

**Agents Service Standards - 2<sup>nd</sup> Quarter 2021**

Description	Goal	Actual	Achieved?
<b>Total New Business Written</b>	12	22	Yes
<b>Total Cancellations</b>	Under 12	13	No
<b>Total Endorsements Audited</b>	10	10	Yes
<b>Accuracy of Endorsements</b>	90% Accuracy	96% Accuracy	Yes
<b>Total New Business Audited</b>	10	10	Yes
<b>Accuracy of New Business</b>	90% Accuracy	95% Accuracy	Yes
<b>Agents Loss Ratio</b>	Under 50%	9.9%	Yes
<b>Agents Growth</b>	Within 1% of HTM	11.4%	Yes
<b>Agents Retention Rate</b>	90% or higher	95%	Yes
<b>Claims Questionnaires</b>	Complete for all claims	2 complete	Yes

Notes: Cancellations was one higher than goal for the 2<sup>nd</sup> quarter. One cancellation was a policy holder re-writing another policy with HTM, and another two cancellations were commercial policies who have closed their business. No concerns at this time.