

CEO's Corner:

Our country continues to struggle with the pandemic and its related effects, which is not how many of us envisioned this year ending. However, there is still much to celebrate, especially at NLC Mutual.

This year, we again will be able to allocate money back to our members as our premiums continue to grow. We were able to conduct both of our Board meetings in person and welcomed our first Board intern from an HBCU. We kicked off the NLC-RISC & Mutual Racial Equity Advisory Group, awarded our inaugural William F. Fulginiti award, and added a new member to the Mutual family. In the new year, we will launch not only our sponsored captive, but also the first cell.

As this year comes to a close, I want to wish each of you and your families a happy and healthy holiday season. We are so thankful for your support and look forward to a new year of working together!

Underwriting

This year, we added a new member and a longstanding member returned to buying status. We were also able to quote new lines, new business, and expand existing relationships with member-owners. As we look ahead to 2022, big projects are in the works. The Property Advantage program is scheduled to launch; our retrocessional renewal will bring internal process enhancements; and a new claims system (RSG) is in development, which includes a newly built underwriting model.

Technology

2021 was a year with major technological achievements for the company. We fully redesigned and launched the NLC Mutual website in addition to embarking on a major project to replace our decades-old claims and underwriting system. The NLC Mutual Insights program continues to expand with new members and analyses created via the Publish Toolkit. Finally, the company also implemented a myriad of proactive information security measures to further strengthen our IT environment.

Member & Actuarial Services

We are pleased to announce the formal approval and incorporation of NLC Mutual Captive Solutions, Inc. as our new sponsored captive, and MSL Advantage, IC as the first incorporated cell. This has been more than a year in the making, so thank you to each of you for your support of this exciting new endeavor! The Boards of both have met to officially launch the operations of these two new entities. NLC Mutual Captive Solutions provides the opportunity to strategically evaluate and develop new risk sharing arrangements – either individually or collectively. We look forward to continuing to analyze different cell opportunities for members in the new year. Please contact Erin Rian with any questions.

Throughout this year our team has achieved many financial milestones. We are proud of all that we have accomplished together and look forward to what lies ahead in 2022!

Racial Equity Spotlight

NLC Mutual is committed as an institution to racial equity. It is our hope that through these editions of Mutual Matters, you can learn from the resources we provide. These 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 below, please reach out to us. We look forward to walking alongside you, learning, and growing in our belief systems.

Recommended Resources

Article

- [The Role of Senior Leaders in Building a Race Equity Culture](#)

Report

- [Ten Lessons for Taking Leadership on Racial Equity](#)

Book

- [I'm Still Here: Black Dignity in a World Made for Whiteness](#)



Happy Holidays!



Wishing you all a wonderful end to 2021 and a Happy New Year!

~ From your NLC Mutual Team