

CEO's Corner: We hope you enjoy this edition of Mutual Matters and will take a few moments to read about our newest team member – say hello to Susanlisa Kessler! - and a spirited welcome to the newest member of the Mutual family, the Public Entities Pool of Ohio.

While questions linger regarding lions and lambs as we enter the 1st quarter, here at Mutual we're staying focused on our community and financial security. This includes our 12/31/23 surplus at \$242.2M, an almost \$24M or 11% increase over last year. Our RBC ratio also increased from 504% in 2022 to 515% in 2023. The higher number is one indicator that we continue to be strongly capitalized.

We ended the year with gross written premium at \$65.7M, a \$14.1M or 27% increase over last year, and kicked off January 1 accounts with gross written premium at \$23.2M. We look forward to continuing to work with you and your UW team to provide coverage to your pool on all three lines of business.

The team at Mutual has never been stronger and we look forward to continuing our work together. To quote Simon Sinek "The goal is not to do business with everybody who needs what you have, the goal is to do business with people that believe what you believe." As a member owned and powered company, we are stronger together. We thank you for your support!

New Member Spotlight: PEP Ohio

Public Entities Pool (PEP) of Ohio joined NLC-RISC and NLC Mutual effective 1/1/2024. Below are highlights of our newest member:

- PEP was formed in 1987 to provide risk management services, risk-sharing facilities, and protection for public entities in Ohio
- PEP offers their members Liability, Property, and Auto Physical Damage
- Three founding members in 1987 have grown to over 600 local government members today
- Purchased Property and Auto Physical Damage from NLC Mutual at \$7.250M excess of \$500K

The RISC-Mutual team met with pool administration and the PEP Board to provide an overview of RISC & Mutual. We hope to welcome the PEP Board to the NLC-RISC Trustees Conference and the new PEP board member at the Mutual Board Meeting.

Technology

Documentation, Procedures & Guidelines: A necessary evil. In our post-pandemic world, some organizations have returned to the office, others remain 100% teleworking and others have hybrid environments. Cyber threats continue to rise and continuation of operations procedures need to be updated OR even re-created. NLC Mutual is updating procedures and guidelines to be reflective of new systems that have been deployed and relative workflows that have evolved. This is a necessity for auditing purposes as well as to ensure staff knows what steps need to be followed for critical tasks.

Claims Pipeline Update

Recruitment for talent continues to be a challenge for many employers. [Jacobson's Q1 2024 Insurance Labor Market Report](#), conducted with Aon, highlights the concerns for the insurance industry. NLC Mutual & RISC have heard the specific challenges facing pools, especially with recruitment and training for claim adjusters. That is why we have launched the Claim Adjuster Talent Pipeline pilot with Safari and Vale Training. One member pool has launched the training component for an internal employee promoted to claim adjuster, and we are meeting with others to discuss how to support the recruitment of entry-level talent. Contact Erin Rian or Erin Peterson with interest or questions.

New Staff Spotlight:



Help us welcome **Susanlisa Kessler** to NLC Mutual as Chief Actuary!

She is a Fellow of the Casualty Actuarial Society, with over 25 years experience in specialty lines, professional, and cyber pricing, reserving, and data. She most recently served at AXIS as Head of Data Governance & Data Quality, where she implemented solutions to improve consistency and reliability of data. She looks forward to applying her passion for actuarial science and data governance to help NLC Mutual and their members improve data-driven insights and decisions.

Donald L. Jones Scholarship

16 applicants from 11 member states received a total of \$17,400 in funds from the Donald L. Jones Scholarship Program for the 2024-2025 academic year. Four of the recipients were employees of a state municipal league/NLC Mutual member pool; the remaining 12 recipients are children of employees.

Save The Dates:

NLC-RISC Trustees Conference
May 8-10, 2024
Salt Lake City, Utah

NLC Mutual Summer Board Meeting
July 11-12, 2024
Chicago, Illinois