



To our policyholders:

Since 1869, Rockingham Insurance has established a reputation for delivering on our promises and building long-lasting relationships. Over the past 150-plus years, we've grown into a national multi-segment Property and Casualty Insurance company and evolved our products to meet the changing needs of our community.

We're committed to profitably grow our specialty and personal lines business segments while ensuring capital adequacy. The company is cultivating an agile, resilient, and sustainable workforce, focusing on digitally and operationally transforming how we serve our policyholders. We will continue to transform our products, capabilities, and diversification needed to be successful.

Rockingham Insurance is here to help. We provide care and commitment to our policyholders, employees, and neighbors daily. Service means honoring our promises from the initial quote to closing a claim. Our agents become trusted advisors and friends, delivering reliable coverage and peace of mind.

Rockingham Insurance holds an "A-" Excellent rating with A.M. Best Company, a global credit agency specializing in the insurance industry.

I, along with the Board of Directors, agents, management, and staff, thank you for your continued trust in serving your insurance needs.

Robert L. Lyon, President & Chief Executive Officer

Wherever you are, we're *here*.[®]

EXECUTIVE OFFICERS

Robert Lyon – President and CEO

William Bayer – Customer Experience, Marketing and Sales

Chad Covelli – Personal Lines and Analytics

Marcy Engle – Human Resources

Lawrence Fortin – Information Technology & Security

Karl Hancock – Claims

John Schwertfuehrer – Finance

Deborah Van Horn – Specialty Lines

Kevin Vance – Risk Management

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

114.5%

Combined Ratio*

62,475+

Policies serviced

10,500+

New policies added

65+

Charitable organizations supported

72%

Net Promoter Score**

*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.

** Net Promoter Score measures the loyalty of customers and their willingness to refer others to a company. 2022 Insurance Industry average NPS was 42% (<https://www.clearlyrated.com/solutions/2022-insurance-nps-benchmarks/>)

BALANCE SHEET

CONSOLIDATED BALANCE SHEET (IN 000'S) | AS OF DECEMBER 31, 2022 AND 2021

ASSETS	2022	2021	LIABILITIES & SURPLUS	2022	2021
Bonds	\$ 136,733	\$ 128,133	Losses & Loss Adjustment Expenses	\$ 79,920	\$ 58,591
Preferred Stocks	500	500	Unearned Premiums	79,858	70,511
Common Stocks	22,933	28,158	Other Liabilities	14,247	15,867
Cash & Short Term Investments	26,516	29,587	Total Liabilities	174,025	144,969
Real Estate	1,418	1,055	Surplus Note	15,000	-
Uncollected Premiums	31,404	28,105	Unassigned Surplus	54,428	76,061
Surplus Note Receivable	15,000	-	TOTAL LIABILITIES & SURPLUS	\$243,453	\$221,030
Other Assets	8,949	5,492			
TOTAL ASSETS	\$243,453	\$ 221,030			

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

2020, 2021 & 2022 BEST PLACES TO WORK IN INSURANCE



Best Places To Work recognizes employers for their outstanding performance in establishing workplaces where employees can thrive, enjoy their work, and help their companies grow.

Rockingham Insurance focuses on a best-in-class customer experience for policyholders and agents. This has proven successful in improved customer satisfaction and employee engagement. The employees are committed to the company's growth and are paramount to future success.

We are members of the following insurance-related organizations:

