members have now signed up for education in the coming fall season. Tiffany Gibbs and Kay have started their CRM designation. Bobi, Allison, Jade, Kelley, Katherine, Tara and Nick have either signed up for a CIP course or are looking into signing up.

Update on Major Goal(s)

Training Videos for Staff

I have been gathering ideas to record some training videos. Some of these ideas are stemming from administrative needs for quality in processing and from the cross-training

initiative in which Bryce is working on. The first few videos should be out in the next couple weeks.

Wordings/Manual Updates

This is not an official goal but I am working with Steve in gathering data, both internally and externally, to update our wordings/manuals. These updates will close off any gaps, inconsistencies and redundancies that might be present. Actual coverage is not fundamentally changing as these updates are there to further solidify what we should/should not be offering coverage on.

Emerging or Future Issues

The hiring process of the VP of OMAP (formerly Company 789) has begun with a first line of telephone interviews. 2nd and 3rd interviews will be in September targeting a start date for the new VP in October. I will be involved in the all stages of the interview process to select the candidate for this position.

Underwriting Results

Underwriting results for the month remained constant from June at 6.5% (June was 6.6%) and with this consistent growth, we've increased our YTD growth to 4.4% after a very slow start in the first few months of 2021. In July, we see two lines of business showing decreases in Commercial and Auto. The Auto line continues to be stagnant as the Commercial line seems to be moving up and down according to the Covid lockdown protocols with businesses in flux of whether to open up, close, reduce staff due to hiring challenges, etc.

Premiums Written - (for the Month)

By Policy Class with Budget Comparison

Policy Class	Current	Prior	Change #	Change %	Budget	Off Budget \$	Off Budget %
Auto	660,101	668,194	(8,093)	(1.2%)	756,682	(96,581)	(12.8%)
Commercial	302,822	313,164	(10,342)	(3.3%)	345,942	(43,120)	(12.5%)
Farm	1,003,582	916,776	86,806	9.5%	1,026,915	(23,333)	(2.3%)
Residential	1,501,315	1,358,123	143,192	10.5%	1,528,396	(27,081)	(1.8%)
Total	3,467,820	3,256,257	211,563	6.5%	3,657,935	(190,115)	(5.2%)

New policy count has decreased slightly from 197 in June to 176 in July. The two lines showing a decrease in new writings are consistent with a decrease in premium shown above with the Auto and Commercial lines writing less PIF than previous year.

New Policy Count - (for the Month)

By Policy Class

Policy Class	Current	Prior	Change #	Change %
Auto	32	58	(26)	(44.8%)
Commercial	13	26	(13)	(50.0%)
Farm	17	16	1	6.3%
Residential	114	104	10	9.6%
Total	176	204	(28)	(13.7%)

The same story goes for new policy premiums which is consistent with new policy count. We've grown in the month of July in both the Farm and Residential lines of business with less premium writings in both Auto and Commercial. Farm is continuing its positive trend in New Business PIF and premium writings with our full farm team along with increased new business from historically non-farm brokers.

New Policy Premiums - (for the Month)

By Policy Class

Policy Class	Current	Prior	Change \$	Change %
Auto	46,565	85,609	(39,044)	(45.6%)
Commercial	26,181	43,476	(17,295)	(39.8%)
Farm	50,381	36,009	14,372	39.9%
Residential	150,422	130,265	20,157	15.5%
Total	273,549	295,359	(21,810)	(7.4%)

Respectfully Submitted,



“We act with heart.”

We care about what you care about. We are thoughtful and considerate of your needs and well-being.