



MINUTES OF THE FORTY-SEVENTH ANNUAL MEETING OF THE NORTH CAROLINA
RATE BUREAU HELD AT THE WASHINGTON DUKE INN & GOLF CLUB, DURHAM, NC
OCTOBER 15, 2024

MEMBERS PRESENT

REPRESENTED BY

Accident Fund Insurance Company of America

BCBS of Michigan Group
Accident Fund General Insurance Company
Accident Fund Insurance Company of America
Accident Fund National Insurance Company
Star Insurance Company
United Wisconsin Insurance Company

Montell Taylor
Kristina Stokes
Allen Hope*

Allstate Insurance Company

Allstate Insurance Group
Agent Alliance Insurance Company
Allstate Indemnity Company
Allstate Insurance Company
Allstate Northbrook Indemnity Company
Allstate Property & Casualty Insurance Company
Allstate Vehicle and Property Insurance Company
Century-National Insurance Company
Direct Insurance Company
Direct National Insurance Company
Encompass Indemnity Company
Esurance Insurance Company
First Colonial Insurance Company
Imperial Fire and Casualty Insurance Company
Integon Casualty Insurance Company
Integon General Insurance Corporation
Integon Indemnity Corporation
Integon National Insurance Company
Integon Preferred Insurance Company
MIC General Insurance Corporation
National Farmers Union Property & Casualty Company
National General Assurance Company
National General Insurance Company
National General Insurance Online, Inc.
New South Insurance Company

Rick Pierce
AJ Robinson*
Chris Gumaer*

American Family Insurance Group

American Family Insurance Group
American Family Connect Property and Casualty Ins Co
American Family Mutual Insurance Company, S.I.
American Standard Insurance Company of Wisconsin
Grain Dealers Mutual Insurance Company

Paul Guijarro

Homesite Insurance Company
Homesite Insurance Company of the Midwest
Main Street America Assurance Company
Main Street America Protection Insurance Company
Midvale Indemnity Company
NGM Insurance Company
Old Dominion Insurance Company
Permanent General Assurance Corporation
Permanent General Assurance Corporation of Ohio
The General Automobile Insurance Company

American Intrnl Group

AIG Assurance Company Aryeh Haselkorn*
AIG Property Casualty Company
AIU Insurance Company
American Home Assurance Company
Blackboard Insurance Company
Commerce & Industry Insurance Company
Granite State Insurance Company
Insurance Company of the State of Pennsylvania
National Union Fire Insurance Company of Pittsburg Pennsylvania
New Hampshire Insurance Company
Stratford Insurance Company

Amerisure Company

Amerisure Company Allen Long
Amerisure Insurance Company
Amerisure Mutual Insurance Company
Amerisure Partners Insurance Company

Amica Mutual Group

Amica Mutual Insurance Company Rickeia Hicks*

Assurant Inc. Group

American Bankers Insurance Company of Florida Ada Mann*
American Security Insurance Company
Standard Guaranty Insurance Company
Virginia Surety Company Inc

Auto Owners Group

Auto Owners Group Sarah Maestre
Atlantic Casualty Insurance Company Mark Caughron
Auto Owners Insurance Company Sonja Maki
Owners Insurance Company

Berkshire Hathaway

Berkshire Hathaway Marisue Newman
Amguard Insurance Company
Berkshire Hathaway Direct Insurance Company
Berkshire Hathaway Homestate Insurance Company

Berkshire Hathaway Specialty Insurance Company
Capitol Indemnity Corporation
Central States Indemnity Company of Omaha
Eastguard Insurance Company
Fair American Insurance and Reinsurance Company
GEICO Advantage Insurance Company
GEICO Casualty Company
GEICO Choice Insurance Company
GEICO General Insurance Company
GEICO Indemnity Company
GEICO Secure Insurance Company
General Reinsurance Corporation
General Star National Insurance Company
Genesis Insurance Company
Government Employees Insurance Company
National Indemnity Company
National Liability & Fire Insurance Company
Norguard Insurance Company
Oak River Insurance Company
Old United Casualty Company
Platte River Insurance Company
Radnor Specialty Insurance Company
Redwood Fire and Casualty Insurance Company
RSUI Indemnity Company
U.S. Underwriters Insurance Company
United States Liability Insurance Company
Wellfleet Insurance Company
Wellfleet New York Insurance Company
WestGUARD Insurance Company

Builders Mutual Insurance Company

Builders Group

David Gracy

Builders Alliance Insurance Company
Builders Mutual Insurance Company
Builders Premier Insurance Company

Chubb Limited

Phil Thorson*

ACE American Insurance Company
ACE Fire Underwriters Insurance Company
ACE Property & Casualty Insurance Company
Agri General Insurance Company
Bankers Standard Insurance Company
Century Indemnity Company
Chubb Indemnity Insurance Company
Chubb National Insurance Company
Executive Risk Indemnity Inc
Federal Insurance Company
Great Northern Insurance Company
Indemnity Insurance Company of North America
Insurance Company of North America

