



Underwriting Service Standards – Q4 2021

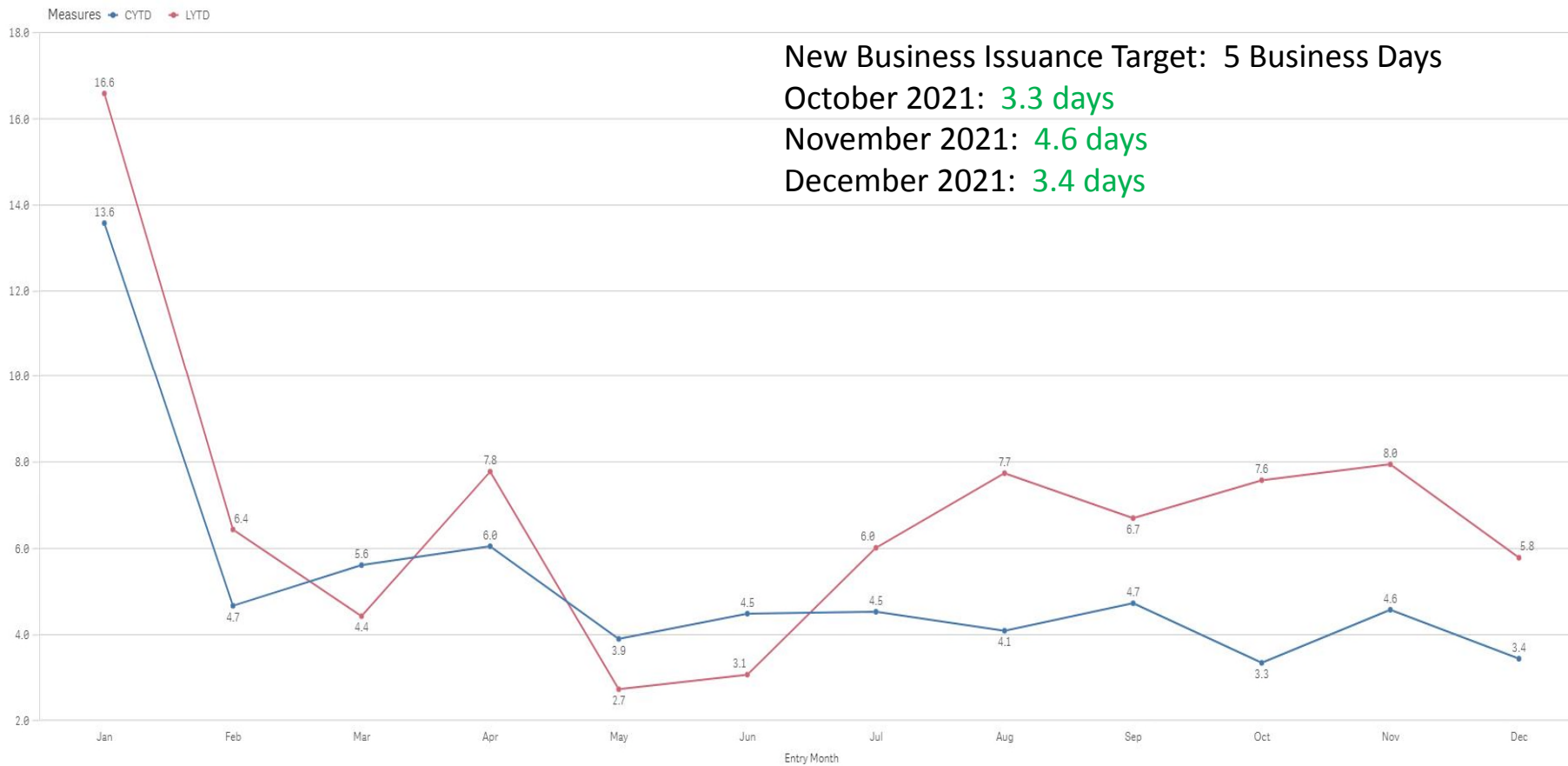
You're with family.

