



NORTH CAROLINA

Rate Bureau

MINUTES OF THE FORTY-EIGHTH ANNUAL MEETING OF THE NORTH CAROLINA RATE BUREAU HELD AT THE WASHINGTON DUKE INN & GOLF CLUB, DURHAM, NC OCTOBER 21, 2025

MEMBERS PRESENT

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

REPRESENTED BY

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*
Daniel Concannon*
Robert Trilling*
Steve Hall

American Intrn'l Group

AIG Assurance Company
AIG Property Casualty Company
AIU Insurance Company
American Home Assurance Company

Aryeh Haselkorn
Brett Mortimer*

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
Amerisure Insurance Company
Amerisure Mutual Insurance Company
Amerisure Partners Insurance Company

Allen Long

Auto Owners Group

Auto Owners Group
Atlantic Casualty Insurance Company
Auto Owners Insurance Company
Owners Insurance Company

Devin Hannon
Mark Caughron
Sonja Maki

Berkshire Hathaway

Berkshire Hathaway
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

Central Mutual Insurance Company Ohio

Central Insurance Company Kimberly Cross*

Chubb Limited

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

Discovery Insurance Company

Kim Parker
Heather Kinney

Erie Insurance Group

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*

General Motors Group

GM National Insurance Company

Sarah George*

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
Trumbull Insurance Company
Twin City Fire Insurance Company

John Roesler
Kyle Anderson*

Horace Mann Group

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

Brad Melton

American Assets Group

Insurance Company of the West

Monora Seth

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

Wausau Business Insurance Company

Wausau Underwriters Insurance Company

West American Insurance Company

Eddie Herrera

Lititz Mutual Group

Lititz Mutual Insurance Company

Chris Butterworth*

Janet Gillock

Nationwide Mutual Insurance Company

Nationwide Group

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

Alex Garate
John-Michael Gillivan

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
Allen Houck

Progressive Casualty Insurance Company

Progressive Group

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

Michelle Burkett*

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*

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
Shay Anderson*

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
The Travelers Indemnity Company of America
The Travelers Indemnity Company of Connecticut
Travco Insurance Company

Kyle Cook
John Massari*

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

Universal Property

Nicia Mejia*

Zurich North America

Patricia Gudrian-Crawford*

Public Member of the Governing Committee

Dascheil Propes*

Other Organizations Present: Represented By:

Milliman, Inc.

Paul Anderson
Eric Krafcheck
Paul Erickson
David Markowitz
Brian Beverly
Lisa Leeaphorn
Mickey Spivey
Andrew Flynt
David Marlett
Travis Fain
Robert Paschal*

Verisk

Young Moore and Henderson, P.A.

Appalachian State University
Fain Communications
Paschal Law

NCRB/NCRF Staff Present

Joanna Biliouris	Edith Davis	Andy Montano
Kevin Braswell	Hayley Embley	Aiden Moseley
Ashley Brown*	Kitta Futrell	Karen Ott
Thomas Burns	Mark Ford	*Ryan Philipson

*Rhonda Thwreatt
Conor Wagner
Jodi Webb
Morgan Willhite

Shelley Chandler	Stephanie Gunn	Latimia Roberson-Hill	Rebecca Williams
Jarred Chappell	Caron Hodges	*Mary Rowland	Heather Winter
Carolyn Coffey	Jasmin Kim	Allison Smart	
Terry Collins	*Tom Lockard	Amy Tart	

* Participated via Zoom Conference

A total of two hundred thirty seven (237) companies were represented by proxy.

The meeting convened as scheduled, Mr. Achatz of United Services Automobile Association, Chair of the Governing Committee, presiding.

Attention was directed to the Rate Bureau's Antitrust Compliance Policy and Board Resolution, Conflict of Interest Statement, and Code of Ethics and Standards of Conduct.

Mr. Chappell announced that there was a quorum.

1. Annual Report

Ms. Biliouris reviewed and commented on the 2025 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 2025, including 1) cyber security strengthening efforts; 2) technological innovation and system modernization to advance operational efficiency; 3) organizational restructuring; and 4) strengthening of internal and external relationships by enhancing communication, fostering collaboration, and embracing change.

She concluded with remarks outlining the Rate Bureau's 2026 priorities of further enhancing cyber security, fostering technological innovation, continued focus on optimizing organizational structure, and cultivating collaborative relationships.

Ms. Biliouris thanked everyone for their continued service and support to the Rate Bureau and for making 2025 a successful year.

Mr. Chappell reviewed the latest rate level changes for the workers compensation, auto, and various property lines, and he noted some of the key focus areas for 2025 - 2026, including 1) the Commissioner of Insurance's approval of the Homeowners 2022 Policy Program to be effective June 1, 2027; 2) attention directed to standardization and modernization of the data collection process ; and 3) modification of the net cost of reinsurance presentation in property rate filings.

3. Report of Committees

a. Workers Compensation Committee

Ms. Smart provided an update on Workers Compensation activities in 2025, including 1) Workers Compensation Voluntary Lost Cost and Assigned Risk Rate filings have been approved by the Commissioner, with the new loss costs and rates to be effective on April 1, 2026; 2) continued development of a new Workers Compensation core operating system which will position the Rate Bureau for future technology, continued growth, and employee development; 3) continued work on a re-write of the Workers Compensation data collection and storage system; 4) the Acord 135NC form

update to enable insureds to opt in for electronic communication with carriers; 5) continued smart goals for improved customer service, including surveys for customer telephone calls, email interactions, and Agent University portal; and 6) selection of servicing carriers for the assigned risk market for the next three-year cycle.

Ms. Smart outlined goals for 2026 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) continued development of resource modules for new hires, agents, and carriers; and 4) continued focus on customer relationships.

b. Automobile Committee

Mr. Montano provided an update on 2025 automobile activities, including 1) the Private Passenger Auto rate filing was settled for an overall rate increase of 5.0% with an effective date of October 1, 2025; 2) efforts to address statutory changes to coverages and rules, including manual enhancements, rating examples, and successful presentation of informational sessions for member companies on auto changes resulting from recently enacted legislation; and 3) preparation of the 2026 annual Private Passenger Auto rate level review.

Mr. Montano summarized the legislative changes that became effective on July 1, 2025, including 1) the minimum financial responsibility limits increase from 30/60/25 to 50/100/50; 2) revisions to UIM coverage; 3) the expansion of the surcharge period for inexperienced operators from three to eight years (for operators licensed on or after July 1, 2025); and 4) the expansion of the surcharge period from three years to five years for convictions for which four or more insurance points are assigned under the SDIP (other than speeding in excess of the posted limits).

c. Property Committee

Mr. Montano provided an update on property activities in 2025, stating that 1) a settlement on the 2024 Homeowners rate filing was reached for a two-year implementation, with a 7.5% increase each year, to be effective on June 1, 2025 and June 1, 2026; 2) the Bureau filed the revised HO 2022 Homeowners Policy Program to modernize the Homeowners policy forms including a roof replacement schedule; 3) the revised supplemental program forms and endorsements for the Homeowners Enhancement, Blanket Property, Historic Home, and Windstorm and Hail Policy Programs along with corresponding revised rules in the Homeowners Manual Supplement will be filed to align these programs with the recently filed HO 2022 Homeowners Policy Program; 4) a two-year settlement on the Mobile Home rate filings submitted on April 8, 2024 was reached, with overall statewide average rate level increases for MHC of 8% and for MHF of 11% to be effective on September 1, 2025 (Year 1) and September 1, 2026 (Year 2); and 5) a Dwelling rate filing would be submitted soon, with an indicated overall statewide increase of 68.3% proposed to be implemented over two years.

Mr. Montano stated that the next Auto Committee meetings will be on November 20, 2025, and December 17, 2025. He further stated that the next Homeowners rate review will have a target effective date in 2027 for any resulting filing and the next Mobile Home rate review for MHC and MHF will have a target effective date in 2027 for any resulting filings.

4. Governing Committee Election

Ms. Garate, representing Nationwide Mutual Insurance Company as Chair of the Nominating Committee, reported that the Nominating Committee, comprised of Allstate Insurance Company, Nationwide Mutual

Insurance Company, and Accident Fund Insurance Company, recommended the following companies to serve a second three-year term on the Governing Committee:

The Travelers Indemnity Company for re-election to a second term as a stock company and Liberty Mutual Insurance Company for re-election to a second term as a non-stock company.

Ms. Garate further reported that the Nominating Committee recommended the following companies for election to a first three-year term on the Governing Committee:

Progressive Casualty Insurance Company to serve a three-year term as a stock company and Builders Mutual Insurance Company to serve a three-year term as a non-stock company.

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

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

5. Comments from the Chair

Mr. Achatz thanked the Rate Bureau staff, counsel, consultants, and member companies for the opportunity to chair the Governing Committee.

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 and addressed issues concerning property insurance in North Carolina and nationwide.

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-25-4
Attachments
1/12/2026



NORTH CAROLINA
Rate Bureau

ANNUAL
REPORT



20
25



General Manager's Report



The NC Rate Bureau (Bureau) is so thankful to our Governing Committee, Line Committees, Subcommittees, Bureau members, counsel, and associates for their contributions, trust, and support in 2025. We embarked on a lot of “firsts” over the past year, all of which have elevated our services and operations for the industry, members, and North Carolina citizens.

- The Bureau participated in its first rate hearing in over a decade, which unfolded over the course of three months.
- The Bureau achieved positive settlements with rate increases for homeowners, mobile home, and auto over the next two years.
- A revision to the homeowners program was filed to include a roof payment schedule and additional offerings to modernize the program and better match price to risk—the first major overhaul in more than 10 years. This filing is still under review by the Commissioner of Insurance, with valuable collaboration taking place and approval anticipated soon.
- The core operating system for worker’s compensation is being rewritten, another first in over 20 years. We have partnered with a software development firm to modernize and re-envision our new “Diamond” application to focus on efficiency and data optimization.



The Bureau has also concentrated on enhancing operations through technology and support from shared services. The newly formed Administration Services team, which includes Human Resources, aims to optimize resources, boost efficiency, and improve organizational support. Finance has implemented a new accounting system to streamline processes to produce timely and insightful financial data, while our IT Team is updating platforms and methodologies to meet future business needs and maintain a secure technology environment. Next, we will focus on using data analytics to enhance decision-making processes, as well as modernizing IT infrastructure to support emerging technologies.

Looking ahead to 2026 and beyond, the Bureau will continue to pursue opportunities to improve the value proposition to our members, striving for rate adequacy, enhancing user experience, and collaborating on achieving these goals.



Joanna Biliouris
General Manager

Core Values



Commitment



Integrity



Talents



Consistency



Ownership



Respect

Governing Committee Chair's Report



Governing Committee Members

[Accident Fund Insurance Co](#)

[Allstate Insurance Co](#)

[American Home Assurance](#)

[Erie Insurance Exchange](#)

[Hartford Fire Insurance Co](#)

[Liberty Mutual Insurance Co](#)

[Nationwide Mutual Insurance Co](#)

[NC Farm Bureau Mutual Insurance Co](#)

[State Farm Mutual Auto Insurance Co](#)

[The Members Insurance Co](#)

[The Travelers Indemnity Co](#)

[United Services Automobile Association](#)

The past few years have presented significant challenges to the North Carolina property and casualty industry. Climate change, evolving driving behaviors, technological advancements, inflation, and tariff risks continue to put pressure on rate adequacy within the North Carolina market. Despite these pressures, the North Carolina Rate Bureau staff, consultants, and member companies have persevered, working to deliver stable and competitive products and pricing for North Carolinians.

In addition to pursuing more adequate rates for homeowners and auto insurance, the Bureau team has also placed an increased emphasis on enhancing product delivery. This includes technological advancements in workers compensation and more options for consumers through the recently filed ISO Homeowners 2022 program.

This past year, the Rate Bureau worked diligently to pursue rate adequacy for personal property and auto insurance.

- Over a year after making the filing and more than two months into a rate hearing, the Bureau reached a settlement for a +7.5% increase in homeowners rates for both 2025 and 2026. This achievement was made possible by the relentless dedication of Bureau staff, counsel, and consultants.
- Bureau staff and counsel secured a +5% settlement on auto rates.

