



Underwriting Service Standards – Q2 2021

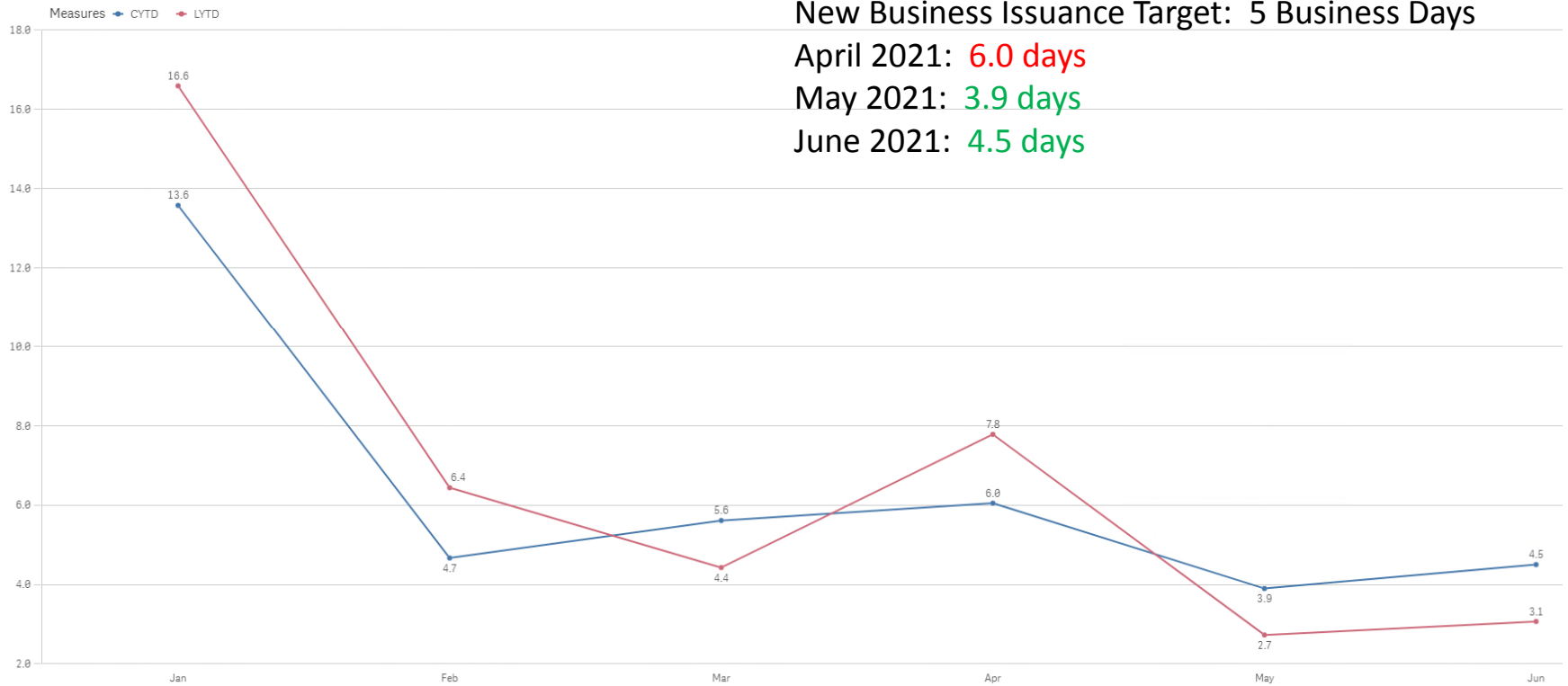
You're with family.

Underwriting Service Standards Recap

- Underwriting team is now fully staffed
- Service levels in all lines showing little or no backlog even with Cognition+ integration in the Farm and Commercial Lines in Q2
- Lindsay's Maternity Leave backed up with new contract position
- With the training of 2 new staff, the department is still maintaining great service levels. Kudos to the team for all pitching in!

