

Claims Manager's Report

For the Board Meeting of: 4/8/2021

Executive Summary

Our quiet start to 2021 continued through the end of Q1, with March booking 50 claims for a modest New Claim Incurred of \$631,618. The spread was even between the auto and property claim class, with each accounting for 24 files, while commercial booked two.

Transactions on prior month/prior year claims produced significant savings during March. The Gross Claims Incurred closed at just \$90,078. The Net Claims Incurred even better at \$88,219. Two files were notable: the settlement of a 2016 Auto BI claim saved \$212,570; while successful litigation of a 2018 fuel oil spill recovered \$242,193 in subrogated damages.

Overall, savings on prior year claims were dominate in the YTD results. The Q1 Gross Claims Incurred closed at just \$1,030,088, supported by a negative incurred of -\$822,808 on prior year claims.

File closings kept pace with new claim intake. We retired 52 in the period and reduced the aggregate case reserves by \$684,000 to end the Quarter at \$18,137,007 in projected liabilities.

Action Plan Item(s)

The HTM members of the HR Project team met March 16 to consider our plan in detail and set the priorities for development, which best serve the organization. Our next step is to bring Heather back into the conversation, followed by a meeting with the Management Team for update and feedback before rollout to the Staff.

Department Update

Last month we added Leigh Davis to the Claims Team in the role of Claims Administrator. Leigh is enjoying her new responsibilities and she is a welcome addition to our team.

This month, I am pleased to report that we have filled the vacant Claims Adjuster position. Melody Johnston will join us on April 19, 2021. Melody is the daughter of John Johnston, who was a long-term broker with HTM. While she has related experience in the industry, she is new to loss adjusting; however, we are confident of her ability to learn quickly and of her fit for the role.

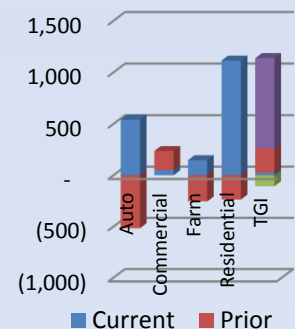
Key Factors

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Claim Counts

	2020	2021	+/-
Jan	76	40	-36
Feb	48	41	-7
Mar	52	50	-2
Apr	37		
May	43		
June	69		
Jul	70		
Aug	61		
Sep	52		
Oct	47		
Nov	137		
Dec	59		
Y.T.D.	176	131	-45
Y.End	751		

Claims Incurred YTD (000's)



TGI - Auto, Comm, Farm, Res

Open Claims

	#	Reserves
Auto	125	6,738,477
Property	165	8,412,346
Liability	40	2,814,465
Comm.	15	171,719
Total	347	18,137,007