Underwriting Service Standards Recap

- Underwriting team is now fully staffed with one mat leave
- Service standards exceeded goals for all of Q4
- Amid another lockdown in December, our work is up to date and we start in excellent shape for 2022

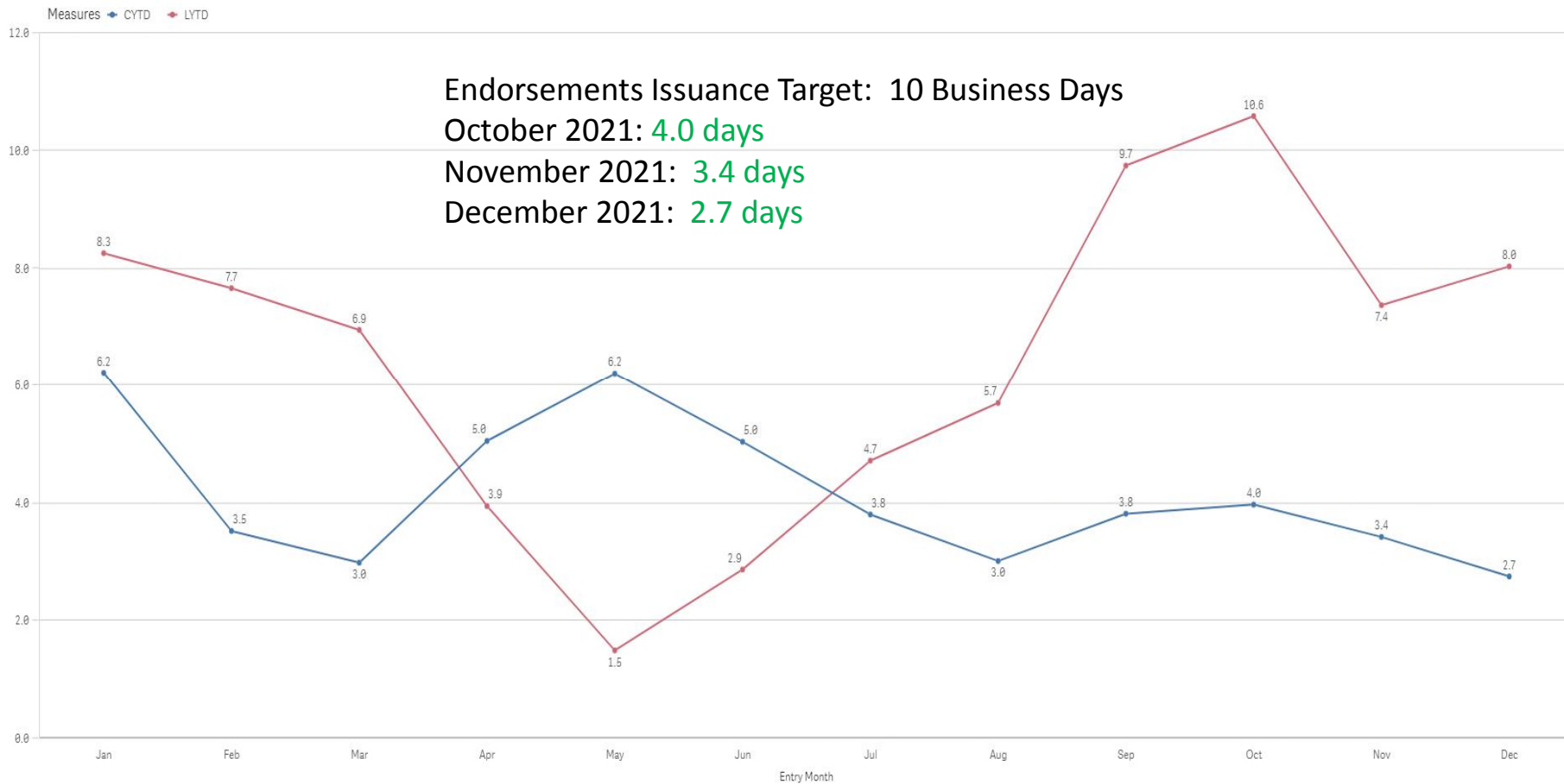
Service Standards – New Business

