



State of the IA System



AGENDA

State of the IA System

- OIA Initiatives
 - Leadership
 - Advocacy & PAC
- P&C Market
- IA Market Share
- Agency Count
- Agency Valuations
- Agent-Carrier Relations



JEFF SMITH, JD, CIC, CAE

CHIEF EXECUTIVE OFFICER





OIA MISSION

We **promote, progress,**
and protect the
professional advice and
guidance only independent
insurance agents provide.

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UIS Insurance & Investments
- **Eric Stolly**, CPCU, ChFC, AU, AINS (Vice Chair)
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- **Cameron Caryer**, CIC (Director)
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Sprouse Insurance
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Steele Insurance
- **Justin Buren**, CIC, CPCU, AU (Director)
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- **Bill Bishop** (Ex Officio Member, IIABA National Director)
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Payne & Brown Insurance Agency
- **Meghan Griffith Ragozzino (Secretary)**
The Griffith Agency
- **Katie Watson, CIC (VP)**
W. E. Davis Insurance Agency





THE OIA TEAM

CEO Update

Joe Fullenkamp will become OIA's next Chief Executive Officer on January 1, 2027. He started with OIA on **July 1**.



- Grew up in St. Henry, currently lives in Upper Arlington with his wife and kids
- **University of Dayton**, Bachelor of Science, Finance and Economics
- **Ohio State University**, M.B.A., Business Management & Marketing
- **Motorists Mutual Insurance Company**
 - 2003-2009 - Personal Lines and Commercial Lines Underwriter, District Sales Manager
 - 2009-2014 - Assistant VP, Personal Lines Underwriting
 - 2014-2018 - VP, Personal Lines Underwriting
- **Encova Insurance**
 - 2018-2023 - VP, Small Business Underwriting
 - 2023-Present - Regional VP, Commercial Lines

Foundation for the Advancement of Insurance Professionals

Board of Directors



Ryan Griffith, CIC

Griffith Agency, Inc.



Christina Bernard

Cobos Insurance
Center



**Chris Kendall, CPCU, AIM,
AIT, ARM, ARP, ARe**

Greater Cincinnati
Insurance Board



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Jessica Zinsmeister

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Applications Open Through November 30

Carrier Relations Committee



Bill Brooker



Greg Carr



John Ferneding



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Rob Strachan



Shelley Taylor



Jay Wenger



Advocacy & Political Action Committee

Jeff Sargeant, Chair
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Aaron McElwain
Talbott Moon
Tiffany Meyer
Nick Roach
Mark Willis





OIA ADVOCACY EFFORTS

LEGISLATIVE ADVOCACY

- Increasing the non-renewal notification period from 30 to 60 days
- Reducing the 18.5% uninsured motorists' rate
- Storm Scammers Protections
- Prohibit Foreign Funding with Third Party Litigation and Require Disclosure

REGULATORY ADVOCACY

- Advocating for regulatory reductions in the E&S due diligence and declination process
- Monitor and engage with ODI on enforcement actions against agents

POLITICAL ADVOCACY

- Helping protect the Judicial Philosophy of the Ohio Supreme Court
- Supported independent agents for the legislature
- Vetting pro-IA system and business candidates

CARRIER ADVOCACY

- Carrier Relations Committee – engage agents with carriers
- Increase Carrier Satisfaction Survey participation
- Review Carrier Contracts and advocate for changes



OIA Testifying Before the Ohio Legislature

Representing Ohio's independent agents in committee hearings at the Statehouse



OIA staff and member agents deliver testimony, engage committee members, and advocate for independent agents at the Ohio Statehouse.

THANK YOU TO OUR 2026 DONORS



Ohio Insurance AGENTS
POLITICAL ACTION COMMITTEE

Platinum Level (\$1,000+)

- Brent Phelan • Jeff Smith • Jeffrey Sargeant • Stephen Brown • Thomas Simon • Umberto Fedeli •
• Westfield • Dan Cassidy • Justin Buren • Dow Reichley • Jeannine Giesler •

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• David Coons • Kelley Culley • Craig Baston • Kurt Hamler • Vaughn Troyer • Matthew Vost • William Isaac • Roberto Cobos • Bill Schrader • Kirt Trimble •
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Team Level (\$99 +/-)

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Decades of Supporting Stability on the Supreme Court



OIAPAC Supported Justice Dan Hawkins Colleen O'Donnell

OIA
Ohio Insurance
AGENTS

WE PROMOTE,
PROGRESS
& PROTECT
the professional advice and
guidance only independent
insurance agents provide.

Ohio Insurance Agents Association, Inc.

ERRORS AND OMISSIONS

When it comes to protecting their agencies, **90% of OIA members trust OIA for their E&O coverage.**

As an agency leader, you need dependable protection you can count on. Through OIA, you'll have access to quality coverage options from respected carriers, backed by friendly, experienced support from a team that understands the independent agency business.



Scan the QR Code to Learn More!





YOU VALUE YOUR CLIENTS, WE VALUE YOUR AGENCY.

OIA members can take advantage of valuation-based planning services tailored specifically to independent agencies. From understanding your agency's current value to preparing for future opportunities, IA Valuations provides the insights and guidance needed to support strategic business planning, perpetuation planning, buy-sell agreements, and other critical agency decisions.

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www.iavaluations.com

Business Planning to Help Your Agency Reach its Goals!

IMS is
YOUR PARTNER
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**Secured
Advantage**

Providing the tools independent
insurance agents need

P&C PRE-LICENSING

VIRTUAL WEBINAR & SELF-STUDY

NEXT COURSE: OCTOBER 19-23



STUDENT

TESTIMONIAL

"Thank you [OIA] for helping us throughout the course. I appreciate your attention to detail with every little matter in the course. All the effort you all gave to the course made it very easy to pass the test!"



72%

Passage rate for first
time test takers



REGISTER BY
OCTOBER 16

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GOLD PARTNER



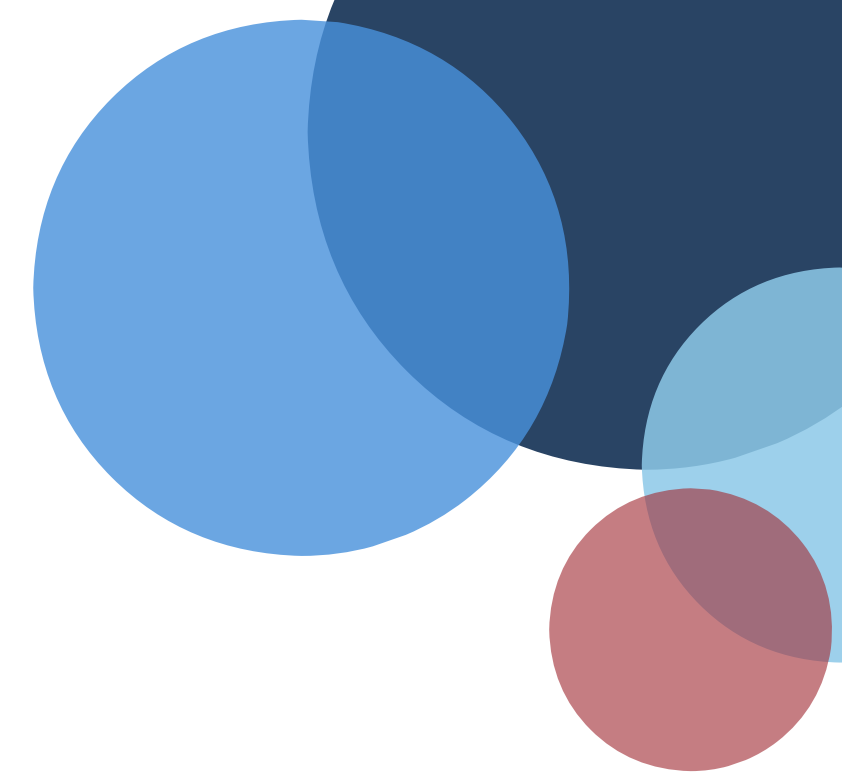
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Aegis General Insurance Agency

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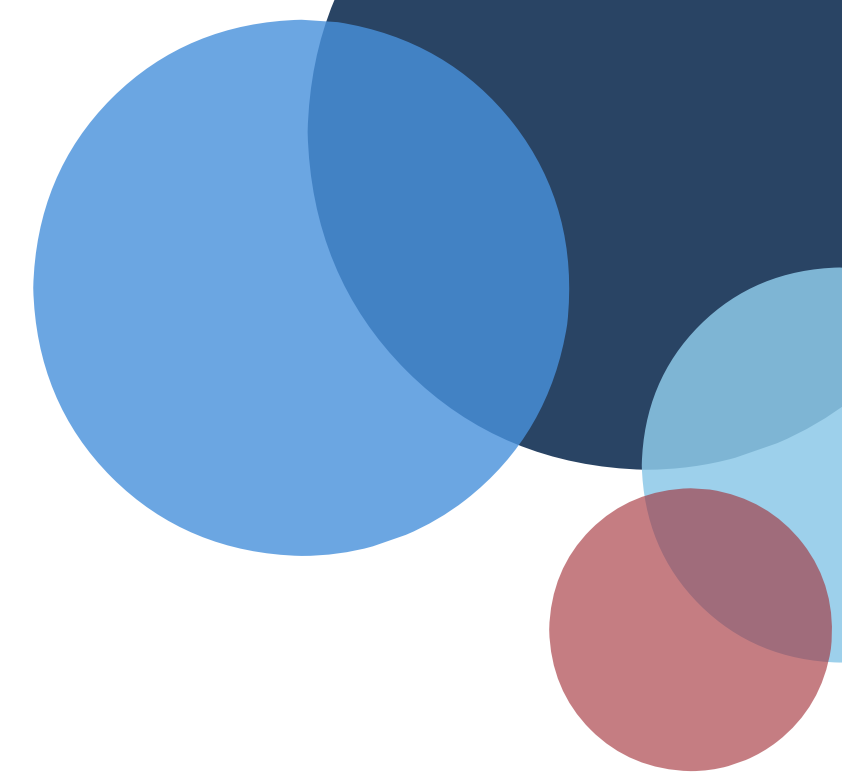
Pekin Insurance

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Berkshire Hathaway Homestate Companies

