

MUTUAL MATTERS

a quarterly production of nlc-mutual insurance company

SUMMER 2020

CEO Corner:

Happy Summer! In between all that we are doing for our members, I hope you are finding some time to enjoy the outdoors. Communication with you continues to be a priority for our team and we are reaching out to you in a myriad of ways. Whether it's via video or phone call, Committee and Board meetings, data working groups, underwriting, cyber, or COVID information - we endeavor to find a balance between information overload and providing knowledge, facts, and intelligence that offers new data or perspective. We are especially cognizant of this where you are getting this information from other sources. Please also feel free to reach out to us; we stand ready to serve and help in any way that you need us to. We remain: *Dedicated, Dependable, Stable.*

Spotlight on: *Racial Equity*

The months since the horrific death of George Floyd have forced a racial awakening in the United States. At NLC Mutual Insurance Company, we have a renewed awareness of racial disparities in this country and have committed, at an institutional level, to anti-racism. It is our hope that through the ensuing quarterly editions of *Mutual Matters*, you will learn from the resources we will provide below. These podcasts, books, articles, and viewing materials are meant to prompt conversations about race & the roles it plays in our society. If you have a resource to share or would like to have a conversation about any of the pieces shared below, please reach out to us. We look forward to walking alongside you, learning, and growing in our belief systems.

Podcast: [1619 \(The New York Times\)](#)

Book: [Just Mercy \(Bryan Stevenson\)](#)

Article: ["Minneapolis Had This Coming" \(Justin Ellis for *The Atlantic*\)](#)

View: [When They See Us \(Netflix\)](#)



Underwriting News

With the 7/1 renewal season and July Board Meeting behind us, the underwriting department is looking ahead to our autumn renewals and 1/1s. With numerous new business opportunities, the recalibration of the cyber program, and our ongoing efforts to implement the COVID-19 coverage give-back, there is plenty to keep us busy! We are also continuing to move ahead with putting together excess Property limits for our members as we all forge ahead into this hardening market, so let us know if there is any way we can help on your programs. We will continue to keep board members apprised of any developments.

Technology News

A new technology feature is now being offered by NLC Mutual for the participating members in the data initiative. We are happy to report that we have added the "Domo Publish Toolkit" which will give us the ability to easily publish and make available the analyses built off of the aggregated data for each member. This will allow participating pools the ability to utilize the various Domo "cards" to perform comparisons or view national trends. We are very excited about the enhanced capability that this tool provides and feedback from members has been very positive.

Member Service News

Despite our virtual environment, member engagement has never been stronger! The RISC and Mutual teams are actively engaged with our members in virtual roundtables for Pool Administrators and staff from loss control, claims, underwriting, health & wellness, marketing, and law enforcement. We look forward to connecting with each of these groups on a quarterly basis as part of our effort to stay connected in this unique work environment. Our membership is also actively engaged around program initiatives including medical stop loss, PTSD, and cyber security. More details to follow in the coming weeks and months on these virtual convenings and program initiatives!

Actuarial News

We continue to make ourselves available to members to estimate their workers compensation costs associated with COVID presumption laws. Just this past week, Mark Snodgrass and Chris McKenna worked with VLCT to develop projections for their share of excess losses in a potential new COVID state fund that the state legislature is considering, and presented our results to the Vermont Department of Financial Regulation.

Tips for Virtual Events:

- [Cindy Huggett Training Resources](#)
- [Virtual Training for Modern Learners](#) (Whitepaper)
- [10 Things Every Virtual Presenter Must Do for Success](#) (Video)
- [Convert Classroom Activities to Engaging Virtual Activities](#) (Webcast)