

For the Board Meeting of: 7/15/2021

Executive Summary

Underwriting profits continued to increase in June with \$1 million in underwriting profit up from May's \$480,000 underwriting profit, bringing our year to date underwriting profit to \$5.8 million. Market value on investments continued its roller coaster ride and increased over \$200K this month after a decline last month. The total increase in investment income for the month was \$550K. After an accrual of just over \$500K in income taxes our year to date net profit is just over \$5 million.

Update on my Department

Jennifer Coghill celebrated her 5 year work anniversary on June 6th and to celebrate her anniversary we brought in lunch and had our first in person department get together in several months.

In June, April and Warren successfully completed the CIAA accounting course. They both should be very proud of themselves as it is an intense, challenging course involving learning a lot of new material and writing three exams. Congratulations!

We are all extremely happy that all four policy lines are now working successfully on Cognition. Several new validations were added on the new system, and we had to have some scripts ran to update the data so that it will pass the new edits. Underwriting and accounting staff are now able to complete the majority of their policy transactions successfully on the new platform. Now that all lines are working, Cognition will be moving into their improvement phase and we have given them a list of required fixes and improvements we would like to see.

This month I attended the Women in Insurance online conference along with Christine and Barb, and Ryan completed a three day Veeam software course. The Veeam course provided Ryan the technical knowledge that we did not previously have in house required to understand our backup software.

We are now in the midst of summer vacations and as usual we are rotating time off to ensure we have the department covered and helping each other out.

Update on Major Goal(s)

Ryan has completed the framework for the central repository and the next step is for each department to move policies, procedures and reference documents to the new internal website and directories.

Our next major goal is to start a review of our website. This has not been started yet.

Emerging or Future Issues

In preparation for the transition to IFRS 17 next year, Qlik Sense will be creating a model to enable us to present our financial statements in the new format. They are starting a pilot project starting in August that I am looking forward to being involved in.

This past weekend we had a "brute force" attack on our website credit card page attempting over 10,000 transactions in an hour. It appears that someone was running a file of stolen credit card numbers against our system to test if any were good. The high volume of activity alerted Paysafe, one of our credit card processing software vendors and they shut it down. Our customer security was never at risk as our website does not hold any credit or personal information. We are working on a solution to prevent this from happening in the future.

Over the summer when time allows we will be working on setting up our policies and procedures on the central repository to allow easy access for applicable staff. We are also working on the review of our phone system and will be presenting a couple of options to Alec this month that will assist us in working in our new "normal".

Financial Results

Year to date our premiums are up 3.8 % over the same period last year and our net claims incurred are down 41.8%. General expenses are down 1.1%. This has resulted in an underwriting profit of \$5.8 million, up 147% from last year. These results are remarkable and unprecedented in my memory.

Underwriting Profit / (Loss) (YTD)

5 Year Trend - based on Financial Statement

Year	Amount \$	Change \$	Change %
2021	5,841,014	3,477,310	147.1%
2020	2,363,705	2,782,247	(664.7%)
2019	(418,542)	2,170,757	(83.8%)
2018	(2,589,299)	(1,994,809)	335.5%
2017	(594,490)		

Respectfully Submitted,

Donna White

Vision Statement

*Striving to provide you with peace of mind by protecting your
tomorrows today.*