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Conifer Insurance Services
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EMC Insurance Companies

ePayPolicy

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FCCI Insurance Group

First Choice, A MarshBerry Company

First Connect

Frankenmuth Insurance

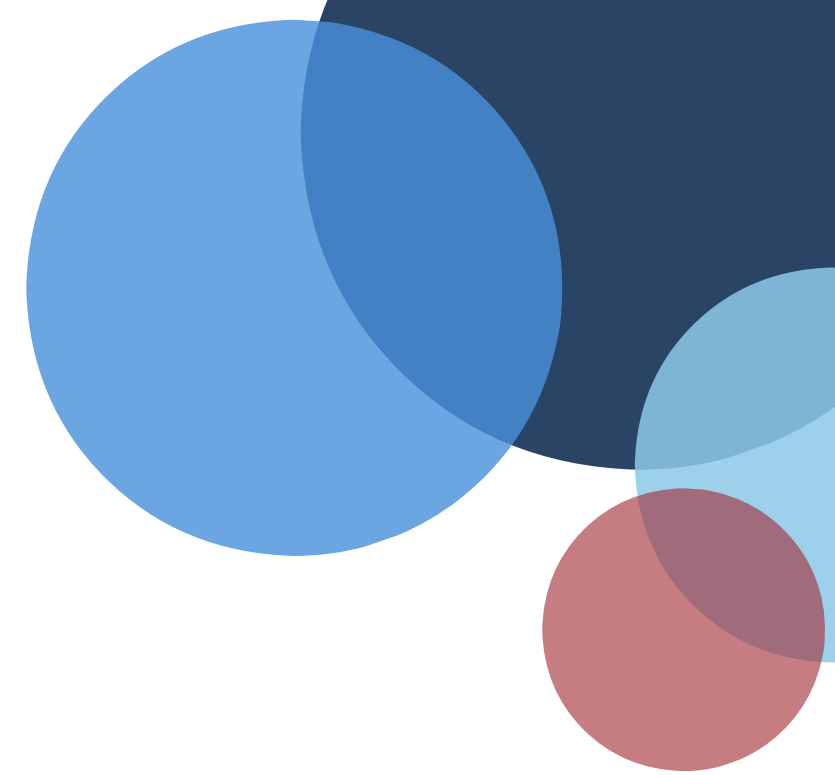
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Hanover Insurance Group, Inc.

Harbor Risk

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Loyal Christian Benefit Association (LCBA)
Mennonite Mutual Insurance Company
National American Insurance Company (NAICO)

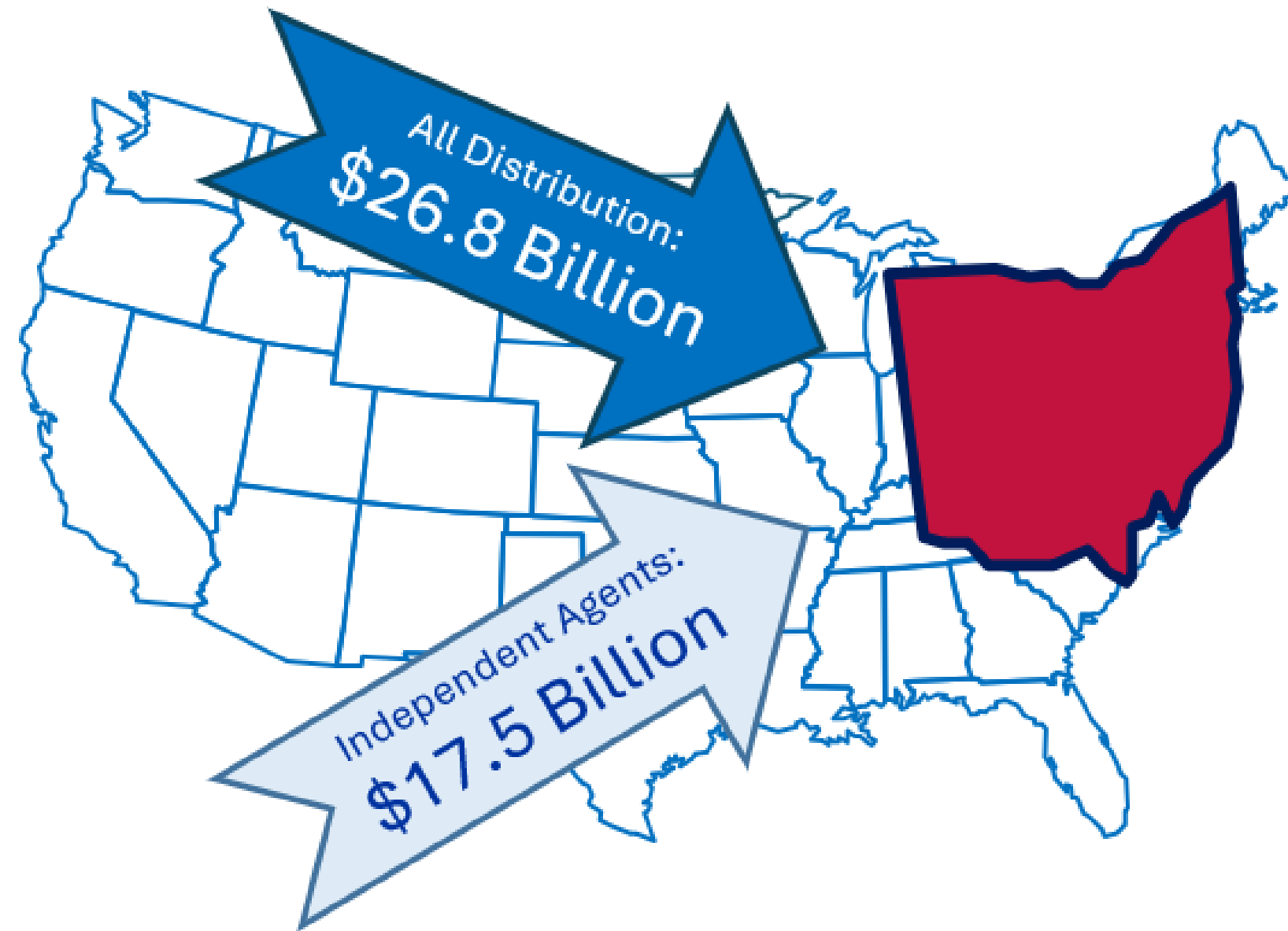
Ohio FAIR Plan
Osgood Bank
Pennsylvania Lumbermens Mutual
Seneca Insurance Company
SIA Ohio
Swiss Re Corporate Solutions
Tokio Marine HCC
USG Insurance Services
Utica First Insurance Co
Wayne Insurance Group
West Bend
Western Reserve Group
W.R. Berkley Corporation
Wright Flood
XS Brokers

IA System Annual Health Check

State of the IA System



P&C Marketplace



United States
All P&C
Premium:
\$1.10 Trillion

5.4% YOY Increase

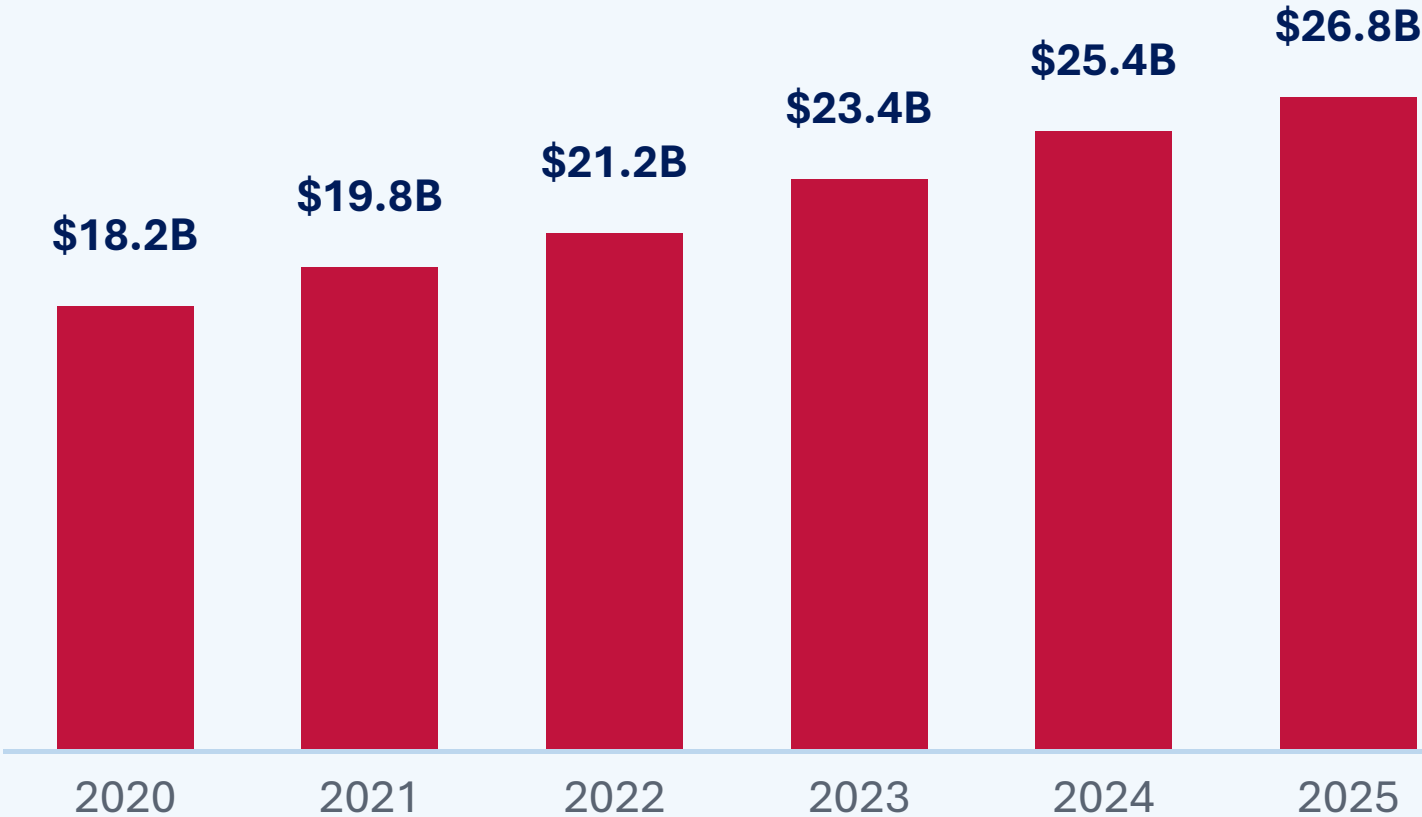
Ohio and U.S. P&C Premium Growth, 2020–2025



Six straight years of expansion — Ohio premium up 47%, the U.S. market up 53%

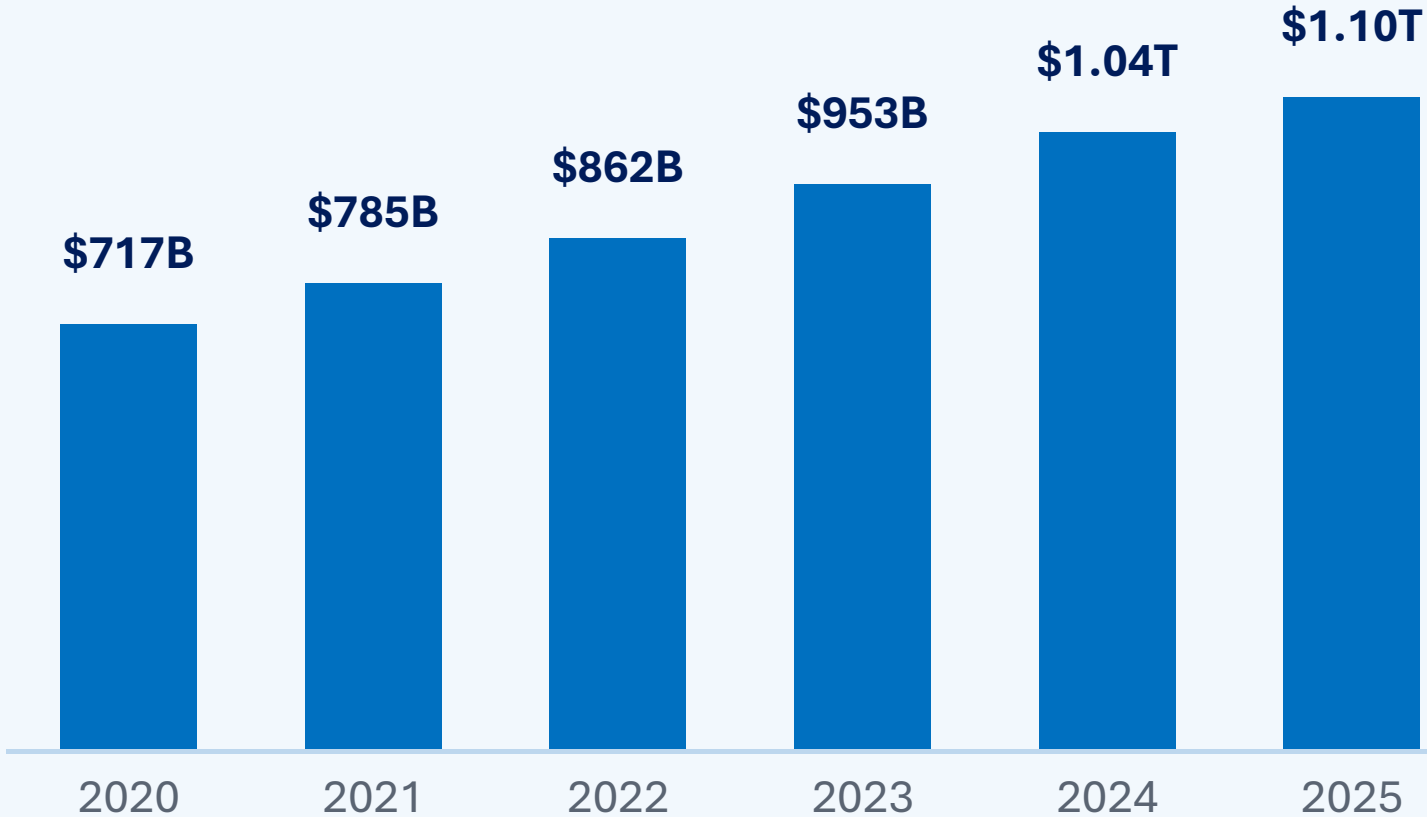
Ohio — All Distribution Premium

+47% since 2020



United States — All P&C Premium

+53% since 2020



Ohio independent agents grew from \$11.5B to \$17.5B over the same period (+52%).

Source: © A.M. Best Company — used by permission.



From Fire Marks to a \$26.8 Billion Market



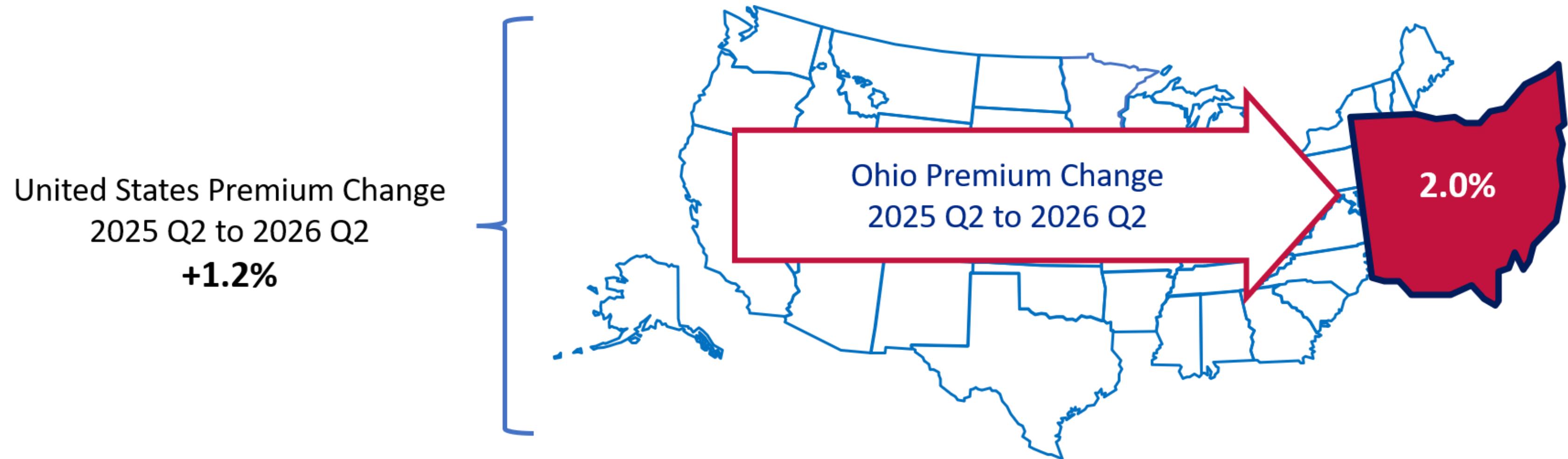
Milestones in the evolution of insurance and the independent agency system in Ohio