Pacific Employers Insurance Company
Pacific Indemnity Company
Penn Millers Insurance Company
Vigilant Insurance Company
Westchester Fire Insurance Company

Erie Insurance Group

Erie Insurance Group
Erie Insurance Company
Erie Insurance Company of New York
Erie Insurance Exchange
Erie Insurance Property & Casualty Company
Flagship City insurance Company

Teresa Young

Farmers Insurance Group

Farmers Insurance Group
21st Century Casualty Company
21st Century Centennial Insurance Company
21st Century Insurance Company
21st Century North America Insurance Company
21st Century Premier Insurance Company
Economy Fire & Casualty Company
Economy Preferred Insurance Company
Economy Premier Assurance Company
Farmers Casualty Insurance Company
Farmers Direct Property & Casualty Insurance Company
Farmers Insurance Exchange
Farmers Property & Casualty Insurance Company
Foremost Insurance Company Grand Rapids MI
Foremost Property & Casualty Insurance Company
Foremost Signature Insurance Company
Mid Century Insurance Company
Toggle Insurance Company
Truck Insurance Exchange

Nathan Chouinard*
Matthew York*

Hartford Fire Insurance Company

Hartford Fire & Cas Group
Hartford Accident & Indemnity Company
Hartford Casualty Insurance Company
Hartford Fire Insurance Company
Hartford Insurance Company of Illinois
Hartford Insurance Company of Southeast
Hartford Insurance Company of the Midwest
Hartford Underwriters Insurance Company
Maxum Casualty Insurance Company
Navigators Insurance Company
New England Insurance Company
Nutmeg Insurance Company
Property & Casualty Insurance Company of Hartford
Sentinel Insurance Company Ltd

Eric Mize
Kyle Anderson*

Trumbull Insurance Company
Twin City Fire Insurance Company

HCI Group Inc

Jonathan Mecias*

TypTap Insurance Company
Homeowners Choice Property & Casualty Insurance Company Inc

Horace Mann Group

Horace Mann Group
Horace Mann Insurance Company
Horace Mann Property & Casualty Insurance Company
Teachers Insurance Company

Brad Melton

Liberty Mutual Insurance Company

Liberty Mutual Group
American Compensation Insurance Company
American Economy Insurance Company
American Fire & Casualty Company
American States Insurance Company
American States Preferred Insurance Company
Bloomington Compensation Insurance Company
Colorado Casualty Insurance Company
Employers Insurance Company of Wausau
Excelsior Insurance Company
First Liberty Insurance Corporation
First National Insurance Company of America
General Insurance Company of America
Ironshore Indemnity Inc
Liberty Insurance Corporation
Liberty Insurance Underwriters Inc
Liberty Mutual Fire Insurance Company
Liberty Mutual Insurance Company
Liberty Mutual Mid-Atlantic Insurance Company
Liberty Mutual Personal Insurance Company
LM General Insurance Company
LM Insurance Corporation
LM Property & Casualty Insurance Company
Meridian Security Insurance Company
Midwestern Indemnity Company
Milbank Insurance Company
Montgomery Mutual Insurance Company
Netherlands Insurance Company
Ohio Casualty Insurance Company
Ohio Security Insurance Company
Peerless Indemnity Insurance Company
Peerless Insurance Company
Plaza Insurance Company
SAFECO Insurance Company of America
SAFECO Insurance Company of Indiana
State Automobile Mutual Insurance Company
State Automobile Property & Casualty Insurance Company

Mark Sweder
Eddie Herrera
Anna Etherington*
Kathryn Yerry*

Wausau Business Insurance Company
Wausau Underwriters Insurance Company
West American Insurance Company

Lititz Mutual Group

Lititz Mutual Insurance Company

Chris Butterworth
Janet Gillock

Nationwide Mutual Insurance Company

Nationwide Group

Alex Garate

Allied Insurance Company of America
Allied Property & Casualty Insurance Company
AMCO Insurance Company
Crestbrook Insurance Company
Depositors Insurance Company
Freedom Specialty Insurance Company
Harleysville Insurance Company
Harleysville Preferred Insurance Company
Harleysville Worcester Insurance Company
National Casualty Company
Nationwide Affinity Insurance Company of America
Nationwide Agribusiness Insurance Company
Nationwide Assurance Company
Nationwide General Insurance Company
Nationwide Insurance Company of America
Nationwide Insurance Company of Florida
Nationwide Mutual Insurance Company
Nationwide Property & Casualty Insurance Company
Scottsdale Indemnity Company
Victoria Fire & Casualty Company

North Carolina Farm Bureau Mutual Insurance Company

North Carolina Farm Bureau Insurance Group
Farm Bureau Insurance Company of North Carolina
North Carolina Farm Bureau Mutual Insurance Company