Avg New Business Turnaround by Entry Month - CYTD vs LYTD



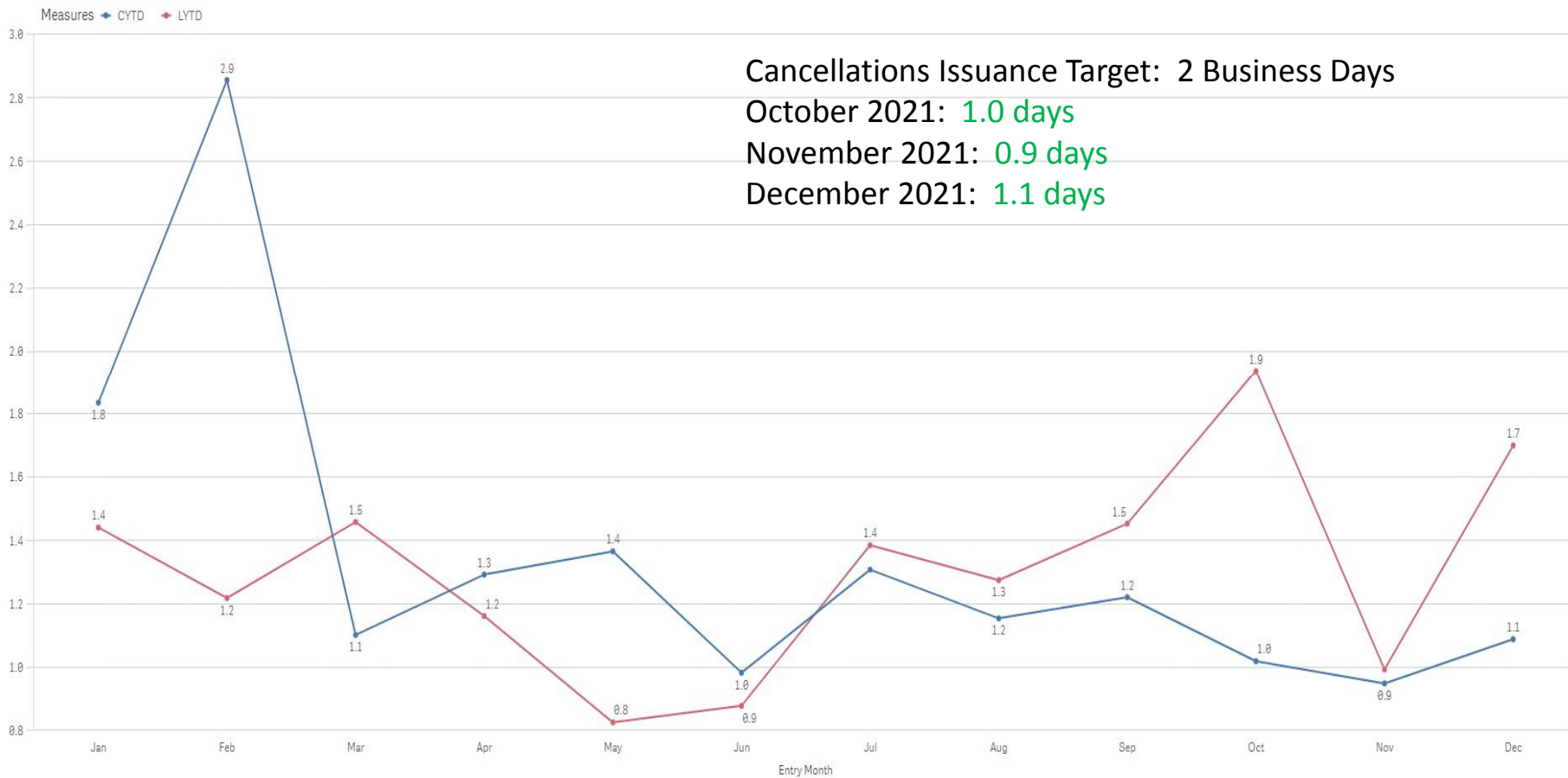
Service Standards – Endorsements

Avg Endorsement Turnaround by Entry Month - CYTD vs LYTD



Service Standards – Cancellations

Avg Cancellation Turnaround by Entry Month - CYTD vs LYTD





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