Sources and methodology in speaker notes

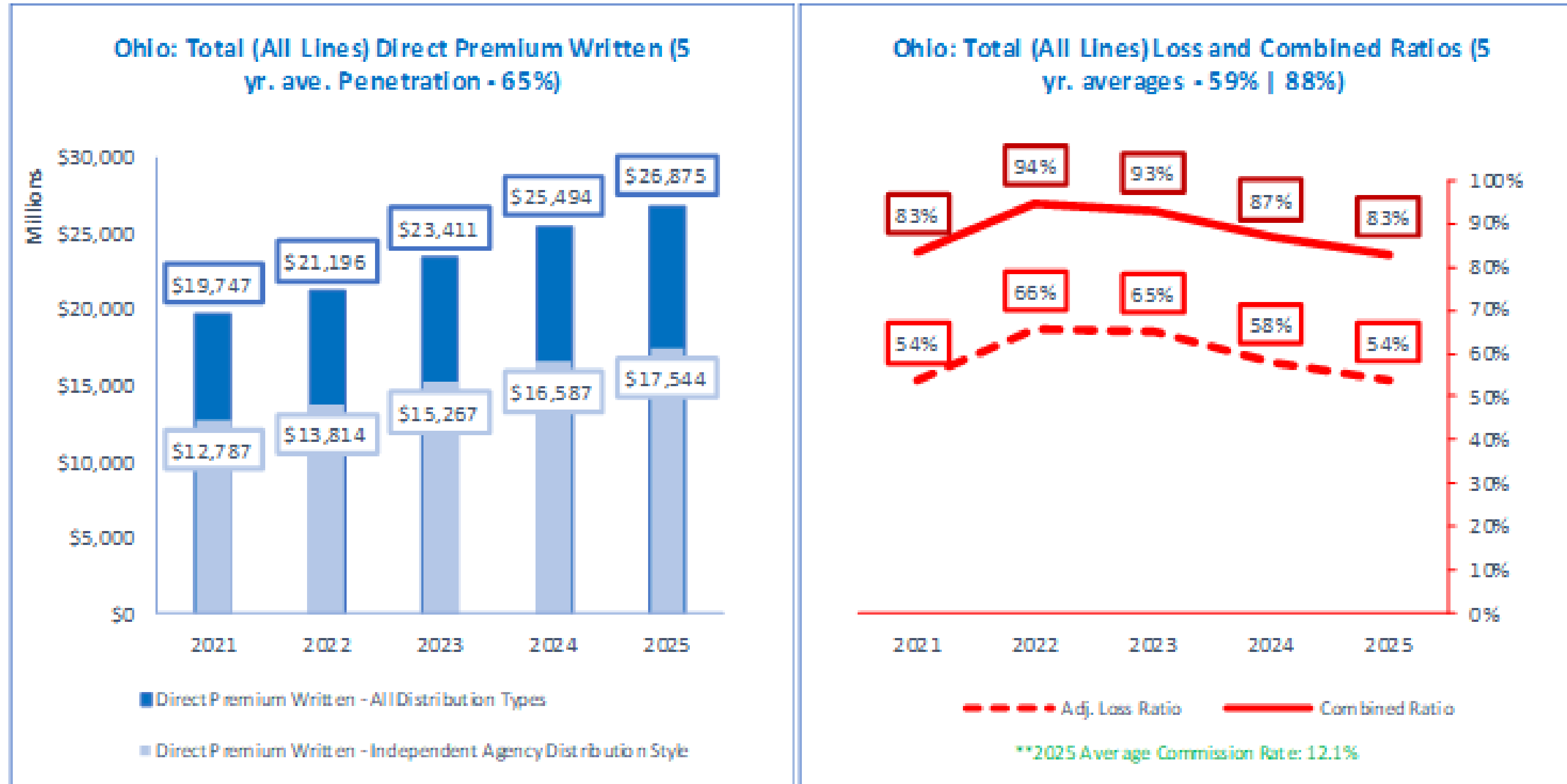


P&C Marketplace



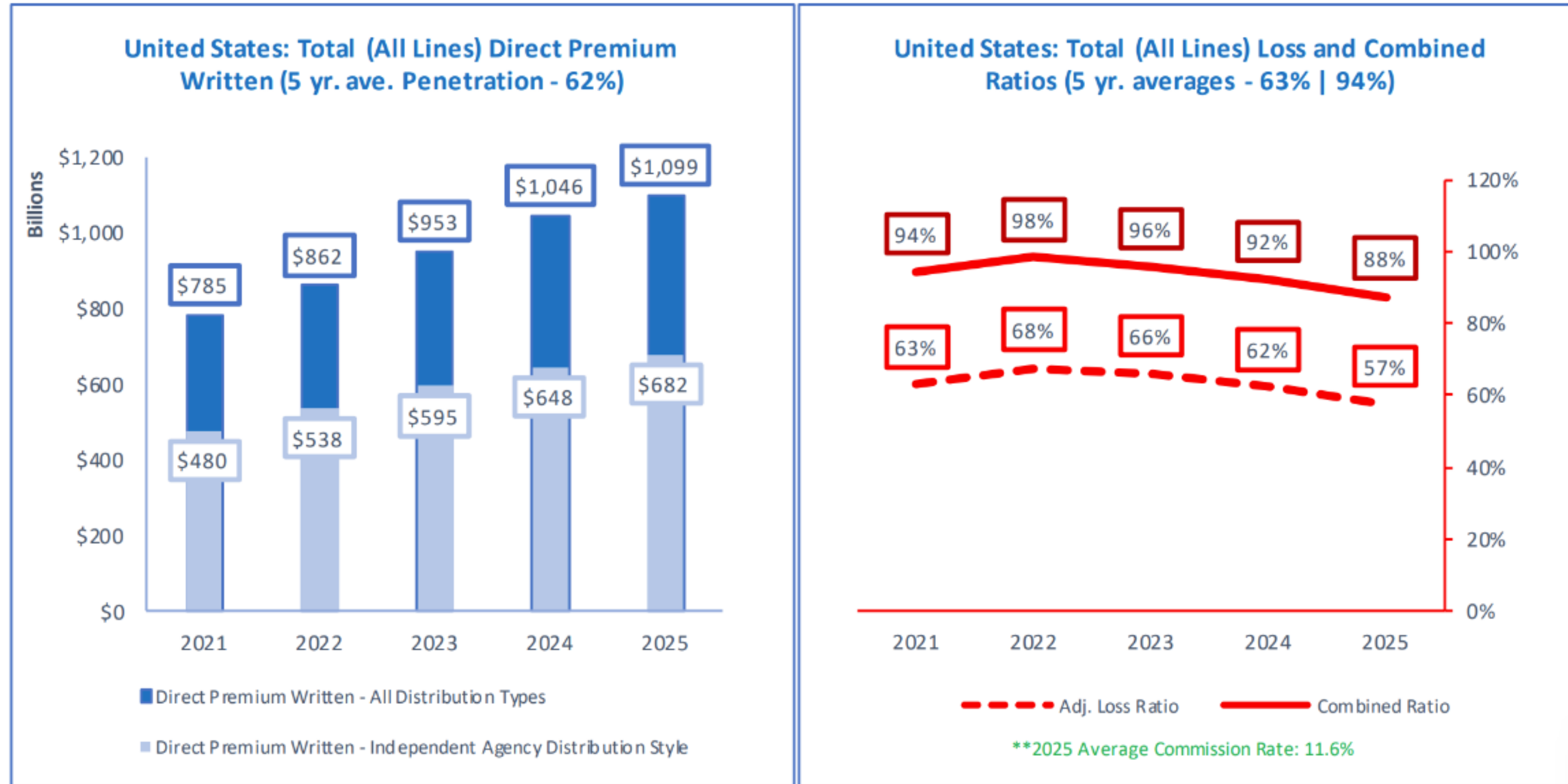
Rate Moderation

P&C Marketplace



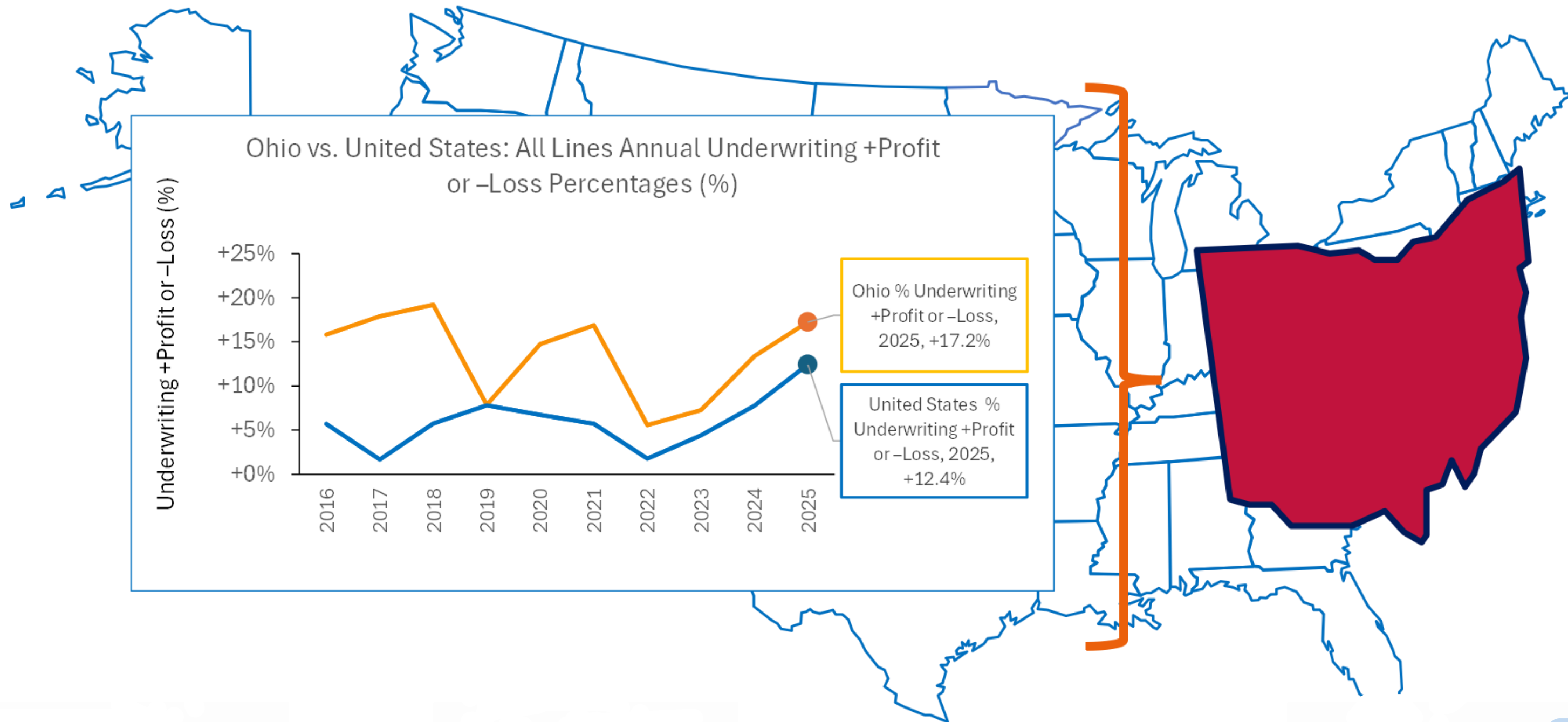
Source: A.M. Best Data – Real Insurance Consulting

P&C Marketplace

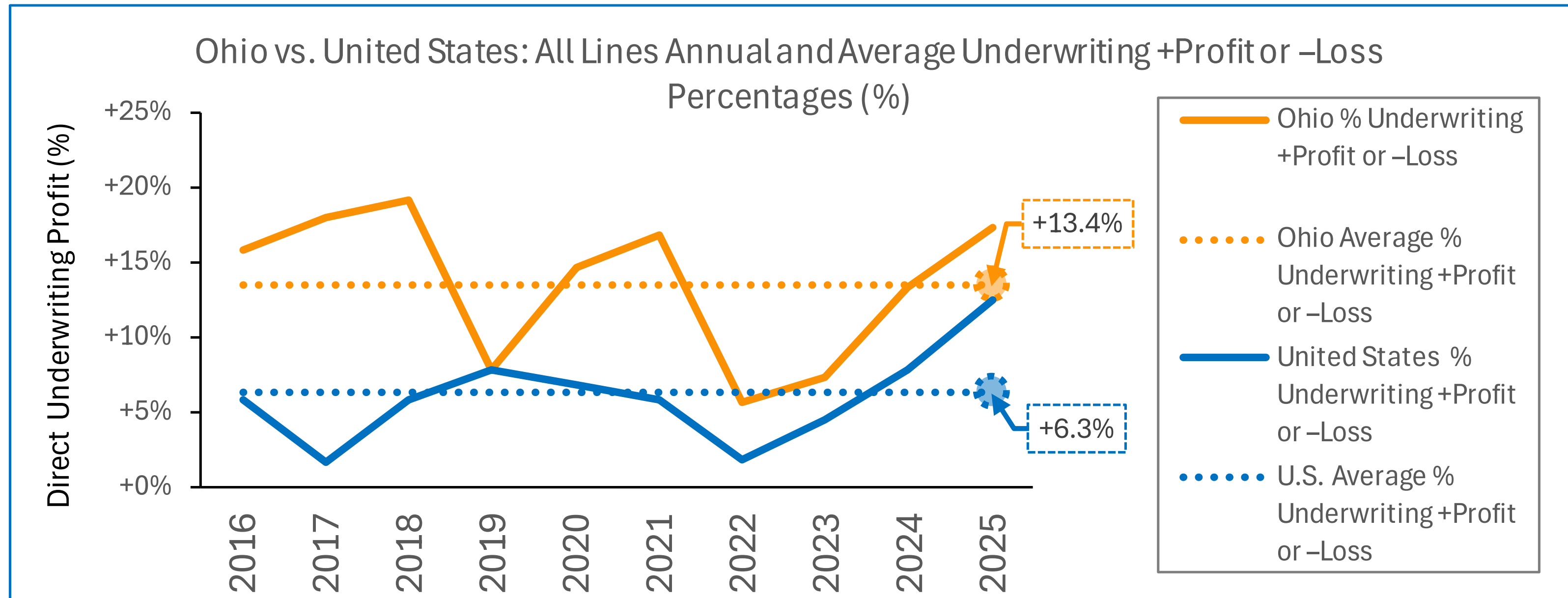


Source: A.M. Best Data – Real Insurance Consulting

Ohio Carrier Profitability



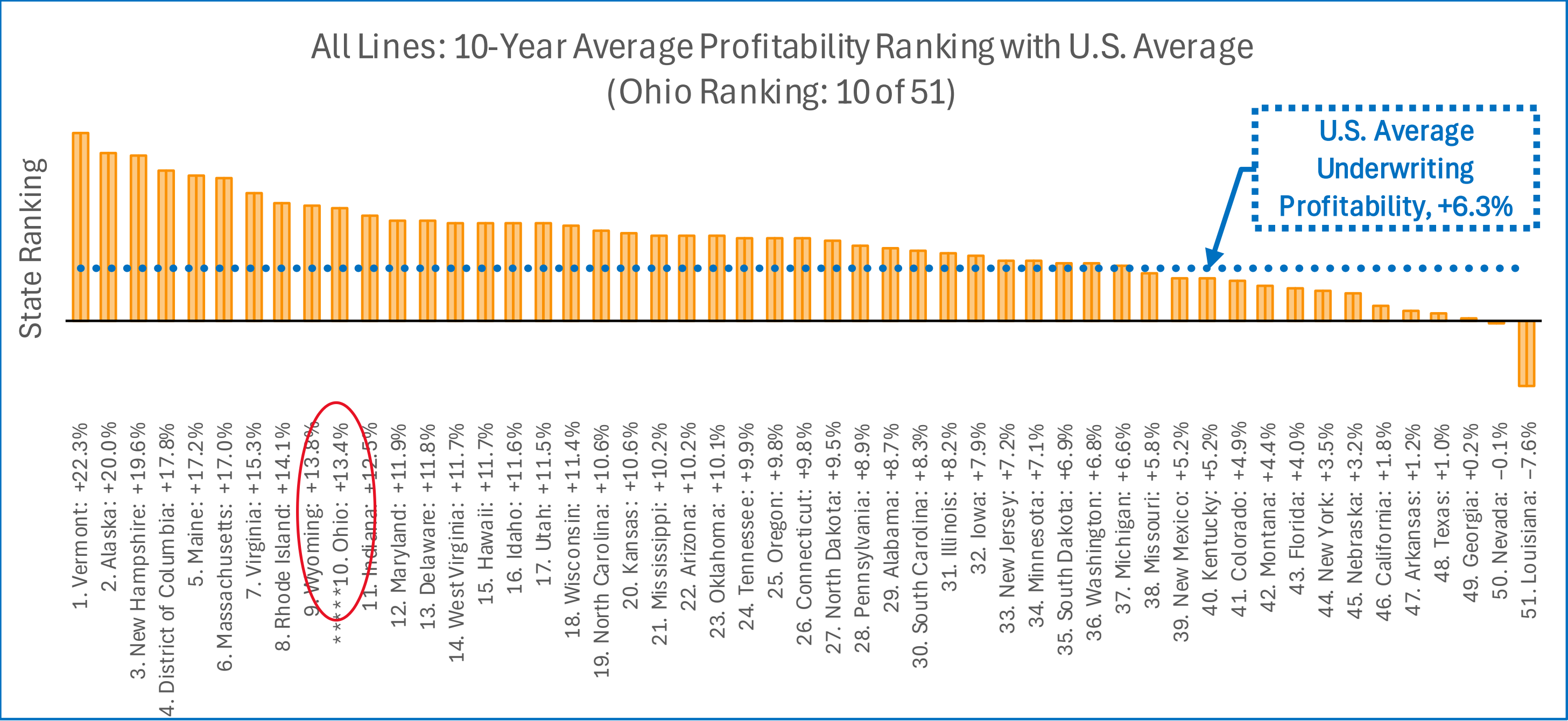
Ohio Carrier Profitability



Source: A.M. Best Data – Real Insurance Consulting



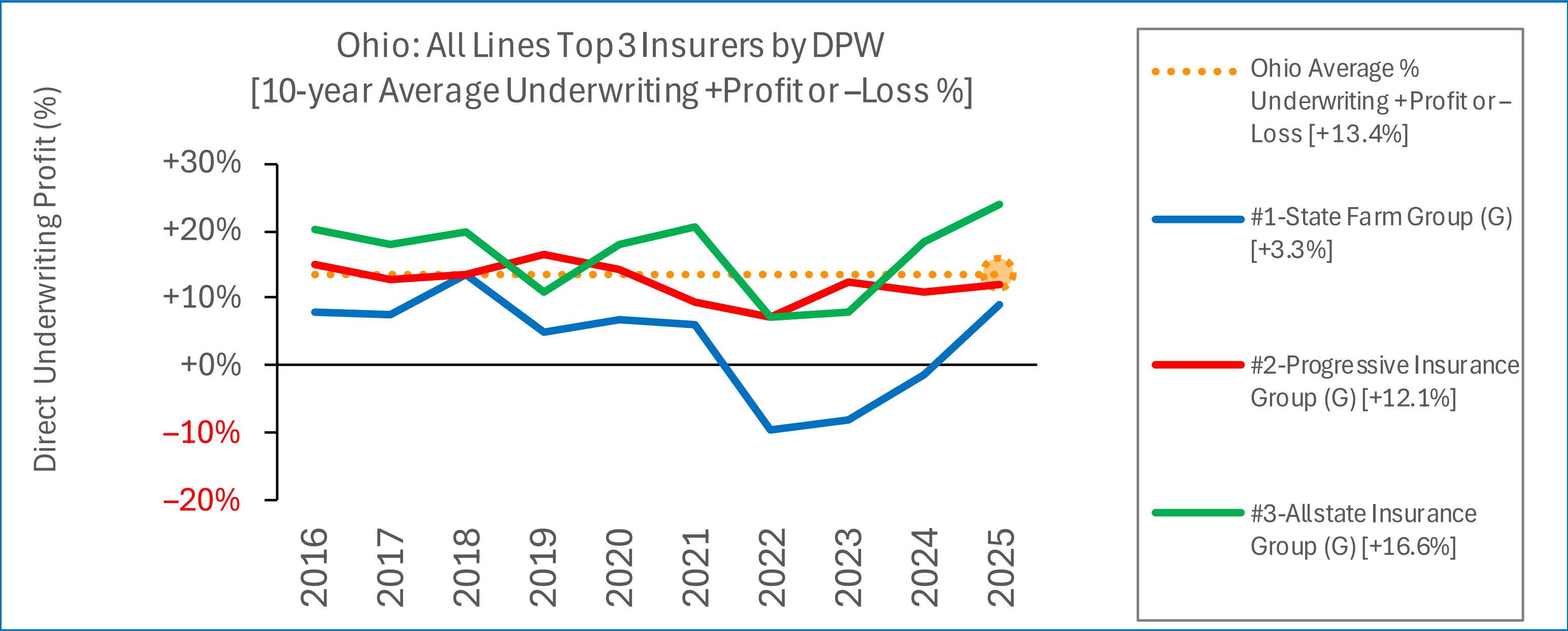
Ohio Carrier Profitability



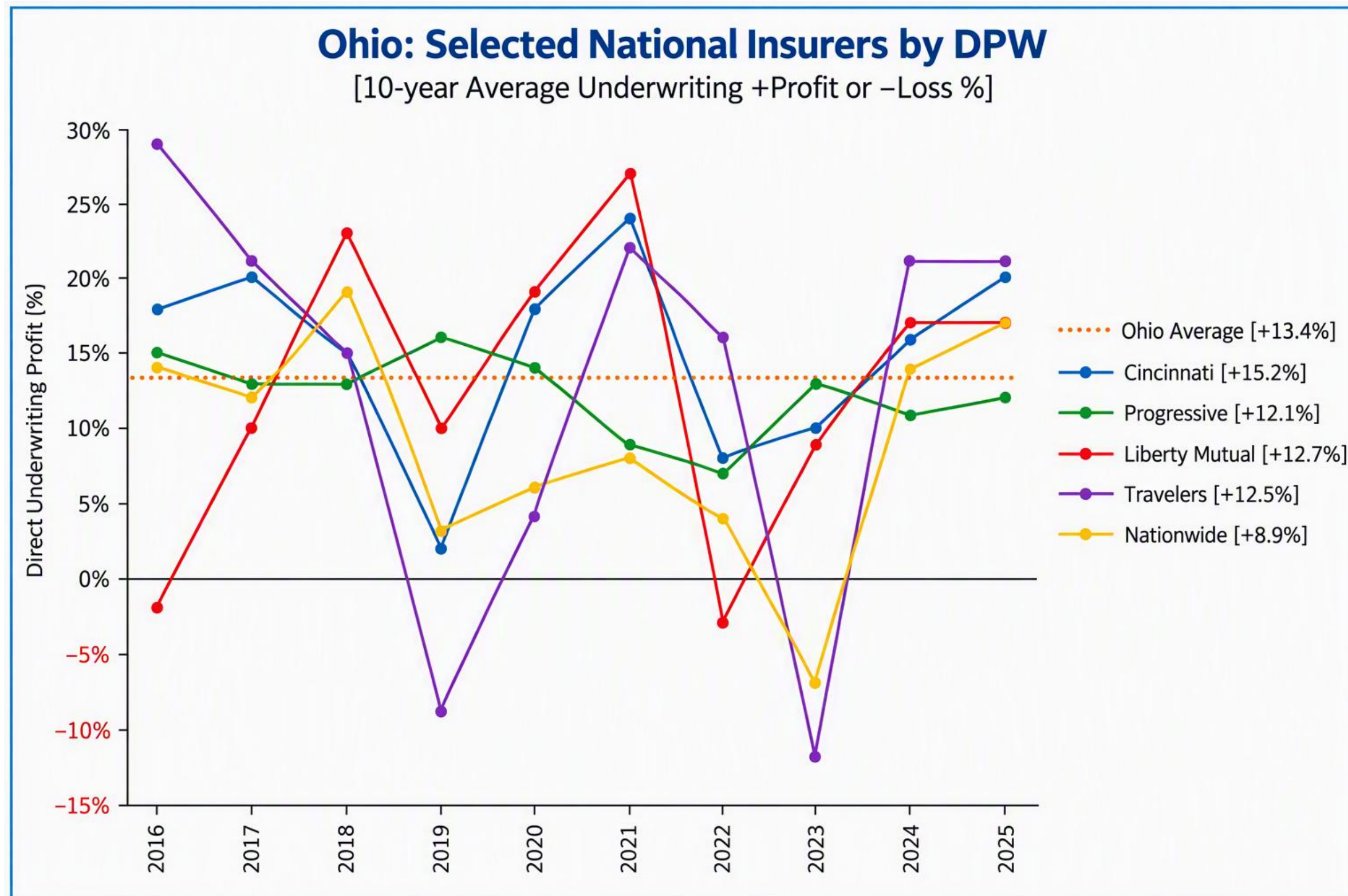
Source: A.M. Best Data – Real Insurance Consulting