Matt Beamon

Progressive Casualty Insurance Company

Progressive Group

Michelle Burkett

American Strategic Insurance Company
National Continental Insurance Company
Progressive Advanced Insurance Company
Progressive American Insurance Company
Progressive Casualty Insurance Company
Progressive Direct Insurance Company
Progressive Max Insurance Company
Progressive Northern Insurance Company
Progressive Northwestern Insurance Company
Progressive Preferred Insurance Company
Progressive Premier Insurance Company of Illinois
Progressive Southeastern Insurance Company
Progressive Universal Insurance Company
Protective Insurance Company

Sagamore Insurance Company
United Financial Casualty Company

Sentry Insurance Group

Sentry Insurance Group
Dairyland Insurance Company
Dairyland National Insurance Company
Florists Mutual Insurance Company
Middlesex Insurance Company
Peak Property & Casualty Insurance Corporation
Point Insurance Company
Point Specialty Insurance Company
Sentry Casualty Company
Sentry Insurance Company
Sentry Select Insurance Company
Viking Insurance Company of Wisconsin

Reva Tevaarwerk

Sompo Japan Insurance Group

Endurance American Insurance Company

Allison Poehlein*

State Farm Mutual Automobile Insurance Company

State Farm Illinois
MGA Insurance Company Inc
State Farm Classic Insurance Company
State Farm Fire & Casualty Company
State Farm General Insurance Company
State Farm Mutual Automobile Insurance Company

Jeff Clinch

The Members Insurance Company

Automobile Club Michigan
The Members Insurance Company
Universal Insurance Company

Jason Ivers

The Travelers Indemnity Company

Travelers Group
Farmington Casualty Company
Fidelity & Guaranty Insurance Underwriters Inc
Fidelity and Guaranty Insurance Company
Northland Casualty Company
Northland Insurance Company
Select Insurance Company
St Paul Guardian Insurance Company
St Paul Mercury Insurance Company
St Paul Protective Insurance Company
St. Paul Fire & Marine Insurance Company
Standard Fire Insurance Company
The Automobile Insurance Company of Hartford, Connecticut
The Charter Oak Fire Insurance Company
The Phoenix Insurance Company
The Travelers Indemnity Company

Molly Bowtruczuk
Emma Wieduwilt

The Travelers Indemnity Company of America
 The Travelers Indemnity Company of Connecticut
 Travco Insurance Company
 Travco Personal Insurance Company
 Travelers Casualty & Surety Company
 Travelers Casualty & Surety Company of America
 Travelers Casualty Company
 Travelers Casualty Company of Connecticut
 Travelers Casualty Insurance Company of America
 Travelers Commercial Casualty Company
 Travelers Commercial Insurance Company
 Travelers Constitution State Insurance Company
 Travelers Home & Marine Insurance Company
 Travelers Personal Insurance Company
 Travelers Personal Security Insurance Company
 Travelers Property Casualty Company of America
 Travelers Property Casualty Insurance Company
 United States Fidelity & Guaranty Company

USAA General Indemnity Company

United Services Automobile Assn Group
 Garrison Property & Casualty Insurance Company
 United Services Automobile Association
 USAA Casualty Insurance Company
 USAA General Indemnity Company

Jerry Achatz

Public Member of the Governing Committee

Dascheil Propes

Other Organizations Present: Represented By

Milliman, Inc.

Paul Anderson

Verisk

Eric Krafcheck

Paul Ericksen

Isaac Wash

Sandee Perfetto*

Young Moore and Henderson, P.A.

Brian Beverly

Lisa Leeaphorn

Mickey Spivey

IIANC

Joe Stewart

CTF Communications

Travis Fain

Paschal Law

Robert Paschal*

NCRB/NCRF Staff Present

*Joan Robinson

Kevin Braswell

Stephanie Gunn

Amy Tart

*Justin Rowland

Jarred Chappell

Brian Korb

Jodi Webb

*Mary Rowland

Terry Collins

Essan La Tour

Morgan Willhite

*Rhonda Thwreath

Edith Davis

Andy Montano

Rebecca Williams

*Ryan Philipson

Hayley Embley

Karen Ott

Heather Winter

*Tom Lockard

Kitta Futrell

Latimia Roberson-Hill

Joanna Biliouris

Mark Ford

Allison Smart

* Participated via Zoom Conference

Two hundred thirty (230) companies were represented by proxy.

The meeting convened as scheduled, Mr. Pierce of Allstate Insurance Company, Chair of the Governing Committee, presiding.

Attention was directed to the Rate Bureau's Antitrust, Conflict of Interest, Code of Ethics and Standards of Conduct Statements.

Mr. Chappell announced that there was a quorum.

1. Annual Report

Ms. Biliouris reviewed and commented on the 2024 Annual Report, a copy of which is attached hereto.

2. Report of Staff

Ms. Biliouris reviewed various highlights of the Rate Bureau's activities in 2024, including 1) succession planning for growth and stability; 2) new performance review standards which include competency and behavior-based evaluations; 3) legislation review, including sharing information upon request; 4) successful office relocation with lower expenses and upgraded space; and 5) system upgrades and IT initiatives, including the rewrite of the operating system for Workers Compensation and a new accounting system.

