



Robert L. Lyon

–
President and
Chief Executive Officer

To our policyholders:

As friends and neighbors, we understand how hard you've worked for what you have. We're committed to working just as hard to provide reliable coverage for your home and auto, business, or farm. Rockingham Insurance is here to help.

In response to the challenges faced by policyholders during COVID-19, Rockingham Insurance reduced auto insurance premiums. We also provided flexible payment options allowing policyholders to protect the things that matter.

The pandemic served as a motivator to accelerate our technology upgrades. Rockingham is implementing a new administration system to meet the needs of our increasingly digitally-focused customers. Our goal is to simplify insurance purchasing and service and provide a better online experience for our customers.

Our personal lines agents, commercial agencies, and specialty MGA partners highlight the strength of Rockingham Insurance relationships. Through these partnerships, we remain committed to our impact on the diverse communities we serve.

As a mutual holding company, we are well-capitalized with a strong balance sheet strength rating. Our financial stability was again confirmed with an 'A' Excellent rating by AM Best, the insurance industry's credit rating agency.

The Board of Directors, management, staff, and agents thank you for trusting Rockingham Insurance for your insurance needs.

Wherever you are, we're *here*.[®]

EXECUTIVE OFFICERS

Robert Lyon – President and CEO

William Bayer – Customer
Experience and Marketing

Shawn Clavon – Commercial Lines

Chad Covelli – Personal Lines and
Analytics

Marcy Engle – Human Resources

Lawrence Fortin – Information
Technology & Security

Karl Hancock – Claims

Steven Kemp – Farm

John Schwertfuehrer – Finance

Deborah Van Horn – Specialty

BOARD OF DIRECTORS

Gene Berry – Insurance

Michelle Cox – Publishing

Douglas Driver – Construction

Roger Higgins, III – Insurance

Anne Keeler – Education

Robert Lyon – Insurance

Timothy O'Shea – Insurance

Todd Putney – Healthcare

Christopher Runion – Advertising

Pamela Turner – Financial Services

BY THE NUMBERS

97

Combined Ratio*

69,450+

Policies serviced

14,675+

New policies added

65+

Charitable organizations supported

*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.

BALANCE SHEET

CONSOLIDATED BALANCE SHEET (IN 000'S) | AS OF DECEMBER 31, 2020 AND 2019

ASSETS	2020	2019	LIABILITIES & SURPLUS	2020	2019
Bonds	\$ 112,762	\$ 92,087	Losses & Loss Adjustment Expenses	\$ 41,816	\$ 30,714
Common Stocks	28,771	26,255	Unearned Premiums	59,261	46,456
Cash & Short Term Investments	19,583	23,635	Other Liabilities	14,808	10,714
Real Estate	1,052	1,087	Total Liabilities	115,885	87,884
Uncollected Premiums	26,835	17,631	Surplus	77,376	75,158
Other Assets	4,258	2,347	TOTAL LIABILITIES & SURPLUS	\$ 193,261	\$ 163,042
TOTAL ASSETS	\$ 193,261	\$ 163,042			

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

2020 COMMUNITY SUPPORT

Covid-19 Response

Pandemic support

In support of policyholders, flexible payment options were offered. In addition, Auto coverage rates were lowered at renewal.

Rockstar Responders

Recognizing local heroes

Each month, one local first responder was honored for the positive impact they made in the communities we serve.

Charlie Wampler, Jr. Community Builder Award

Giving back to the community

The United Way of Harrisonburg & Rockingham County presented the prestigious award for the programs supported in 2019, during Rockingham Insurance's 150-year anniversary.

We are members of the following insurance-related organizations:

