

Annual Report



Executive Officers

[from left to right]

Eugene Vatnik, Information Technology

Lou Pugh, Claims

Steven Kemp, Underwriting

Robert Lyon, President and CEO

John Schwertfuehrer, Finance

Deborah Van Horn, Specialty

William Bayer, Marketing

To our policyholders:

At Rockingham Insurance, we've devoted nearly 150 years to providing peace of mind to the people who love it here as much as we do. That's not just our responsibility as an insurance company, but as a friend and neighbor.

We're committed to providing reliable coverage for your home and auto, business or farm. Rockingham Insurance is *here* to help. Service means honoring the commitments we make to our customers. From an initial quote to closing out a claim, our people respond with genuine care for the customers who have chosen to place their trust in us.

Over the years our products have evolved to meet the changing needs of our community. It's only natural that our brand should evolve to present a more modern image that reflects who we are today and the beauty of the region we serve.

Rockingham Insurance holds an "A" Excellent rating with A.M. Best Company, a highly regarded assessor of the financial and management stability of insurance companies.

The Board of Directors, agents, management, and staff thank you for your continued trust and the opportunity to serve your insurance needs.

Robert L. Lyon, President & Chief Executive Officer

BOARD OF DIRECTORS

Gene P. Berry — Insurance

Michelle S. Cox — Publishing

Douglas G. Driver — Construction

H. Roger Higgins, III — Insurance

Anne B. Keeler — Education

Robert L. Lyon — Insurance

Timothy G. O'Shea — Insurance

Todd A. Putney — Healthcare

Christopher S. Runion — Advertising

Pamela L. Turner — Financial Services

BY THE NUMBERS

93.7

Combined Ratio

Combined ratio is a standard measurement of an insurance company's underwriting profitability. A combined ratio of less than 100 generally indicates an underwriting profit.

65,000+

Policies serviced

10,800+

New policies added

68

Charitable organizations supported

BALANCE SHEET

CONSOLIDATED BALANCE SHEET (IN 000'S) | AS OF DECEMBER 31, 2017 AND 2016

ASSETS	2017	2016	LIABILITIES & SURPLUS	2017	2016
Bonds	\$ 85,102	\$ 72,338	Losses & Loss Adjustment		
Common Stocks	30,489	30,692	Expenses	\$ 18,265	\$ 18,545
Cash & Short Term Investments	8,174	9,533	Unearned Premiums	31,491	27,344
Real Estate	684	759	Other Liabilities	10,687	10,267
Uncollected Premiums	11,433	9,544	Total Liabilities	60,443	56,156
Other Assets	1,379	2,142	Surplus	76,818	68,852
TOTAL ASSETS	\$ 137,261	\$ 125,008	TOTAL LIABILITIES & SURPLUS	\$ 137,261	\$ 125,008

Buffamante Whipple Buttafaro, P.C. conducts an annual independent audit of the companies' results. Rockingham Insurance is comprised of parent company Rockingham Mutual Group, Inc. and subsidiaries Rockingham Group, Inc., Rockingham Insurance Company, Rockingham Casualty Company, and Rockingham Mutual Service Agency, Inc.

CUSTOMER SATISFACTION DATA

CUSTOMER SURVEY QUESTION:

"Would you refer a friend, family member, or business associate to Rockingham for their insurance needs?"

84

Rockingham Insurance

44

Insurance industry average

NPS (Net Promoter Score) is calculated by taking the percentage of customers giving a score of 9 or 10 (called promoters) and subtracting the percentage of customers giving a score of 6 or below (called demoters).

PERCENT SATISFIED WITH CUSTOMER SERVICE

97%

Rockingham response time

96%

Employee knowledge

96%

Overall satisfaction

We are members of the following insurance-related organizations:

DriveSmart Virginia | Insurance Institute for Business & Home Safety (IIBHS)
 Insurance Institute for Highway Safety (IIHS) | National Association of Mutual Insurance Companies (NAMIC)
 Professional Insurance Agents of VA and DC (PIA) | Pennsylvania Association of Mutual Insurance Companies (PAMIC)
 Property Casualty Insurers Association of America (PCI) | Virginia Association of Mutual Insurance Companies (VAMIC)