Line Committees and Subcommittees

Auto

Personal Auto Policy
Underwriting & Operations

Property

Forms
Rating
Flood
Mobile Home

Workers Comp

Workers Comp Underwriting

- The ISO Homeowners 2022 program, introduced to the Department of Insurance staff in mid-2024 and initially filed in late 2024, remains pending. This program will deliver modernized forms, a “Roof Payment Schedule,” and other changes designed to provide increased consumer choice and better align price with risk.
- Technological advancements have been made within the workers compensation product. The new “Diamond” system, a monumental undertaking that will replace a 30-year-old system, will modernize our workers compensation department and establish the NCRB system capabilities as a gold standard for bureaus nationwide.

It has been an honor representing USAA as chair this past year and having the opportunity to work alongside such dedicated professionals. The staff, counsel, consultants, and member companies are world-class professionals operating within a complex and critical industry. Despite the unique characteristics of North Carolina’s property and casualty insurance landscape, the North Carolina Rate Bureau effectively serves the needs of both citizens and member carriers with professionalism, consistency, integrity, and ongoing technological advancements.

Jerry Achatz
USAA

Legislative/Legal



Statutory Changes

Major legislative updates became effective July 1, 2025, including new minimum financial responsibility limits, expanded uninsured/underinsured coverage, an expanded inexperienced operator surcharge period, and an expanded surcharge period for certain SDIP point assignments (SL 2023-133 and SL 2024-29).



Subject Matter Expert

Rate Bureau staff and counsel contributed to technical corrections for July 1, 2025 statutory changes to promote clarity and consistent interpretation (SL 2025-45).



Monitoring (pending bills)

HB 53 would increase SDIP damage thresholds for auto property damage-only accidents.

HB 315 would prohibit litigation investments in the civil justice system and would update some workers compensation benefits based on inflationary trends.



Cases of Relevance

Ha v. Nationwide

Concerned whether mailing of notice of cancellation for a homeowners policy was sufficient or if the insurer must prove that the policyholder actually received the notice. The NC Supreme Court heard oral arguments on April 16, 2025, with the Rate Bureau playing an amicus role throughout the appeal and participating in the oral argument. The NC Supreme Court decided the case in favor of the member company but did so on a finding that the policyholder had received actual notice of the cancellation on the facts in the record. The Supreme Court did not rule on the issue of the effectiveness of mailing the notice of cancellation.

Piedmont Roofing cases

Multiple lawsuits filed in Mecklenburg County by a roofing company attacking the assignment of benefits provision in the Rate Bureau's property forms. These cases were filed against a myriad of insurance companies repeating the same allegations. All defendant insurance companies filed motions to dismiss the lawsuits. The court has been consistently granting the insurers' motions to dismiss, but in some cases the roofing company has filed notices of appeal.

Berkley v. Integon

Trial court case arising from application of the food delivery exclusion in the Personal Auto Policy (PAP). A high school student driving his father's vehicle, which was insured by Integon, was involved in an accident. At the time of the accident, the student was delivering pizza for a pizza restaurant insured by Berkley. Integon denied coverage, citing the food delivery exclusion in the PAP. Berkley filed a declaratory judgment action contending that coverage must be afforded up to the financial responsibility act (FRA) limits. The Wake County Superior Court agreed, finding that the Integon policy must at least afford FRA limits notwithstanding the food delivery exclusion.

Workers Compensation

Assigned Risk

86%

Assigned Risk applications assigned of the 11,206 applications received from 7/1/2024 to 6/30/2025

23,265

New or renewal policies written, with an average policy premium of \$2,809

**7
3**

Direct Assignment Carriers
Servicing Carriers

Data Services

996,557

policy transactions

338,193

USR transactions

processed from 7/1/2024 to 6/30/2025

29,247

Experience modifications generated for North Carolina employers

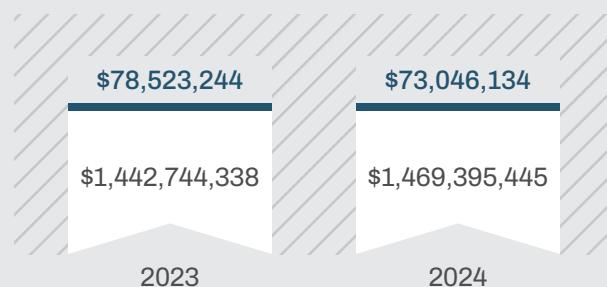
Filings

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

In 2025 the Bureau filed a Voluntary Loss Cost change of -7.8% and Assigned Risk Rate change of -7.6%.

These filings are proposed to be effective 4/1/2026.

1.4% Written Premium Growth



 Voluntary Assigned Risk

Property

Homeowners

Rate Increases Filed **▲ 42.2%** Settled **▲ 7.5%**
2025 (Yr 1) and 2026 (Yr 2)

The Rate Bureau filed for a rate increase of 42.2% with the Commissioner of Insurance on January 3, 2024. The Commissioner and the Rate Bureau settled the filing with a two-year agreement, with an overall statewide average rate level increase of 7.5% for policies effective on or after June 1, 2025 (year 1), and an overall statewide increase of 7.5% for policies effective on or after June 1, 2026 (year 2).

HO 2022 Program

The Rate Bureau filed the ISO HO 2022 program to modernize homeowners coverage for the North Carolina market, including a roof payment schedule. This is currently pending COI approval.

Mobile Homeowners

4/24

Filed April 2024

2-Year

Settled with a two-year agreement for both MHF and MHC

Revised base rates, revised windstorm or hail exclusion credits, revised wind mitigation credits, and revised wind-only rates for both Year 1 and Year 2

MHF

Overall statewide average rate level increase of 11% for policies becoming effective on or after September 1, 2025 (Year 1), and an 11% rate level increase for policies becoming effective on or after September 1, 2026 (Year 2), with a 0% change for the Tenant form in Year 2

MHC

Overall statewide average rate level increase of 8% for policies becoming effective on or after September 1, 2025 (Year 1), and an 8% rate level increase for policies becoming effective on or after September 1, 2026 (Year 2)

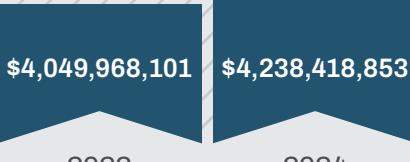
Dwelling



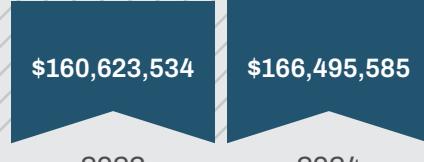
The Rate Bureau is currently in the process of conducting a Dwelling Rate Review expected to be completed in late 2025.

Written Premium Growth

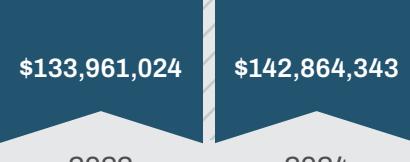
Homeowners



Mobile Home



Dwelling



(excludes NCJUA-NCIUA premiums)

Private Passenger Auto

Session Laws 2023-133, 2024-29, and 2025-45; effective 7/1/2025

50/100/50

Increase Minimum Limits
from 30/60/25 to 50/100/50.

Years 4-8

Inexperienced Operator Surcharge Expansion
for Operators Licensed on or after 7/1/25

UM/UIM

UIM coverage revised from limits trigger/limits reduction system to damages trigger/damages reduction system;
UM and UIM now required on all policies

▲ 5 Years

SDIP Surcharge Changes for
Certain SDIP Point Assignments

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

2025 Filed Rate Request of +23.0%

The filing was subsequently settled for an overall increase of 5.0%, effective 10/1/2025.

+12% Written Premium Growth



Other Highlights

- The Bureau is currently working to create a full suite of videos titled “Agent University.” The goal is to build a broader understanding of Workers Compensation Insurance, the role the Bureau plays in the industry, and how to complete an assigned risk application.
- Over 13,500 Customer Service inquiries were fielded by NCRB associates.
- Received Customer Satisfaction score of 4.79 out of 5.00

Tech Projects

- **Diamond System** — The Bureau is still actively working on a rewrite of our workers compensation data collection and storage system.
- **Acord 135NC** — The Bureau is working to update the Acord 135NC form to allow insureds to opt in for electronic communication with carriers.

Information Services

6474

incidents handled

30

applications,
33,000 users

21

software development
projects approved
for 2025

279

changes made to
production environment
in previous 12 months

Email threats detected

Total emails received: 710,057

Total rejected emails for 12 months: 245,487

Phishing and training campaigns

7 phishing campaigns for an 87% success/pass rate

12 training campaigns

Training conducted

16 new hires received training
and 1:1 orientation.

