

The cover features a dark blue background with a stylized mountain range and a hiker silhouette at the bottom. The text is centered in the upper half. The word 'WAYNE' is in a large, white, serif font with a trademark symbol. Below it, 'Insurance Group' is in a smaller, white, serif font. '2020' is in a large, light blue, sans-serif font, followed by a vertical line and 'Annual Report' in a smaller, orange, sans-serif font.

# WAYNE™

Insurance Group

2020 | Annual  
Report

# PEAKS OF ————— ACHIEVEMENT

“

*This theme reflects the company's most recent achievements. These accomplishments resulted from our agency partners entrusting their clients to us to provide insurance products at a fair value that will meet the needs of an ever-changing world.* ”

*Tim Suppes, President and CEO*

New Century  
Program

50 in 5

FINYS

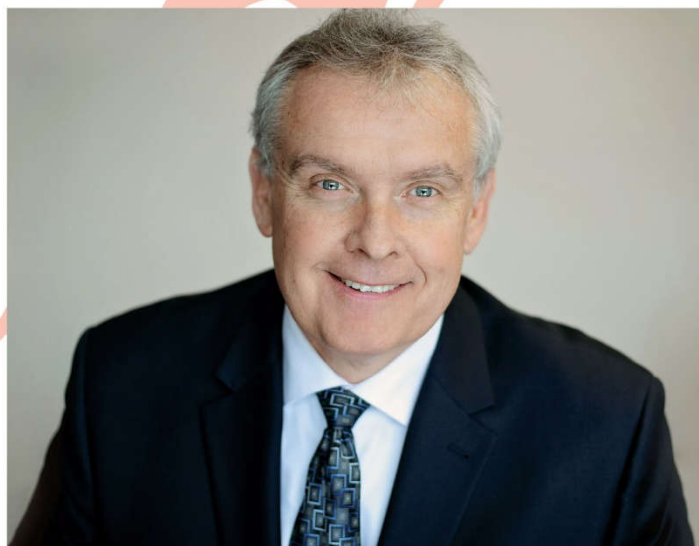
“A” Rating

\$100 Million

**WAYNE**<sup>™</sup>  
Insurance Group



# To our Policyholders, Independent Agents, Business Partners and Associates:



For most of us, 2020 was a year unlike any we have previously experienced. First, our nation dealt with the effects of a devastating pandemic that touched all of our lives. The pandemic has brought personal or economic pain to each of us or to someone we know. Additionally, we faced social and political uncertainty. Through all of this, our country persevered, continues to evolve, and remains the greatest nation on earth.

I know the Board of Directors and the management team are extremely proud of the insurance industry on how it assisted during this challenging year. But, more specifically, we are proud of our agency partners and the Wayne team for the work they accomplished during this past year, as they dealt with and adapted to the many challenges brought on by the pandemic.

Like our agency partners, the Wayne Insurance Group and its team were ready to assist our policyholders when they needed us most. The staff was there to help through the entire year, whether it was handling a claim or assisting with billing concerns. Spring was the most challenging, when uncertainty was at its peak, but we remained steadfastly available.

Wayne Insurance Group supported our policyholders by providing more than \$500,000 in personal auto premium relief during the worst of the economic times. When our policyholders requested help with payments, we extended due dates and waived service fees. To support Ohio's communities, we increased our charitable contributions threefold with emphasis on giving to food banks and feeding those in need. Our purpose, as a mutual insurance company, is to serve our policyholders and 2020 provided the opportunity to highlight the benefits of a mutual insurer.

Throughout this report, you will see images depicting our theme for this year, "Peaks of Achievement". This theme reflects the company's most recent achievements. These accomplishments resulted from our agency partners entrusting their clients to us to provide insurance products at a fair value that will meet the needs of an ever-changing world. This theme also reflects the dedication and effort of the Wayne team to serve our valued policyholders and agents.

We were extremely pleased that Wayne Mutual's financial strength was further substantiated with an "A" (Excellent) rating by AM Best. This rating reflects the ability of Wayne to meet our policyholders' needs when the unexpected happens.

From a financial standpoint, 2020 was a very solid year, marking our tenth straight year of underwriting profitability. Despite the pandemic and numerous weather events, here are our financial highlights:

- A combined loss ratio of 92.04%
- A 12.9% increase in our group surplus to \$62.5 million
- A 7.6% increase in our group assets to \$119.7 million
- A 6.8% increase in our earned premiums and a 3.8% increase in our written premium

This past year marked the first full year we were on one business system application since 2008. With the completion of our Finys system conversion in 2019, we were able to focus on other areas in 2020. Our customer and agency experiences were enhanced by combining claims and billing customer service into one team. As a result, our policyholders and agents now have a one-stop experience when they contact us. In addition, we added highly experienced staff in key roles as we prepare for the future and look to expand our programs. Claims initial contact timeframe was a focus to assure our policyholders we were ready to help.

We look forward to 2021. Hopefully, we can eliminate the virus and return to a level of normalcy. Some of the changes 2020 brought to us will remain, but we eagerly anticipate being able to meet in person again. No matter what may occur, we stand ready to assist our policyholders. We thank our agency partners and we appreciate the relationships we have established. Wayne Insurance Group remains committed to the independent agency model and the personal touch that has been our hallmark for many years.





A handwritten signature in dark ink that reads "Tim Suppes".

Tim Suppes, President and CEO





# FINANCIAL OVERVIEW






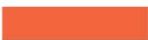
## EARNED PREMIUM

2020		\$68,011,111
2019		\$63,661,944
2018		\$58,054,892
2017		\$52,566,463





## COMBINED LOSS RATIO

2020		92.04%
2019		99.2%
2018		87.28%
2017		95.25%

## SURPLUS

2020		\$62,539,057
2019		\$55,404,581
2018		\$50,493,889
2017		\$44,833,192

## ASSETS

2020		\$119,683,242
2019		\$111,213,703
2018		\$101,825,722
2017		\$92,135,350



“The rating upgrades reflect Wayne’s very strong balance sheet strength supported by risk-adjusted capitalization at the strongest level, as measured by Best’s Capital Adequacy Ratio (BCAR), and consistently profitable operating performance over the most recent five-year period.”





# Solid Protection. Peace of Mind.

## Who are we?

For more than a century, the Wayne Insurance Group companies have delivered financial security and peace of mind for families, farms and businesses. As mutual insurance companies, we exist to serve the insurance needs of our policyholders. We have partnered with a network of independent agents to offer a full line of insurance programs backed by prompt, fair claims service and support.

### History

From our roots as small mutual protective associations supporting local farmers, Wayne Mutual Insurance Company and Washington Mutual Insurance Association have grown and combined our efforts to offer a full line of personal, farm and business insurance products to meet a wide range of needs. While retaining our small-town values and personalized service, we continue to improve our products, enhance our staff and agent training, and adopt new technology tools. Our dedicated customer service team further enables the company to provide prompt, effective support to our agents and policyholders.

### A Reliable Network of Independent Agents

Headquartered in Wooster, Ohio, Wayne Insurance Group offers policies exclusively through a network of more than 150 independent insurance agents located throughout the state. We have always believed that qualified, dedicated professional agents can provide the best possible advice to protect your home, autos, farm or business. Independent agents can review multiple options and present you with more choices, preparing an insurance package that provides the ideal coverage for you at a competitive price.

*Our mission is simple:*

**“ To provide  
quality insurance  
protection and  
service to our  
policyholders.”**

**WAYNE**<sup>™</sup>  
Insurance Group



# Board of Directors



**Tod Carmony**

Chairman of the Board

## **Board Members**

Metta McCoy

Don Ramseyer

Morris Stutzman

Greg Buehler

Scott Preising

Tim Suppes

---

*We are grateful for these agents who volunteered to participate in our advisory councils and assist us in strengthening the partnership we have with our independent agents.*

### **Advisory Council Members**

Josh Kirby

Jim Devantier

Joe Short

Tim Vaughan

Becky Bowman

Jay Martin

Jennifer Conley

Steve Watts

### **CSR/Producer Council Members**

Joe Hamsher

Shelley Lawton

Cory Miller

Blake Lansing

Courtney Hamlin

Corey Showman

Tasha Pruitt

Ryan Lamm

# IN THE COMMUNITY

Wayne Insurance Group and its employees are dedicated to giving back to our local communities. From charitable giving to volunteer participation, we are actively involved with a variety of nonprofit organizations and educational institutions that are working to improve the quality of life where we work and live. We believe that, in this era of ever-expanding technology, building relationships and inspiring excellence within our communities remains vitally important.



 THE SALVATION ARMY OF WOOSTER

 mid-ohio  
foodbank

 People to People  
MINISTRIES

 United  
Way

United Way of Wayne  
& Holmes Counties, Inc.

 Wooster  
Community  
Hospital  
HEALTH SYSTEM

 THE SALVATION ARMY ORRVILLE





# WHAT ARE OUR POLICYHOLDERS SAYING?

Great customer service.  
Prompt response and  
payout. Very happy with  
your company and, yes, I  
would definitely recommend!

- Mary R

Very quick contact and  
amazing follow up! Also I  
got word from my selected  
body shop that you were  
great to deal with and  
payment was very quick!

- Cody C

I can't say enough good  
things about Wayne  
Insurance Group. They have  
been tip top in every way.

- Charles P

Wayne Insurance kept me  
informed from the very  
beginning. They walked me  
through the process, and how  
my claim would work. They  
were very helpful!

- Mark W

**WAYNE**<sup>™</sup>  
Insurance Group

Wayne Insurance Group  
3873 Cleveland Road  
Wooster, OH 44691

Tel: 330-345-8100 | Tol: 800-222-3873  
Email: [Info@wayneinsgroup.com](mailto:Info@wayneinsgroup.com)  
[www.wayneinsgroup.com](http://www.wayneinsgroup.com)