Ms. Biliouris commented on considerations for the Rate Bureau's future which include 1) enhanced filing strategies; 2) continued focus on succession planning and retention; 3) ongoing technology projects; and 4) legislative activity impacting all lines of insurance.

Ms. Biliouris thanked everyone for their continued service and support to the Rate Bureau and making 2024 a successful year.

Mr. Chappell reviewed focus areas for 2024-2025, including 1) strengthening relationships with the Department of Insurance (DOI); 2) non-rate actions which might allow for premium increases due to inflationary impacts without burdening the Rate Bureau and the DOI with costly and time-consuming rate filings; 3) technological advances; and 4) process improvements through staff development and other learning opportunities.

3. Report of Committees

a. Workers Compensation Committee

Ms. Smart provided an update on Workers Compensation activities in 2024, including 1) development of a new Workers Compensation core operating system that will position the Rate Bureau for future technology, continued growth, and employee development; 2) redesign of the Assigned Risk application process and review of other processes for increased efficiency; 3) development of smart goals for improved customer service, including surveys for customer telephone and email interactions; 4) completion of the Workers Compensation Class Code project; and 5) staff training and development.

Ms. Smart outlined goals for 2025 which include 1) continued development of the Workers Compensation core operating system "Diamond"; 2) review of all current processes for cost efficiency and improved customer service; 3) revision of loss costs and rates to 3 digits beyond the decimal point to align with NCCI and others in the industry; 4) file format modernization; 5)

development of training modules for new hires, agents, and carriers; and 6) continued focus on customer relationships.

b. Automobile Committee

Mr. Montano provided an update on automobile activities, including 1) the Personal Lines team is fully staffed; 2) the completion of the Industry Data Collection (IDC) training; 3) development of an IT application to post current and past forms on the NCRB website; 4) preparation for the 2025 annual Private Passenger Auto rate level review; and 5) development of a rate order calculation for private passenger autos.

Mr. Montano summarized the legislative changes that will become effective in 2025 for private passenger automobile and provided a status update of filings required by the legislative changes, namely 1) the new increased limits factors and bodily injury and property damage base rates have been filed and approved by the Commissioner of Insurance (Commissioner); 2) the Uninsured/Underinsured Motorists coverage changes have been filed and are pending the Commissioner's approval; and 3) the SDIP Surcharge Period change and any Inexperienced Operator Surcharge period changes, both secondary to recently passed legislation, will be filed in 2025.

c. Property Committee

Mr. Montano provided an update on property lines activities in 2024, stating that 1) the Personal Lines team has been fully staffed; 2) the Industry Data Collection (IDC) training has concluded; 3) IT is currently developing an application to post current and past forms on the NCRB website; 4) the Dwelling rate filing was settled with an overall statewide rate increase of 8%; 5) the Homeowners rate filing was submitted in January of this year with an overall rate increase of 42.2% and the Commissioner called for a rate hearing which started on October 7, 2024; and 6) the ISO HO 2022 Program, which includes modernized coverages and expanded consumer choices, was recently filed with the Commissioner.

Mr. Montano outlined property and auto goals for 2025, which include 1) the auto rate review; 2) finalizing activities related to 2023 and 2024 legislative changes; 3) seeking approval of the HO 2022 program; 4) the Mobile Home rate hearing, which is set to begin in April, 2025; 5) increased utilization of the Flood Program; and 6) submission of various property filings.

4. Governing Committee Election

Mr. Pierce, representing Allstate Insurance Company as Chair of the Nominating Committee, reported that the Nominating Committee, which is comprised of Allstate Insurance Company, State Farm Mutual Auto Insurance Company, and Public Member Dascheil Propes, recommended the following companies to serve a second three-year term on the Governing Committee:

Accident Fund Insurance Company for the stock company position and Nationwide Mutual Insurance Company for the non-stock company position.

Mr. Pierce further reported that the Nominating Committee nominated the following companies for election to their first three-year term on the Governing Committee: American Home Assurance Company for the stock company position and Erie Insurance Exchange for the non-stock company position.

The floor was opened for additional nominations and there were none.

A motion was made, seconded, and passed unanimously to close the nominations and to elect the companies nominated by the Nominating Committee to three-year terms on the Governing Committee.

5. Other Business

Mr. Chappell introduced Mr. Joe Stewart, representing Friends of Brantley (FOB), a non-profit organization which supports the faculty, students, and programs at the Brantley Risk & Insurance Center located within the Walker School of Business at Appalachian State University. Mr. Stewart called attention to an exhibit that was included in the agenda packet regarding FOB and asked company members to consider making a contribution to help support the Friends of Brantley program.

Mr. Chappell also stated that the recent devastation to Western North Carolina caused by Hurricane Helene significantly impacted Appalachian State University where the Brantley Risk & Insurance Center is located.

6. Guest Speaker

Mr. Chappell introduced the guest speaker, Mr. Robert Gordon, Senior Vice President of Policy, Research & International at the American Property Casualty Insurance Association (APCIA). Mr. Gordon participated in the meeting by Zoom web conference and addressed issues concerning property insurance in North Carolina and countrywide.

