

Agents Service Standards – 1st Quarter of 2022

Description	Goal	Actual	Achieved?
Total New Business Written	12	16	Yes
Total Cancellations	Under 12	4	Yes
Total Endorsements Audited	10	10	Yes
Accuracy of Endorsements	90% Accuracy	98% Accuracy	Yes
Total New Business Audited	10	10	Yes
Accuracy of New Business	90% Accuracy	98% Accuracy	Yes
Agents Loss Ratio	Under 50%	12.1%	Yes
Agents Growth	Within 1% of HTM	13.7%	Yes
Agents Retention Rate	90% or higher	93.9%	Yes
Claims Questionnaires	Complete for all claims	7 complete	Yes