



MINUTES OF THE FORTY-SIXTH ANNUAL MEETING OF THE NORTH CAROLINA
RATE BUREAU HELD AT THE WASHINGTON DUKE INN & GOLF CLUB, DURHAM, NC
OCTOBER 24, 2023

Member Companies Present:

Allstate Insurance Group

Allstate Insurance Company
Agent Alliance Insurance Company
Allstate Indemnity 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

American International Group

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

Represented by:

Patrick Weil
Steve Hall
Rick Pierce
*AJ Robinson
*Chris Gumaer
Rob Owen

Ira Feuerlicht
*Wavel Howell

Stratford Insurance Company	
Amerisure Company Group	Allen Long
Amerisure Insurance Company	
Amerisure Mutual Insurance Company	
Amerisure Partners Insurance Company	
Amica Mutual Group	*Andrew Connors
Amica Mutual Insurance Company	
Assurant Inc Group	*Ada Mann
American Bankers Insurance Company of Florida	
American Security Insurance Company	
Standard Guaranty Insurance Company	
Virginia Surety Company Inc	
Automobile Club MI Group	Jason Ivers
The Members Insurance Company	
Universal Insurance Company	
BCBS of Michigan Group	Montel Taylor
Accident Fund General Insurance Company	*Allen Hope
Accident Fund Insurance Company of America	Chris Maxwell
Accident Fund National Insurance Company	Emma Robinson
United Wisconsin Insurance Company	
Star Insurance Company	
Berkshire Hathaway Group	Marisue Newman
Amguard Insurance Company	*Shi Adams
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 New York Insurance Company
Wellfleet Insurance Company
WestGUARD Insurance Company

Builders Group

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

Chris Wetzel
David Gracy

Carolina Mutual Insurance, Inc.

Chubb Limited Group

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

*Ryan McHenry
*Phil Thorson

Cimarron Insurance Company Inc

Erie Insurance Group

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

*Kristin Wood
Joe Gennuso

Fairfax Financial Group

Allied World Insurance Company
Allied World National Assurance Company
Allied World Specialty Insurance Company
Crum & Forster Indemnity Company
Greystone Insurance Company
Hudson Insurance Company

*Gabrielle Atilano

North River Insurance Company
Odyssey Reinsurance Company
Seneca Insurance Company Inc
TIG Insurance Company
United States Fire Insurance Company
Vantapro Specialty Insurance Company
Zenith Insurance Company
ZNAT Insurance Company
American Underwriters Insurance Company
Crum and Forster Insurance Company

Farmers Insurance Group

*Matthew York

Foremost Insurance Company Grand Rapids MI
Foremost Property & Casualty Insurance Company

First Benefits Insurance Mutual Inc

*Michael Eades

Frontline Insurance Group

*Brittany Jones

First Protective Insurance Company

Harford Group Inc

*William Teich

1842 Insurance Company
ClearPath Mutual Insurance Company
Firstline Insurance Company
Harford Mutual Insurance Company

Hartford Fire & Casualty Group

Steve Cummings
Kyle Anderson

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

HCI Group Inc

*Jonathan Mecias

Homeowners Choice Property & Casualty Insurance
Company Inc
TypTap Insurance Company

Horace Mann Group

Brad Melton

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

Iron Family Holdings Group

*Scott Sauls

Surechoice Underwriters Reciprocal Exchange

Leon Hix Group

Liberty Mutual Group

Liberty Insurance Corporation
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 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

Dean Kruger
Mark Ford
Eddie Herrera

Lititz Mutual Group

Janet Gillock
Chris Butterworth
Alex Garate

Nationwide Corp Group

Nationwide Insurance Company of Florida
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 Mutual Insurance Company
Nationwide Property & Casualty Insurance Company
Scottsdale Indemnity Company
Victoria Fire & Casualty Company

*Chas Cullen
*Gurdarshan Dosanjh

North Carolina Farm Bureau Group

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

Matt Beamon

Pennsylvania National Insurance Group

Penn National Security Company
Pennsylvania National Mutual Casualty Insurance
Company

*Teresa Burroughs

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 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

Dairyland Insurance Company
Dairyland National Insurance Company

Reva Tevaarwerk

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

Starr Group

*Laura Baker

Starr Indemnity & Liability Company
Starr Specialty Insurance Company

State Farm Group

*Jeff Clinch

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

Travelers Group

Wendel Ridley
Daniel Pascale

The Travelers Indemnity Company of America
Discover Property & Casualty Insurance Company
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 Connecticut
Travco 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

United Services Automobile Assn Group

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

Jerry Achatz
Albert Soto
*Vanessa Nortz

Other Organizations Present:

Milliman, Inc.

Verisk/Insurance Services Office

Young Moore and Henderson, P.A.

Represented By:

Paul Anderson
Eric Krafcheck
*David De Nicola
*Sandee Perfetto
William (Chuck) Schlager
*Jared Smollik
Brian Beverly
Lisa Leeaphorn
Mickey Spivey

NCRB Staff Present:

*Alex Allen
Joanna Biliouris
*Barbara Blaisdell
*Ashley Brown
Tom Burns
Shelley Chandler
Jarred Chappell
Terry Collins
Edith Davis
*Kitta Futrell
Vicki Godbold
*Jennifer Holder-Smith
Keri Johnson
Andy Montano

*Katherine Morris
Karen Ott
*Ryan Philipson
*Latimia Roberson-Hill
*Justin Rowland
*Mary Rowland
Allison Smart
Amy Tart
*Jill Thornton
Rebecca Williams
Jodi Webb
*Morgan Wilhite
Heather Winter

* *Indicates virtual attendance*

A total of four hundred thirty-eight (438) member companies were in attendance, two hundred five (205) of which were represented by proxy.

The meeting convened as scheduled, Mr. Weil 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 2023 Annual Report, a copy of which is attached hereto. Ms. Biliouris highlighted the objectives of the Rate Bureau in 2023, including 1) adequate rates and up to date rules, manuals, and forms in all lines; 2) efficiency in working and collaborating with customers; 3) improvements to operational effectiveness, security and costs structure; 4) strengthen communications with Rate Bureau committees and member companies; and 5) optimize vendor management strategy to manage costs while meeting deliverables.

Ms. Biliouris also reviewed various points of focus during the year, including 1) system upgrades to the Spectrum system, which is the core operating system for Workers Comp; 2) system security updates, including cyber risk awareness training for Associates; 3) introduction of a new performance evaluation process for associates with a uniform set of competency and behavior-based criteria; 4) monitoring legislative activity; 5) finalizing plans to relocate to a new office space; and 6) focusing on succession planning for hiring and retaining associates.

Ms. Biliouris commented on considerations for the Rate Bureau's future which include 1) a successful office relocation; 2) enhanced filing strategies; 3) continued succession planning and retention; 4) ongoing technology projects; and 5) legislative activity impacting all lines of insurance.

Ms. Biliouris thanked everyone for their continued service and support to the Rate Bureau making 2023 a successful year.

Mr. Chappell reviewed the activities of the Bureau since the last annual meeting, including 1) increased filing activity; 2) customer service initiatives; 3) an active legislative session; and 4) a major software RFP.

2. Governing Committee Election

Mr. Feuerlicht, Chair of the Nominating Committee, reported that the Nominating Committee, comprised of American Home Assurance Company, Nationwide Mutual Insurance Company, and United Services Automobile Association, recommended the following companies to serve a second three-year term on the Governing Committee: Allstate Insurance Company for the stock company position and State Farm Mutual Auto Insurance Company for the non-stock company position.

Mr. Feuerlicht further reported that the Nominating Committee recommended the following companies as nominees for election to their first three-year term on the Governing Committee: Hartford Fire Insurance Company for the stock company position and NC Farm Bureau Mutual Insurance Company for the non-stock company position.

Mr. Feuerlicht reported that Kemper Independence Insurance Company has resigned from their position on the Governing Committee. He stated that the Nominating Committee recommends Accident Fund Insurance Company of America to serve the remainder of Kemper's three-year term as a stock company.

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 and to elect Accident Fund Insurance Company of America to serve the remainder of Kemper's first three-year term as a stock company.

3. Comments from Chair

Mr. Weil thanked the Rate Bureau and stated that he appreciates the efficiency and rapid adjustments to changes in legislation, planning and development for the future.

4. Adjournment

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

Respectfully Submitted,



Jarred Chappell

Chief Operating Officer
North Carolina Rate Bureau

JC:ko
12/20/2023
G-23-4