

For the Board Meeting of: 1/20/2022

Executive Summary

In December, our Investment Income had another month of gains and we recorded a decrease in underwriting income. As it is year-end and we do not have our final adjustments from the auditors and actuaries the numbers are preliminary and will change. Year to date the underwriting gain is approximately \$6.4 million and \$2 million in investment income after the portfolio management fees. Overall, our net earnings after taxes is coming in at over \$6.3 million prior to the final adjustments.

Update on my Department

December is such a busy month with Christmas vacations and starting our year-end preparations. It was very disappointing when the Omicron variant shut us down just before Christmas and we were unable to have our company lunch. Emotionally this is difficult for everyone as you know, and we were hopeful for a more normal Christmas holiday. Unfortunately, this was not possible and we are doing our best to stay positive and do everything we can to keep our team safe and work with a skeleton crew in the office once again.

This month Jenn and Ryan took vacation to use some of their accrued vacation.

Update on Major Goal(s)

The Cognition claims project is moving along well and the administration set up in the background was completed by year-end. Cognition is currently working on preparing our test system for our testing. The testing on the new system is critical as it is a system conversion and once we go live we cannot go back to IBS if there are any issues.

Ryan continued working on the new phone system and we are now using Go To Connect. The system allows more customization and growth than our old phone system and includes the ability for Go To meetings.

Emerging or Future Issues

In December, I was able to post for a Business Analyst and I am very excited to announce that Allison Noronha is moving from underwriting to this new position. Allison brings with her a strong knowledge of underwriting and insurance in general with her brokerage background. She also has excellent skills using our systems as well as prior experience in training staff of systems and improving workflows and procedures. Having Allison join the admin department is a win/win for the entire company, myself and for Allison.

The other priority for the next couple of months is completing the year end and the P & C1.

Financial Results

Year to date our premiums are up 4.1% over last year and our net claims incurred are down 29.5%. General expenses are down 9.9%. This has resulted in an underwriting profit of over \$6.4 million, up 145% from last year.

As I mentioned these numbers with change as we complete our final adjustments.

Respectfully Submitted,

Donna White

Vision Statement

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