7. Adjournment

There was no further business, and the meeting was adjourned.

Respectfully Submitted,



Jarred Chappell

Chief Operating Officer
North Carolina Rate Bureau

JC:ko
G-24-5
Attachments
1/9/2025



NORTH CAROLINA
Rate Bureau



2024

A N N U A L
R E P O R T

General Manager's Report

As I reflect on this year, I want to thank you for your continued trust in and support of our organization. The NC Rate Bureau is committed to providing value to our members, partners, and associates, and this year we fulfilled this commitment through many achievements and rising to many challenges.

We submitted and/or settled rate filings in all property lines in addition to preparing a filing that modernizes our homeowners forms through a new rating factor that will incorporate certain inflationary impacts into premiums and a roof value schedule to better match premium with coverage. We are collaborating with the Department of Insurance on these initiatives to gain their confidence and approval of these changes.

We served as a valuable resource for regulators, legislators, and other stakeholders on various legislative matters, including input into technical corrections for SL 2023-133 and successful advocacy for more time to implement these new statutes. We also spoke at NC Realtors Association meetings, sharing our insights into driving factors of the rate need in our state, and engaged a media consultant to enhance our communication and outreach efforts to help ensure that our activities are reported accurately and fairly.

Technology initiatives this year included updates to the Insurance Data Collection (IDC) system for improved ease of use by members and to support collection of more comprehensive data for our rate filings. We also kicked off our Spectrum replacement project, which will modernize our core system for workers compensation operations. In addition, we moved our servers offsite to a secure and reliable data center, and we implemented a new accounting system which streamlined our financial processes and reporting to position us for the future. These changes will allow


us to optimize our resources, increase our efficiency, and improve data quality and security.

Another major accomplishment this year was the successful relocation of our office to a new space that is more contemporary and conducive to collaboration, positioning us for strong recruiting as well as ongoing occupancy cost savings. We continue with a hybrid work environment that allows our associates to work both remotely and in the office. This flexibility has enabled us to retain and attract talented and committed professionals.

As we look to 2025 and beyond, we are excited about the opportunities that lie ahead. We are always looking for ways to improve our value proposition to our members as we strive to achieve rate adequacy and develop initiatives to enhance their user experience. We will maintain our relationships with the insurance industry to collaborate on matters of mutual interest and concern and to serve as a resource for its stakeholders. We also remain invested in our associates to provide them with the tools, resources, and support they need to succeed, grow, and thrive.

In conclusion, I want to express my gratitude and appreciation to our Governing Committee, line committees, Bureau members, counsel, and our associates for their contributions and support in 2024. Together, we have made the NC Rate Bureau a trusted partner in the insurance market, and I look forward to seeing what we can achieve in the future.

Sincerely,



Joanna Biliouris, General Manager

Core Values



Commitment



Integrity



Talents



Consistency



Ownership



Respect

NCRB Membership



717
Auto Members



703
Property Members



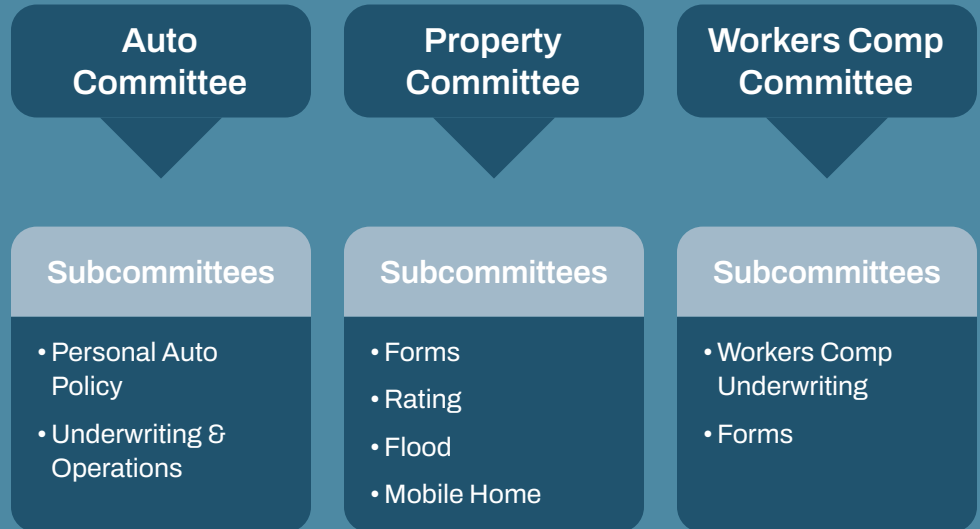
587
Workers Comp
Members

2024 Governing Committee Members

Accident Fund Insurance Co
Allstate Insurance Co
Builders Mutual Insurance Co
Hartford Fire Insurance Co
Liberty Mutual Insurance Co
Nationwide Mutual Insurance Co
NC Farm Bureau Mutual Insurance Co
Progressive Casualty Insurance Co
State Farm Mutual Auto Insurance Co
The Members Insurance Co
The Travelers Indemnity Co
United Services Automobile Assn



Governing Committee



Governing Committee Chair's Report

This past year has been one of exceptional challenges in the North Carolina property and casualty insurance industry. We often hear the term "return to normalcy" following the pandemic; however, I believe the term "new normal" is more appropriate for our current environment. Changes in climate, driving behaviors, vehicle technology, and inflation continue to challenge an already insufficient rate level for auto and personal property lines of business. However, the North Carolina Rate Bureau staff, consultants, and member companies continue to work hard to deliver stable, appropriate, and competitive property and casualty products and pricing to North Carolina citizens.