Ohio Carrier Profitability

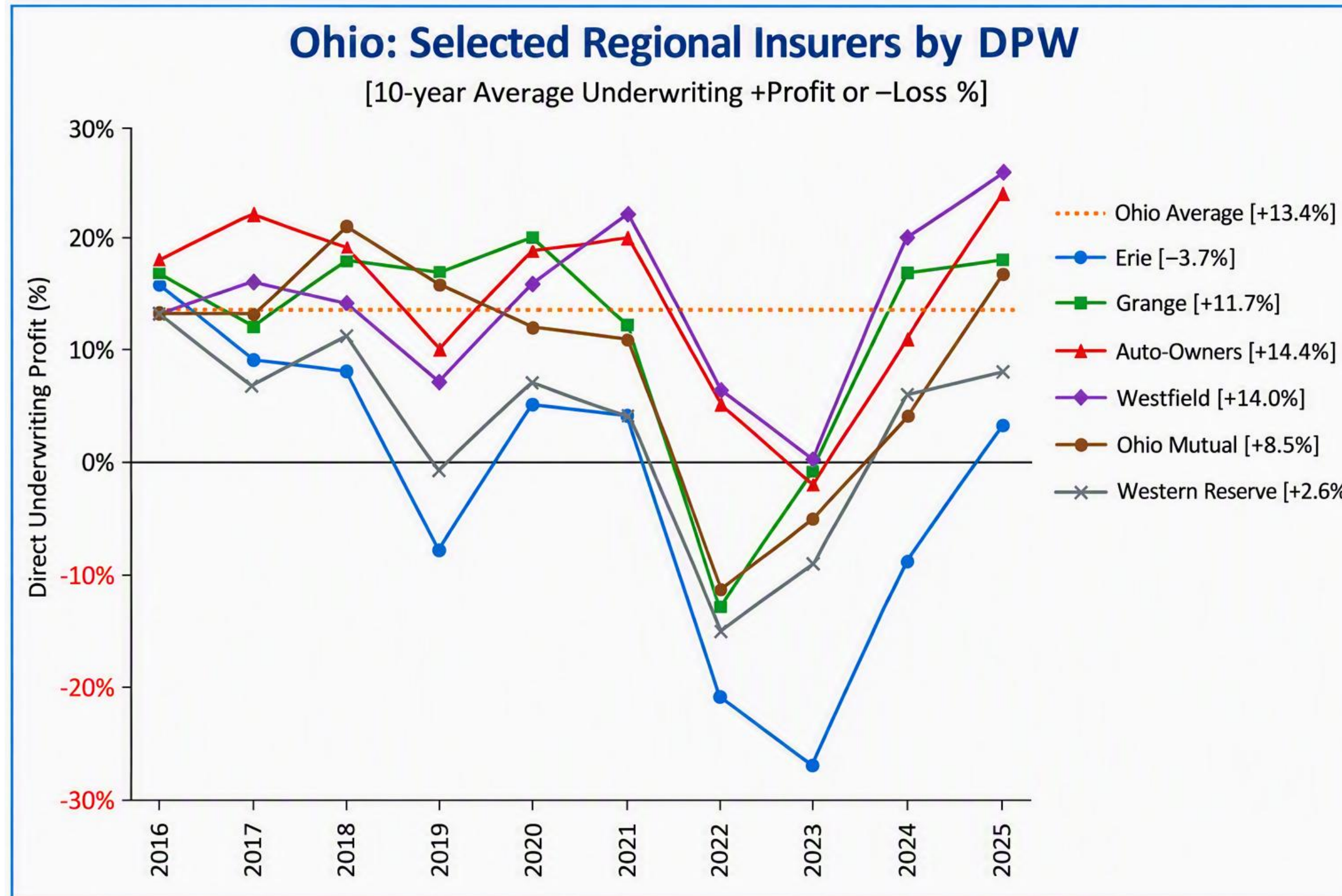


Ohio IA Carrier Profitability



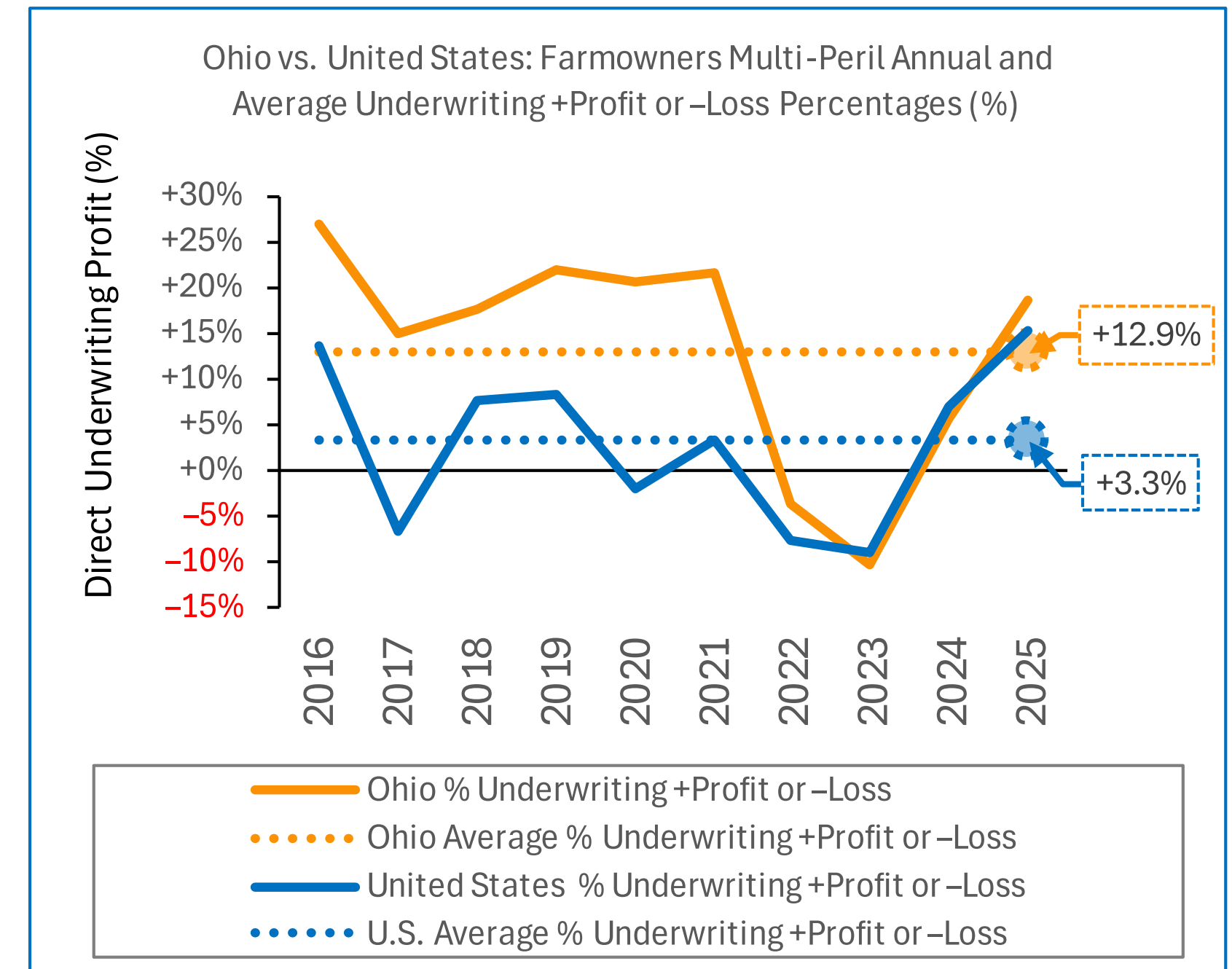
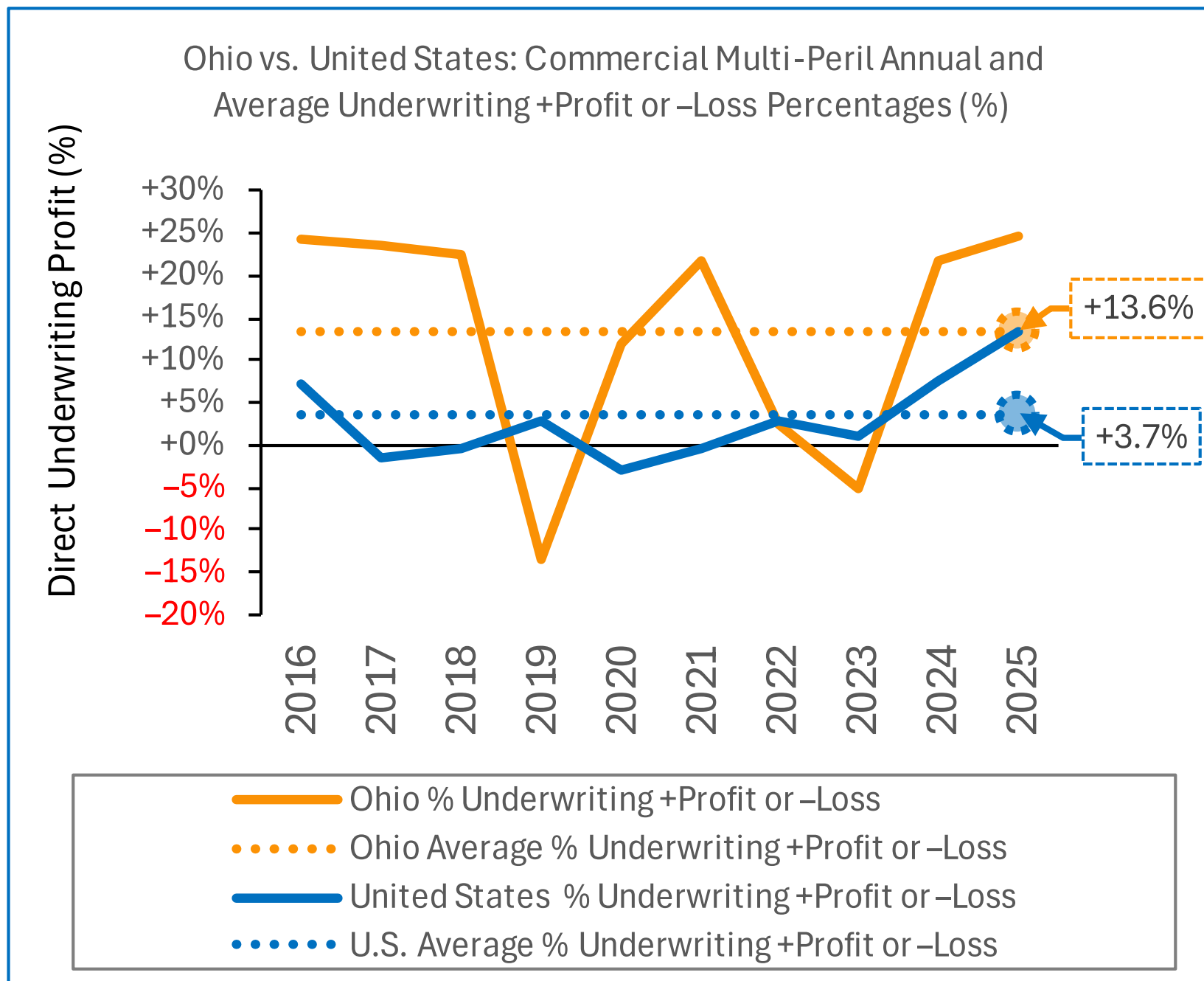
Source: A.M. Best Data – Real Insurance Consulting