Vendors and services reviews

Total of 57 separate reviews

Responded to 2 Member company cyber incidents

Administration Services



In 2025, Human Resources was brought under the Administration shared service umbrella to align with strategic initiatives and maximize synergistic resources.



8th consecutive year for college internship program



38% of associates have 11+ years of service.



Wellness Programs—Multiple health and wellness programs were offered to our associates with broad participation.

Finance

Total Income through June 30

92% Assessments

4% Membership Fees

4% Fines and Charges

12% increase in 2025 budget over 2024 budget to fund technology projects

Expenses through June 30

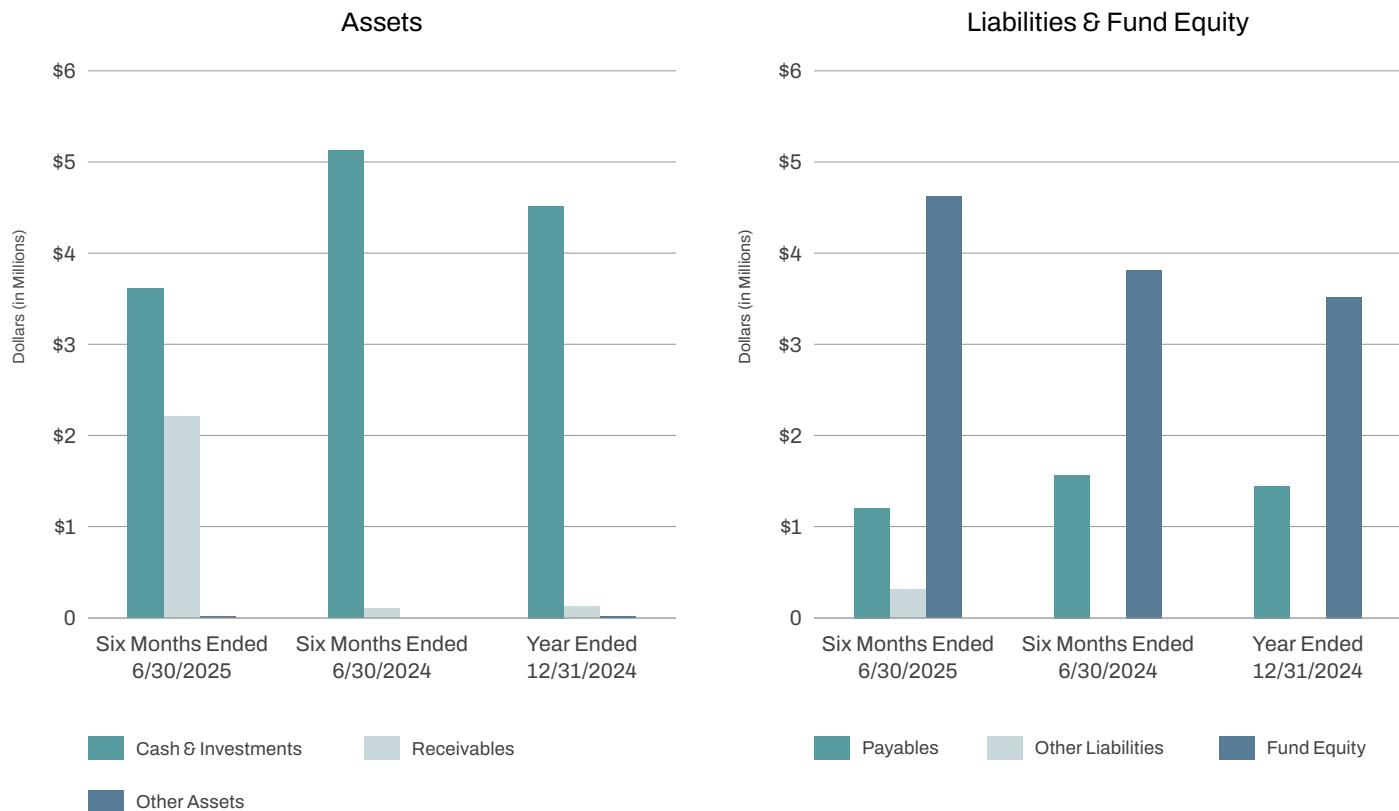
68% Rate Bureau Operations

32% Shared Services

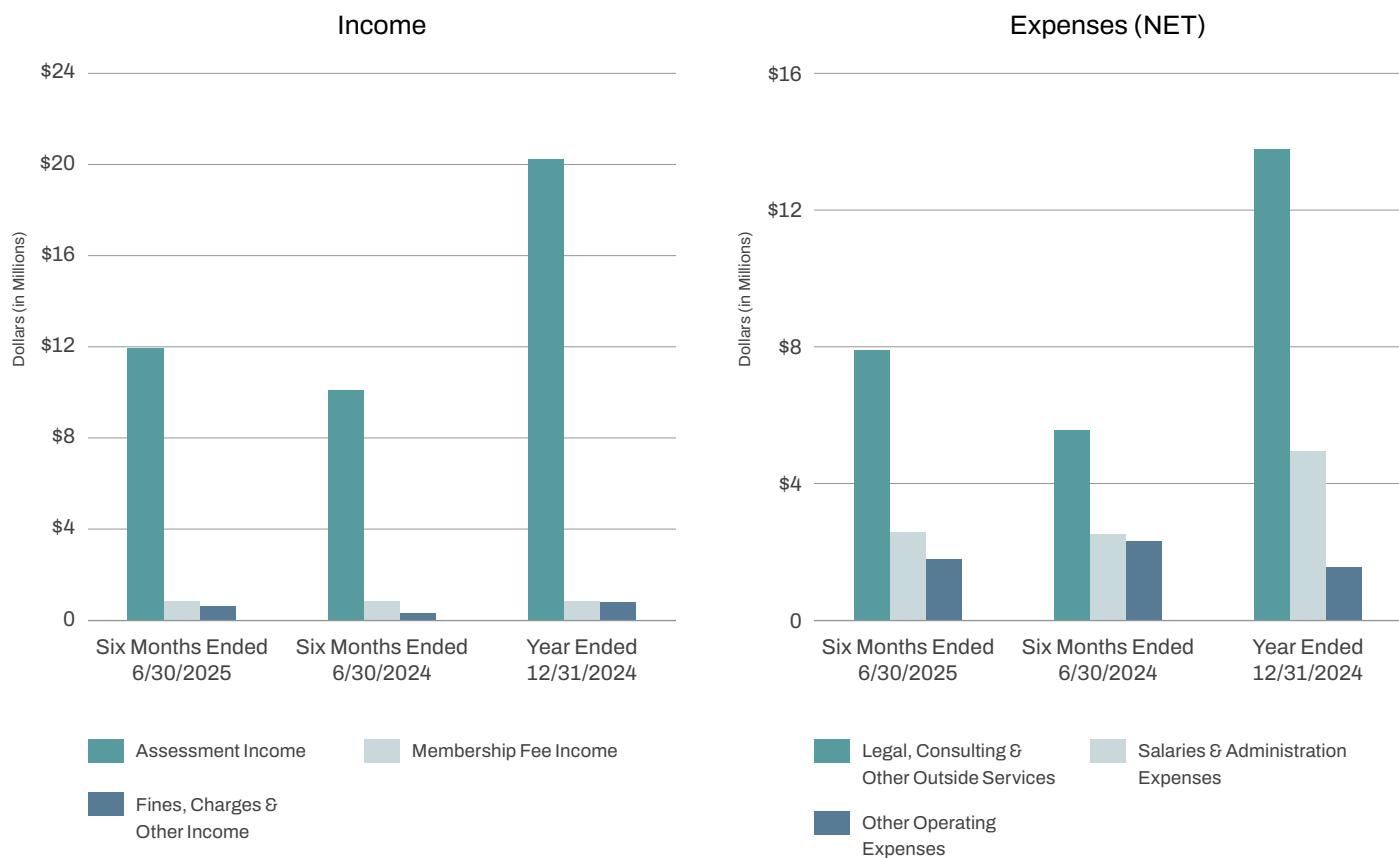
5% Under Budget

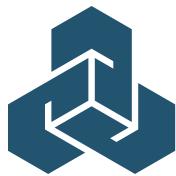
21% decrease in self-insured medical group insurance plan account liabilities

Balance Sheet



Income Statement





NORTH CAROLINA
Rate Bureau



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