Service Standards – New Business

Avg New Business Turnaround by Entry Month - CYTD vs LYTD



New Business Issuance Target: 5 Business Days

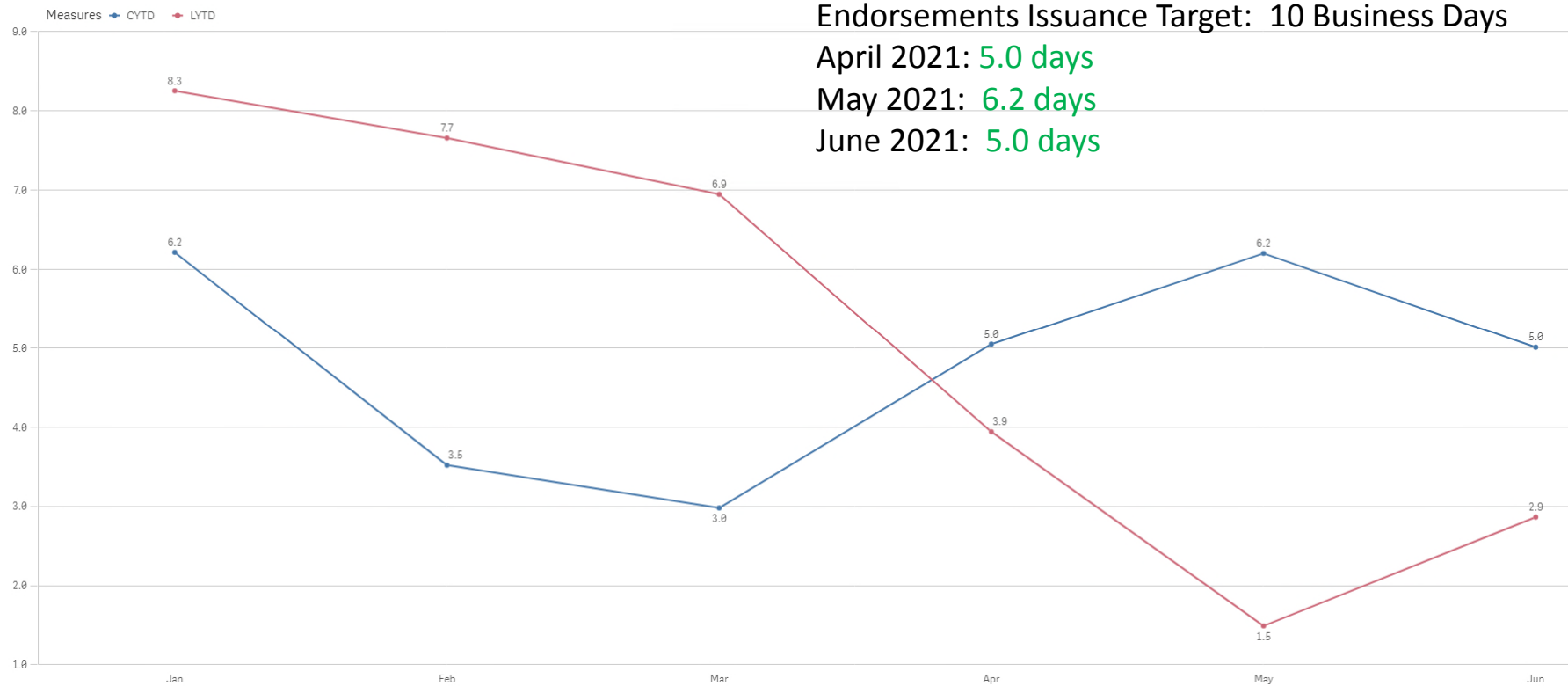
April 2021: 6.0 days

May 2021: 3.9 days

June 2021: 4.5 days

Service Standards – Endorsements

Avg Endorsement Turnaround by Entry Month - CYTD vs LYTD



Endorsements Issuance Target: 10 Business Days

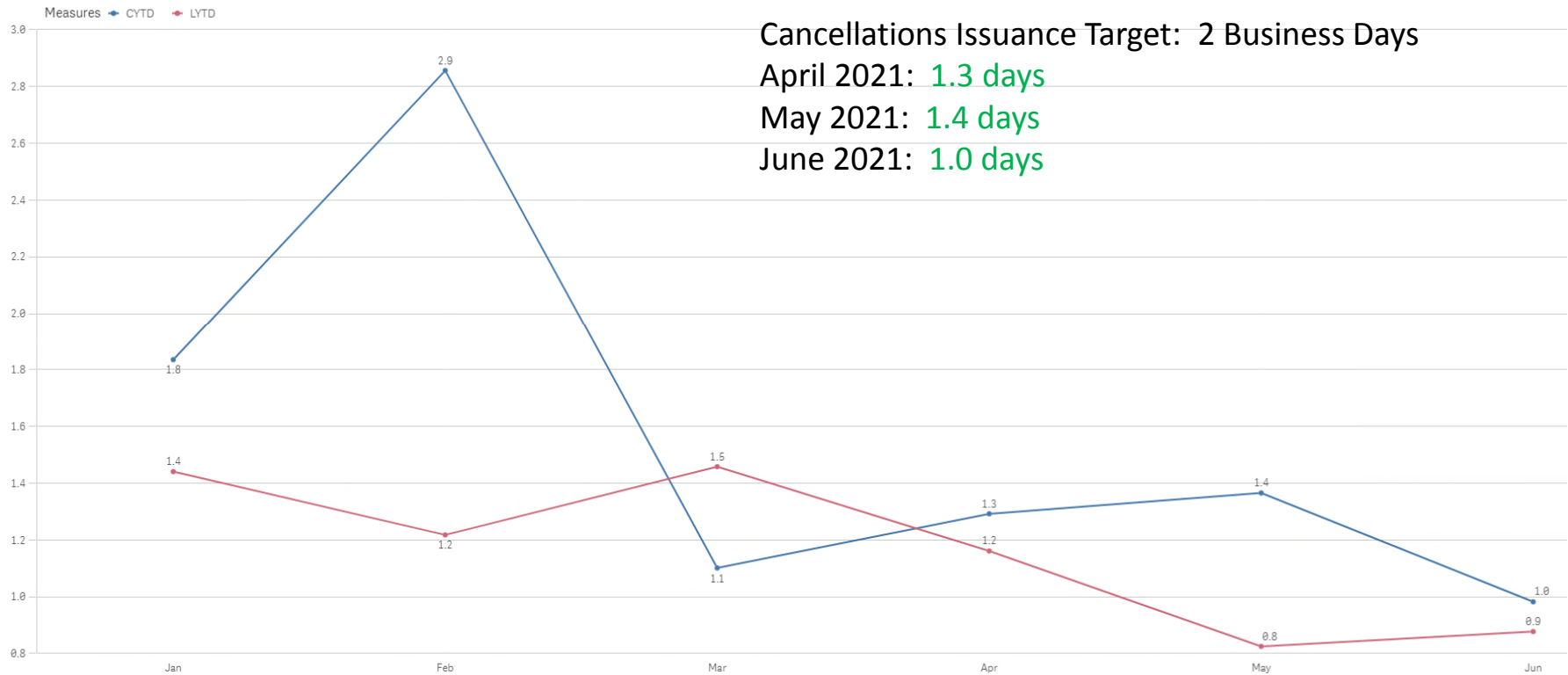
April 2021: 5.0 days

May 2021: 6.2 days

June 2021: 5.0 days

Service Standards – Cancellations

Avg Cancellation Turnaround by Entry Month - CYTD vs LYTD





HTM
INSURANCE COMPANY