Ohio IA Carrier Profitability



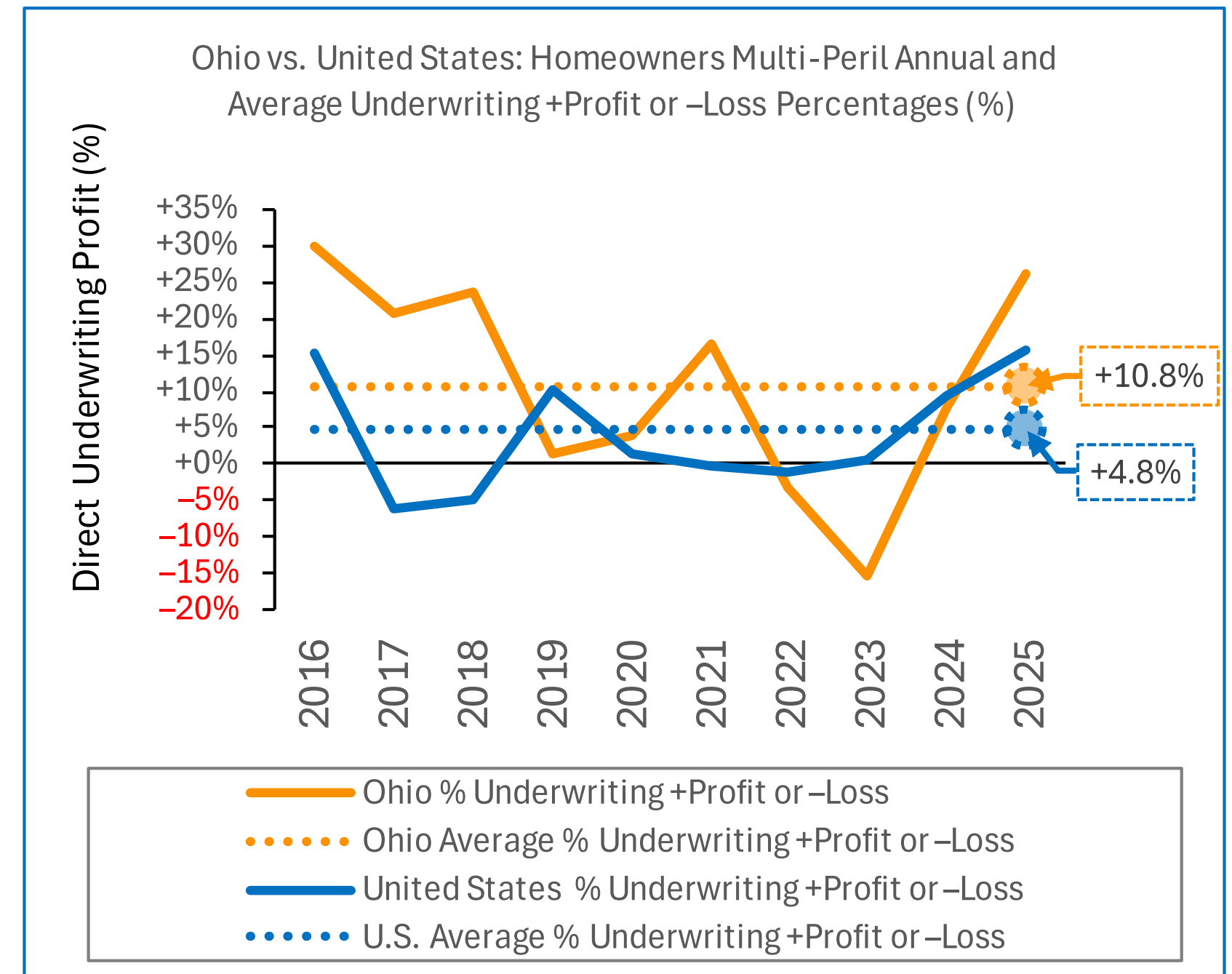
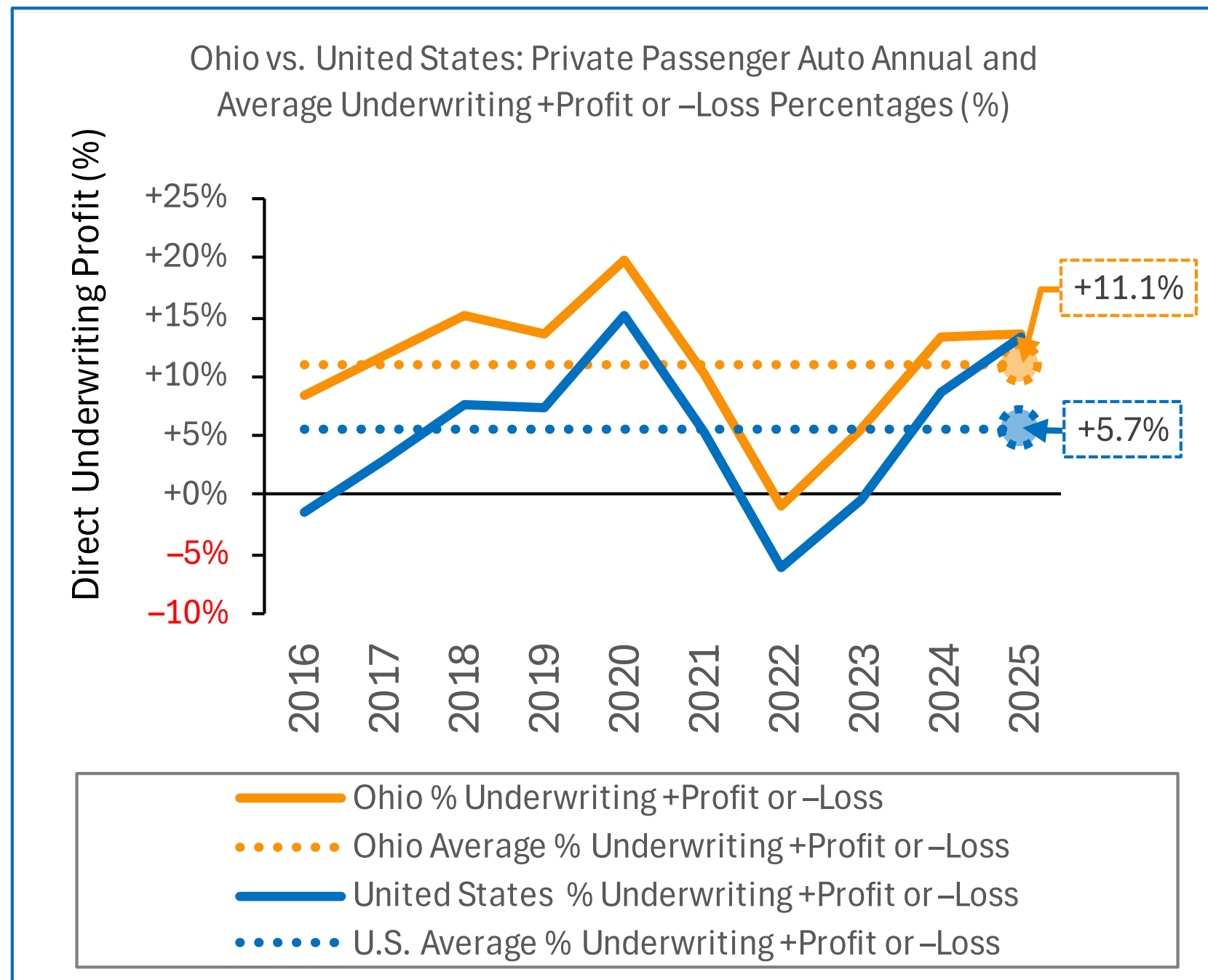
Source: A.M. Best Data – Real Insurance Consulting