This past year, the Rate Bureau made rate filings for homeowners, mobile home (two filings), and workers compensation, and rate changes were completed for dwelling and workers compensation. A significant challenge for late 2023 and throughout 2024 has been to assist with technical changes required for automobile coverage and pricing that were needed from SB452 that passed in the legislature in 2023, and several legislative filings have been made as a result of the law changes.

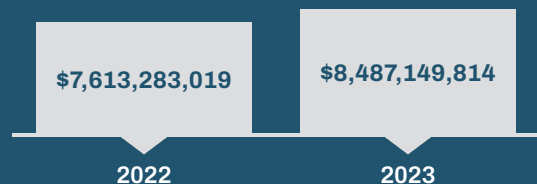
Planning and execution of a move to new headquarters for the NCRB, NCRF, and NCIGA have occurred over the past year as the lease expires on the office in North Raleigh. At the time of this reading, we will occupy a new office space that's more centrally located and has been designed specifically for the three organizations in a post-pandemic flexible work environment.

It has been an honor and privilege to represent Allstate as this past year's chair. The staff, counsel, consultants, and member companies are consummate professionals in a complex and critical industry. While North Carolina is a unique property and casualty insurance state, the North Carolina Rate Bureau operates effectively to meet the needs of citizens and member carriers with professionalism, consistency, and integrity.

Rick Pierce, CPCU, AAI
Allstate Insurance Company
Governing Committee Chair 2023-2024

Private Passenger Auto

Private Passenger Auto Written Premium: 11% growth



The Bureau is obligated by statute to make a Private Passenger Auto filing each year by February 1.

2023 Indicated and Filed Rate Request of +28.4%

The filing was subsequently settled for an overall increase of 4.5% effective 12/1/2023 and 4.5% effective 12/1/2024.

Session Law 2023-133 and Session Law 2024-29:

- Financial Responsibility from 30/60/25 to 50/100/50
- Revised UM/UIM coverage
- Adding of Inexperienced Operator surcharges for years 4-8 (with an accident-free/conviction free discount after year 3).
- SDIP Experience period for some major violations (4 points or more) expanded from 3 years to 5 years.
- Effective July 1, 2025 (SL 2024-29)

Property

Homeowners

The Rate Bureau filed for a rate increase of 42.2% with the Commissioner of Insurance on January 3, 2024. The Bureau has responded to extensive document and data requests from the DOI. The Commissioner scheduled a rate hearing in October 2024. The Bureau is preparing for hearing as we do not anticipate a settlement before then.

Bureau staff is preparing to file ISO's HO 2022 program for potential benefits to the North Carolina market, including a roof replacement schedule and other modernized coverages.

Homeowners Written Premium: 15% growth



*excludes NCJUA-NCIUA premiums

Dwelling:

2023 Filing

- Filed indicated rate need of +50.6% effective 6/1/2024
- Settlement agreement reached for +8% effective 11/1/2024
- 2023 premium up 18% from 2022 to \$134* million

*excludes NCJUA-NCIUA premiums

Mobile Homeowners:

2024 Filing–April 2024

- Filed indicated rate need on MH(C) to be implemented over a three-year period, with +15.9% effective 11/1/2024 and +13.9% effective 11/1/25 and +13.5% effective 11/1/26.
- Filed indicated rate need on MH(F) to be implemented over a three-year period, with +24.9% effective 11/1/2024 and +21.2% effective 11/1/2025 and +20.9% effective 11/1/26.
- Hearing scheduled for April 2025
- 2023 premium up 15% from 2022 to \$160.6 million

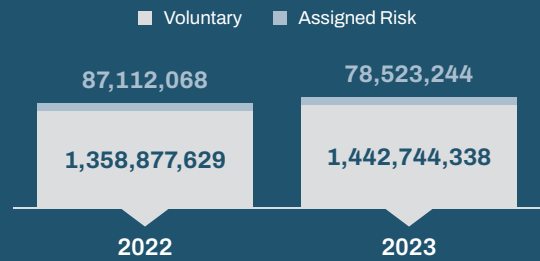
Workers Compensation

The Bureau is obligated by statute to make a Workers Compensation Voluntary Market Loss Cost and Assigned Risk Rate filing each year by September 1.

2024 Indicated and Filed Voluntary Loss Cost of -5.2% and Assigned Risk Rate Request of -4.7%.

These filings are proposed to be **effective 4/1/2025**.

WC Written Premium: 5.0% Growth



Assigned Risk:

- Assigned 89% of 10,791 applications from 7/1/2023 to 6/30/2024
- 23,479 policies with an average policy premium of \$2,753
- 8 Direct Assignment Carriers and 3 Servicing Carriers

Data Services:

- Over 973,000 policy transactions and 300,000 USR transactions processed from 7/1/2023 to 6/30/2024
- Over 29,000 experience modifications generated for North Carolina employers

Legislative/Legal

SB 319

- “Hebert fix” to UIM stacking law
- Technical corrections S.L. 2023-133
- Effective date change from 1/1/25 to 7/1/25 for S.L. 2023-133

G.S. 20-4.02—Quadrennial Fee Adjustment

- Increased DMV MVR fee

SB 124

- Residential Roof Replacement contracts reform

Relevant Legal Cases*:

- Ha v. Nationwide—cancellation procedures for homeowners policies
- Piedmont Roofing—dozens of cases filed in Mecklenburg County seeking to attack the assignment of benefits clause in the property line policy forms
- NC Farm Bureau v. Hebert—Supreme court ruling that reversed decades of precedent on UIM stacking; effective period shortened by legislative “Hebert fix”

**Contact NCRB Counsel for further details*

Other Highlights

- The Bureau is currently working on a project to establish consistent workers compensation class code data throughout all our software applications
- Continued commitment to ongoing training and cross-training across departments for business continuity and broader understanding
- SMART goals implemented with detailed metrics to identify areas of success or additional improvement needs
- Over 13,000 Customer Service Inquiries fielded by NCRB associates
- Customer Satisfaction score of 4.74 out of 5.00

Tech Projects

- **Insurance Data Collection (IDC)**—User-friendly enhancements and more comprehensive data collection for rate filings
- **Notice of Assignment (NOA) XML**—Modernization of the format for workers compensation assigned risk application data submitted to carriers
- **Personal Lines Portal**—Adding availability of historical forms and manuals for carrier use
- **Personal Lines HO- 2022**—Modernization of Homeowner program
- **Spectrum Replacement**—The Bureau is currently working on a re-write of our workers compensation data collection and storage system

Information Technology

36% inbound emails rejected

11% inbound emails rejected due to spam

95% of phishing tests passed by associates

87% security assessments passed by associates

7656 incidents handled

23 vendor security assessments completed (from 7/23–6/24)

35 custom web applications supporting **28k+** users

23 software development projects approved



Human Resources

21 new hires over the last **12** months

46% of associates with over **10** years of service

7th consecutive year for college internship program

80% participation in wellness programs

Finance

Total Income through June 30

92% Assessments **4%** Membership fees **4%** Fines and Charges

1% increase in 2024 budget over 2023 budget

\$1.2M approved 2024 Budget Amendment to fund rate hearing activities

Expenses through June 30

5% Under budget **10%** higher in 2024 than 2023

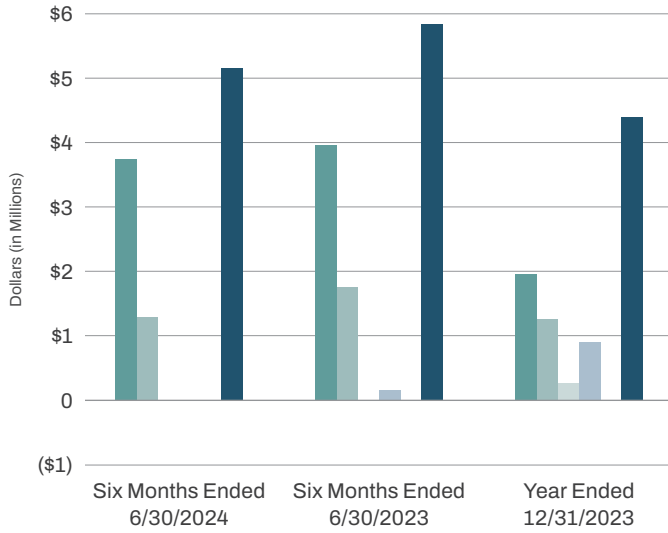
12% increase in self-insured medical group insurance plan account liabilities

New Accounting System implemented

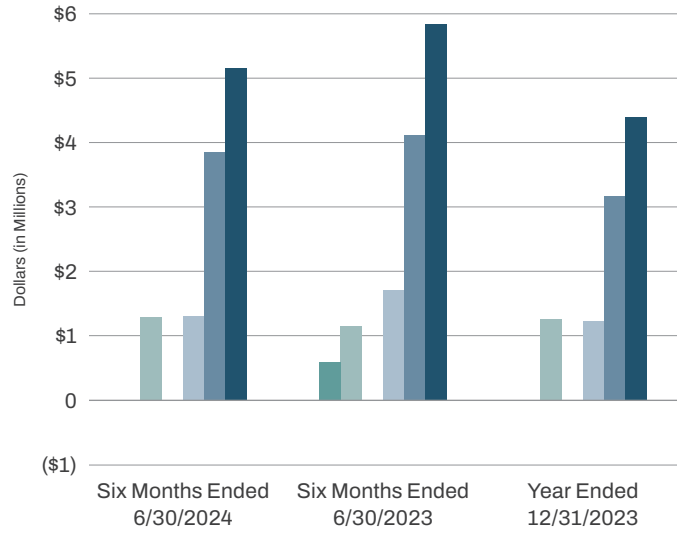


Balance Sheet

Assets



Liabilities & Fund Equity

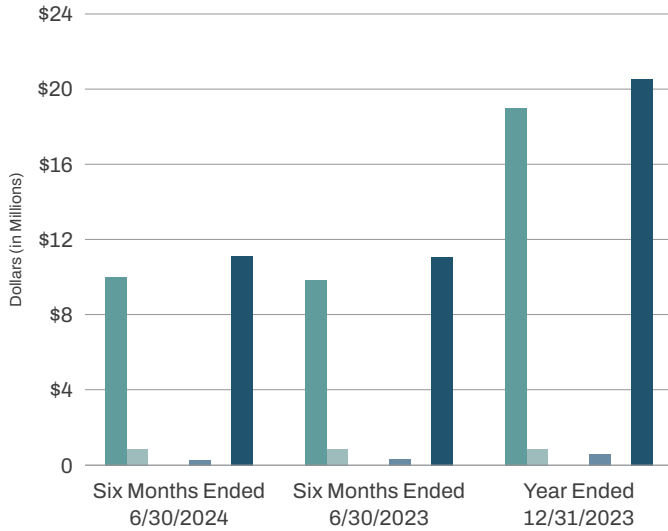


- Cash & Investments (Unrestricted)
- Cash & Investments (Restricted)
- Assessments Receivable
- Other Assets
- Total Assets

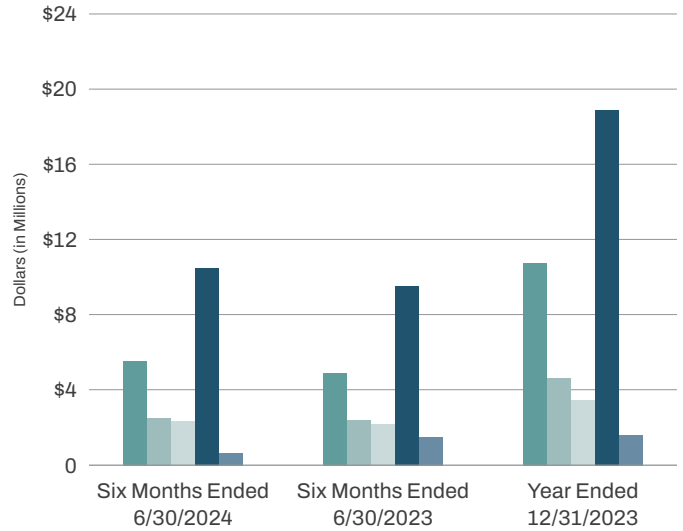
- Retiree Insurance Payable—Restricted
- Other Benefits Payable—Restricted
- Other Liabilities
- Fund Equity
- Total Liabilities
- Total Liabilities & Fund Equity

Income Statement

Income



Expenses (NET)



- Assessment Income
- Membership Fees Income
- Late Data Reporting Charges
- Policy Data Fines
- Total Income
- Delinquent USR Charges
- Other Income

- Legal, Consulting & Other Outside Services
- Salaries & Administration Expenses
- Other Operating Expenses
- Net Income
- Total Net Expenses

Data for all categories was collected, but values under \$100,000 are not displayed in the charts above.



NORTH CAROLINA
Rate Bureau



NCRB Staff

Joanna Biliouris
General Manager
919-783-9790
jb@ncrb.org

Jarred Chappell
*Insurance Operations Chief
Operating Officer*
919-582-1060
jsc@ncrb.org

Allison Smart
*Workers Compensation
Operations Director*
919-719-3015
ags@ncrb.org

Kitta Futrell
Data Services Manager
919-719-1071
kkf@ncrb.org

Latimia Roberson-Hill
*Workers Compensation Services
Manager*
919-719-3042
lar@ncrb.org

Jodi Webb
Regulatory Manager
919-719-3028
jlw@ncrb.org

Morgan Willhite
Training and Operations Manager
919-719-3019
mtw@ncrb.org

Andy Montano
Personal Lines Director
919-582-1021
afm@ncrb.org

Rebecca Williams
Actuary
919-582-1055
rrw@ncrb.org

Shared Resources Staff

Shelley Chandler
Chief Information Officer
919-582-1057
src@ncrb.org

Vicki Godbold
Chief Human Resources Officer
919-645-3170
vcg@ncrb.org

Edith Davis
Chief Financial Officer
919-582-1006
etd@ncrb.org