



## To our policyholders:

For over 150 years, Rockingham Insurance has protected the things that matter. We have provided reliable coverage for your home, auto, and farms by establishing a reputation for delivering on our promises and building long-lasting relationships.

Reflecting on 2023, much like 2022, the insurance industry has been impacted by increased inflation and weather volatility which leads to higher claims expenses. To meet our steadfast commitment to ensuring long-term stability and financial security for our policyholders and communities, we continuously monitor and adapt our price, product offerings, and agency distribution channels.

Rockingham Insurance remains committed to operating with steadfast resilience and is dedicated to enhancing operational efficiency and strengthening our personal lines offerings. We are optimistic about the future and committed to our company's continued improvement and success.

We're here to help by providing caring and committed service 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.

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 and Chief Executive Officer

Wherever you are, we're *here*.<sup>®</sup>

#### EXECUTIVE OFFICERS

**Robert Lyon** – President and CEO

**William Bayer** – Customer Experience, Marketing and Sales

**Chad Covelli** – Personal Lines and Analytics

**Marcy Engle** – Human Resources

**Karl Hancock** – Claims

**Kristi Harold** – Information Technology & Security

**John Schwertfuehrer** – Finance

**Deborah Van Horn** – Specialty Lines

**Kevin Vance** – Risk Management

#### BOARD OF DIRECTORS

**Gene Berry** – Insurance

**Douglas Driver** – Construction

**Roger Higgins, III** – Insurance

**Anne Keeler** – Education

**Robert Lyon** – Insurance

**Timothy O'Shea** – Insurance

**Todd Putney** – Healthcare

**Pamela Turner** – Financial Services

## BY THE NUMBERS

# 126.3%

Combined Ratio\*

# 114,400+

Policies serviced

# 18,600+

New policies added

# 70+

Charitable organizations supported

# 75.3%

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, 2023 AND 2022

ASSETS	2023	2022	LIABILITIES & SURPLUS	2023	2022
Bonds	\$ 140,614	\$ 136,733	Losses & Loss Adjustment Expenses	\$ 82,636	\$ 79,920
Preferred Stocks	-	500	Unearned Premiums	63,188	79,858
Common Stocks	19,942	22,933	Other Liabilities	6,949	14,247
Cash & Short Term Investments	6,173	26,516	<b>Total Liabilities</b>	<b>152,773</b>	<b>174,025</b>
Real Estate	1,341	1,418	Surplus Note	15,000	15,000
Uncollected Premiums	28,186	31,404	Unassigned Surplus	39,715	54,428
Surplus Note Receivable	-	15,000	<b>TOTAL LIABILITIES &amp; SURPLUS</b>	<b>\$207,488</b>	<b>\$243,453</b>
Other Assets	11,232	8,949			
<b>TOTAL ASSETS</b>	<b>\$207,488</b>	<b>\$ 243,453</b>			

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.

## STRATEGIC GOALS

### AGILE WORKFORCE

Cultivating an agile, resilient, and sustainable workforce that embraces professional growth opportunities and supports business strategy

### BUSINESS SEGMENTS

Profitably grow the personal lines business segment supported by effective shared services

### CAPITAL TO GROW

Ensuring our capital adequacy

### DIGITAL TRANSFORMATION

Digitally and operationally transform the way we serve our policyholders

We are members of the following insurance-related organizations:

