



MINUTES OF THE FORTY-SECOND ANNUAL MEETING OF THE
NORTH CAROLINA RATE BUREAU
HELD AT THE GRANDOVER RESORT AND CONFERENCE CENTER
ONE THOUSAND CLUB ROAD, GREENSBORO, NORTH CAROLINA
OCTOBER 8, 2019

MEMBERS PRESENT

Allstate Ins Co

Allstate Indemnity Company
Allstate Insurance Company
Allstate Northbrook Indemnity Company
Allstate Property & Casualty Insurance Company
Allstate Vehicle and Property Insurance Company
Encompass Indemnity Company
Esurance Insurance Company
First Colonial Insurance Company

American Home Assurance Co

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

Amica Mutual Insurance Company

Amica Mutual Insurance Company

Auto-Owners Ins

Atlantic Casualty Insurance Company
Auto Owners Insurance Company
Owners Insurance Company

Berkshire Hathaway GUARD Ins Co

Amguard Insurance Company
Eastguard Insurance Company
National Liability & Fire Insurance Company

Builders Mutual Ins Co

REPRESENTED BY

Jennifer Jabben

Ira Feuerlicht

James Sherring

Monica Gardner

Marisue Newman

Chris Wetzel

Builders Mutual Insurance Company
Builders Premier Insurance Company

Erie Ins Exchange

Jon Bloom

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

Farmers Insurance

Julie McAuliffe

21st Century Advantage Insurance Company
21st Century Assurance Company
21st Century Casualty Company
21st Century Centennial Insurance Company
21st Century Insurance Company
21st Century North America Insurance Company
21st Century Premier Insurance Company
Farmers Insurance Exchange
Foremost Insurance Company Grand Rapids MI
Foremost Property & Casualty Insurance Company
Foremost Signature Insurance Company
Mid Century Insurance Company
Truck Insurance Exchange

Key Risk Insurance Company

Gregory Tardy

Key Risk Insurance Company

Liberty Mutual Ins Co

Mark Ford

American Economy Insurance Company
American Fire & Casualty Company
American States Insurance Company
American States Preferred 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
LM General Insurance Company
LM Insurance Corporation
LM Property & Casualty Insurance Company

Midwestern Indemnity Company
Montgomery Mutual Insurance Company
Netherlands Insurance Company
Ohio Casualty Insurance Company
Ohio Security Insurance Company
Peerless Indemnity Insurance Company
Peerless Insurance Company
SAFECO Insurance Company of America
SAFECO Insurance Company of Indiana
Wausau Business Insurance Company
Wausau Underwriters Insurance Company
West American Insurance Company

National General Ins Co

Agent Alliance Insurance Company
Century-National Insurance Company
Direct National 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 General Assurance Company
National General Insurance Company
National General Insurance Online, Inc.
New South Insurance Company

Art Lyon
Rick Pierce

Nationwide Mutual Ins Co

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 General Insurance Company
Nationwide Insurance Company of America
Nationwide Mutual Fire Insurance Company
Nationwide Mutual Insurance Company
Nationwide Property & Casualty Insurance Company
Scottsdale Indemnity Company

Tom Souder
Nicholas Sizemore
Eric Ryan
Christine Hague

Titan Indemnity Company
Victoria Fire & Casualty Company

NC Farm Bureau Mutual Ins Co Roger Batdorff
Farm Bureau Insurance Company of North Carolina
North Carolina Farm Bureau Mutual Insurance Company

Penn National Mutual Ins Co Teresa Burroughs
Penn National Security Company Lynette Prosser
Pennsylvania National Mutual Casualty Insurance Company

Progressive Casualty Ins Co Kevin W McGee
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
United Financial Casualty Company

Sentry Insurance Peter Sampson
Dairyland Insurance Company
Florists Mutual Insurance Company
Middlesex Insurance Company
Peak Property & Casualty Insurance Corporation
Sentry Casualty Company
Sentry Insurance A Mutual Company
Sentry Select Insurance Company
Viking Insurance Company of Wisconsin

State Farm Mutual Auto Ins Co Steve Harr
State Farm Fire & Casualty Company
State Farm General Insurance Company
State Farm Mutual Automobile Insurance Company

The General Sondra Cavanaugh
American Family Mutual Insurance Company, S.I. Li Bing
American Standard Insurance Company of Wisconsin
Homesite Insurance Company
Homesite Insurance Company of the Midwest
Midvale Indemnity Company

Permanent General Assurance Corporation
Permanent General Assurance Corporation of Ohio

The Hartford Fire Ins Co Eric Mize
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
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

The Members Insurance Company Jamie Boutilier
The Members Insurance Company
Universal Insurance Company

The Travelers Indemnity Co Kirsten Forbes
Discover Property & Casualty Insurance Company
Farmington Casualty Company
Fidelity & Guaranty Insurance Company
Fidelity & Guaranty Insurance Underwriters Inc
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
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 Wisconsin Ins Co

Accident Fund General Insurance Company
Accident Fund Insurance Company of America
Accident Fund National Insurance Company
United Wisconsin Insurance Company

Tee Stephenson

Unitrin Auto and Home

Alpha Property & Casualty Insurance Company
Infinity Insurance Company
Kemper Independence Insurance Company
Merastar Insurance Company
Response Insurance Company
Response Worldwide Insurance Company
United Casualty Insurance Company of America
Unitrin Auto & Home Insurance Company
Unitrin Direct Property & Casualty Company
Unitrin Safeguard Insurance Company

Robert Zarter

USAA

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

Corise Morrison
Xiaofeng Li

OTHERS PRESENT

Milliman

KatRisk, LLC

Young Moore and Henderson, P.A.

ISO

REPRESENTED BY

Paul Anderson
David Appel
Eric Krafcheck

Brandon Katz

Brian Beverly
Mickey Spivey
Billy Trott
Angela Craddock

Paul Ericksen

Kathy Olcese
Sandee Perfetto
Raul Retian
Tracey Vasile

Paschal Law, P.A.

Robert Paschal

Staff

Joanna Biliouris
Tom Burns
Shelley Chandler
Jarred Chappell
Terry Collins
Edith Davis
Ray Evans
Vicki Godbold
Keri Johnson
Natalie Linares
Andy Montano
Karen Ott
Allison Smart
Natasha Sumter
Rebecca Williams

Two-hundred sixty five (265) other companies were represented by proxy.

The meeting convened as scheduled, Ms. Jabben 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.

Ms. Biliouris announced that there was a quorum.

1. Annual Report

Mr. Evans recognized Brian Beverly as a 2019 Honoree in North Carolina Leaders in the Law.

Mr. Evans reviewed and commented on the 2019 Annual Report, a copy of which is attached hereto. Mr. Evans highlighted the goals and objectives of the Rate Bureau including 1) achieving adequate rates and up to date rules, manuals, and forms in all lines; 2) increasing efficiencies to make it easier for our customers to work with us; 3) continue the commitment to improve effectiveness and control costs for Rate Bureau operations; 4) improve communication with committees; and 5) optimize the effectiveness of our vendor management strategy.

Ms. Biliouris reviewing the accomplishments of the Bureau since the last annual meeting, noting 1) recent filing activity; 2) implementation of real time reporting of key performance metrics; 3) focus on employee development; 4) development of a new Manage Data application for workers compensation data reporting; 5)

successful implementation of e-payments for assigned risk applications; and 6) development and filing of a private flood program.

Ms. Williams presented various details of the NC private flood program, including information pertaining to the forms, coverages, and pricing components of the program.

Ms. Chandler provided an update on the Rate Bureau's IT and IT security initiatives.

2. Governing Committee Election

Mr. Feuerlicht, Chair of the Nominating Committee, reported that the Nominating Committee, comprised of Nationwide Mutual Insurance Company, American Home Assurance Company, and National General Insurance Corporation, recommended the following companies to continue to serve a second three-year term on the Governing Committee: Hartford Fire Insurance Company for the stock company position and North Carolina Farm Bureau Mutual Insurance Company for the non-stock company position. He further reported that the Nominating Committee recommends the following as new companies to be elected to serve on the Governing Committee: United Services Automobile Association for the non-stock company position and The Members Insurance Company for the stock company position. The floor was opened for additional nominations and there were none.

Following motions to close the nominations and to elect the recommended slate, the companies recommended by the Nominating Committee were elected to three-year terms on the Governing Committee. Mr. Evans thanked Allstate Insurance Company and State Farm Mutual Automobile Insurance Company for their service on the Governing Committee.

3. Comments from the Chair

Ms. Jabben thanked members of the Governing Committee for their service to the industry as well as counsel and staff for their work throughout the year.

4. Adjournment

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

Respectfully Submitted,



Joanna Biliouris
Chief Operating Officer
North Carolina Rate Bureau

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