Ohio IA Carrier Profitability



Source: A.M. Best Data – Real Insurance Consulting

Ohio IA Carrier Profitability

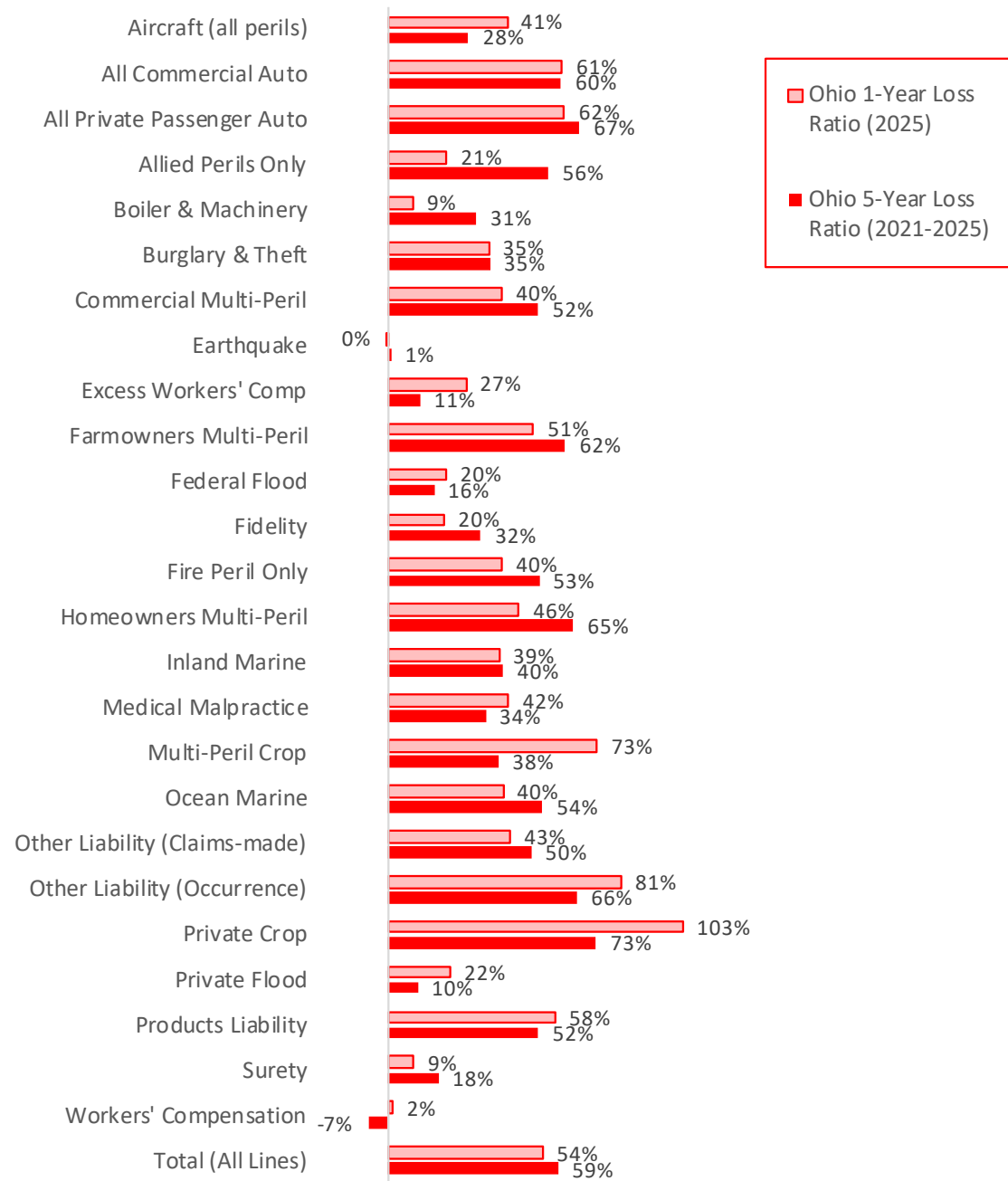


Source: A.M. Best Data – Real Insurance Consulting

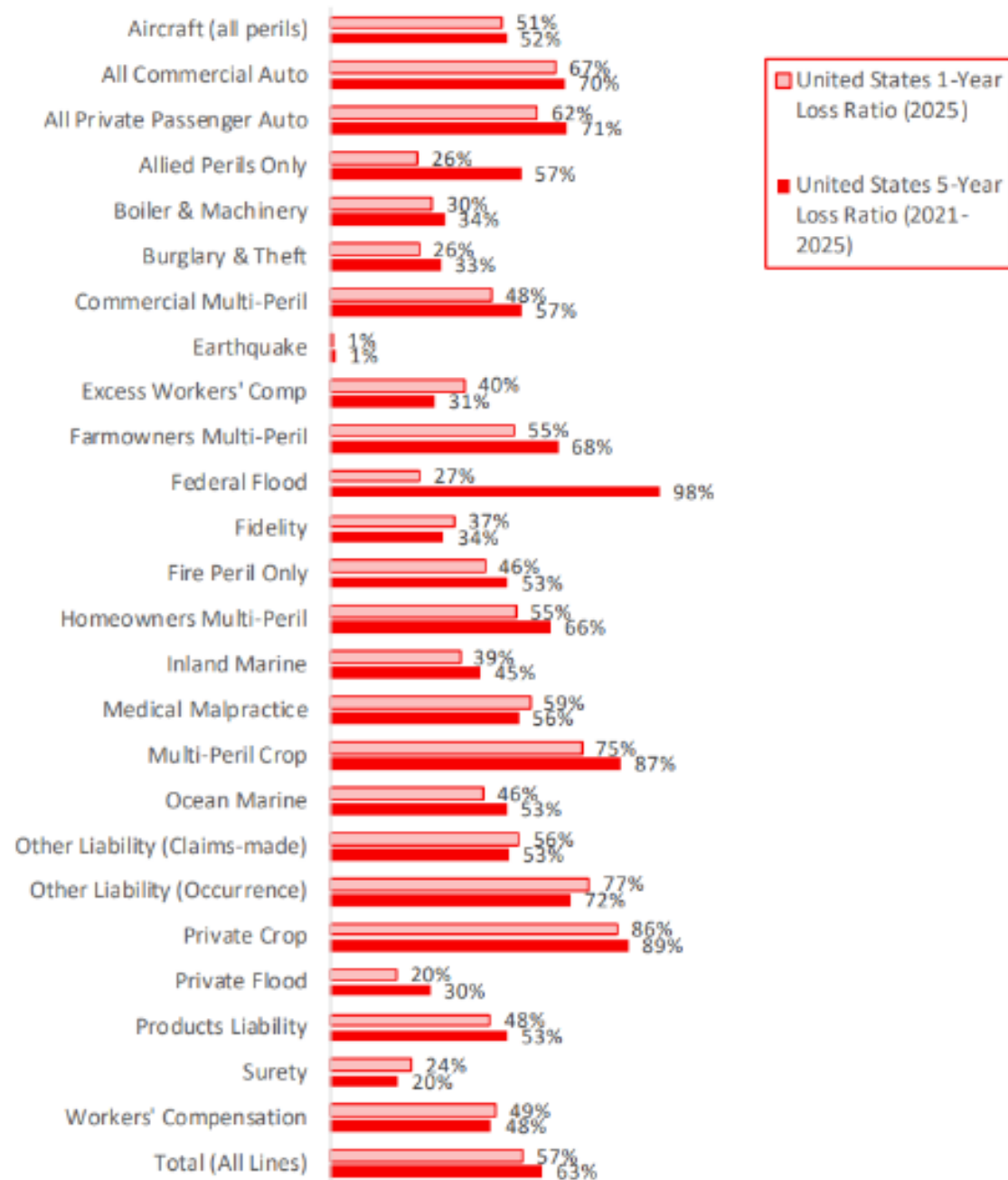
Ohio vs. US Loss Ratios



2025 Ohio: 1-year and 5-year Loss Ratios by Line of Business



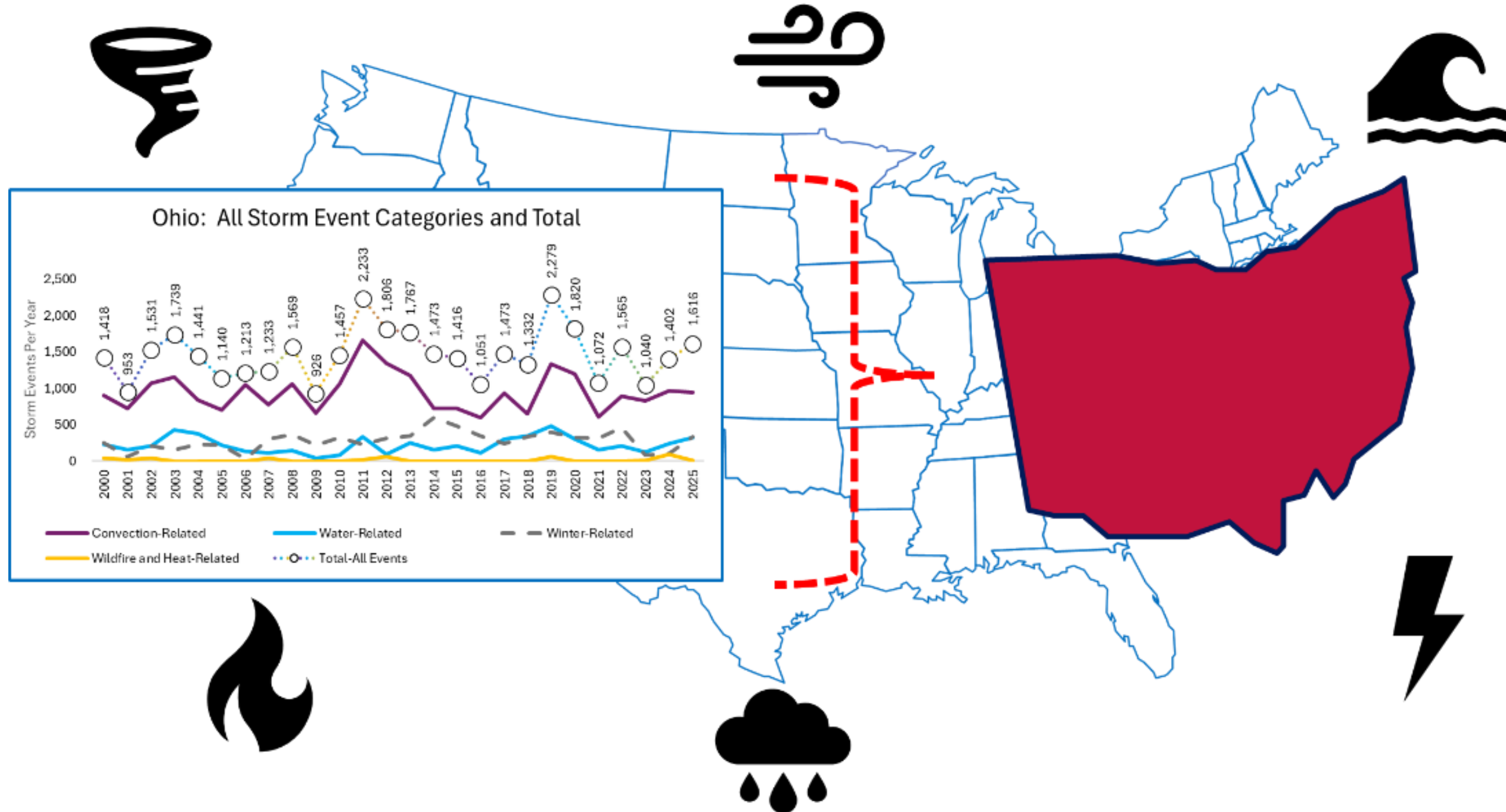
2025 United States: 1-year and 5-year Loss Ratios by Line of Business



Ohio outperforms the US average in the following areas:

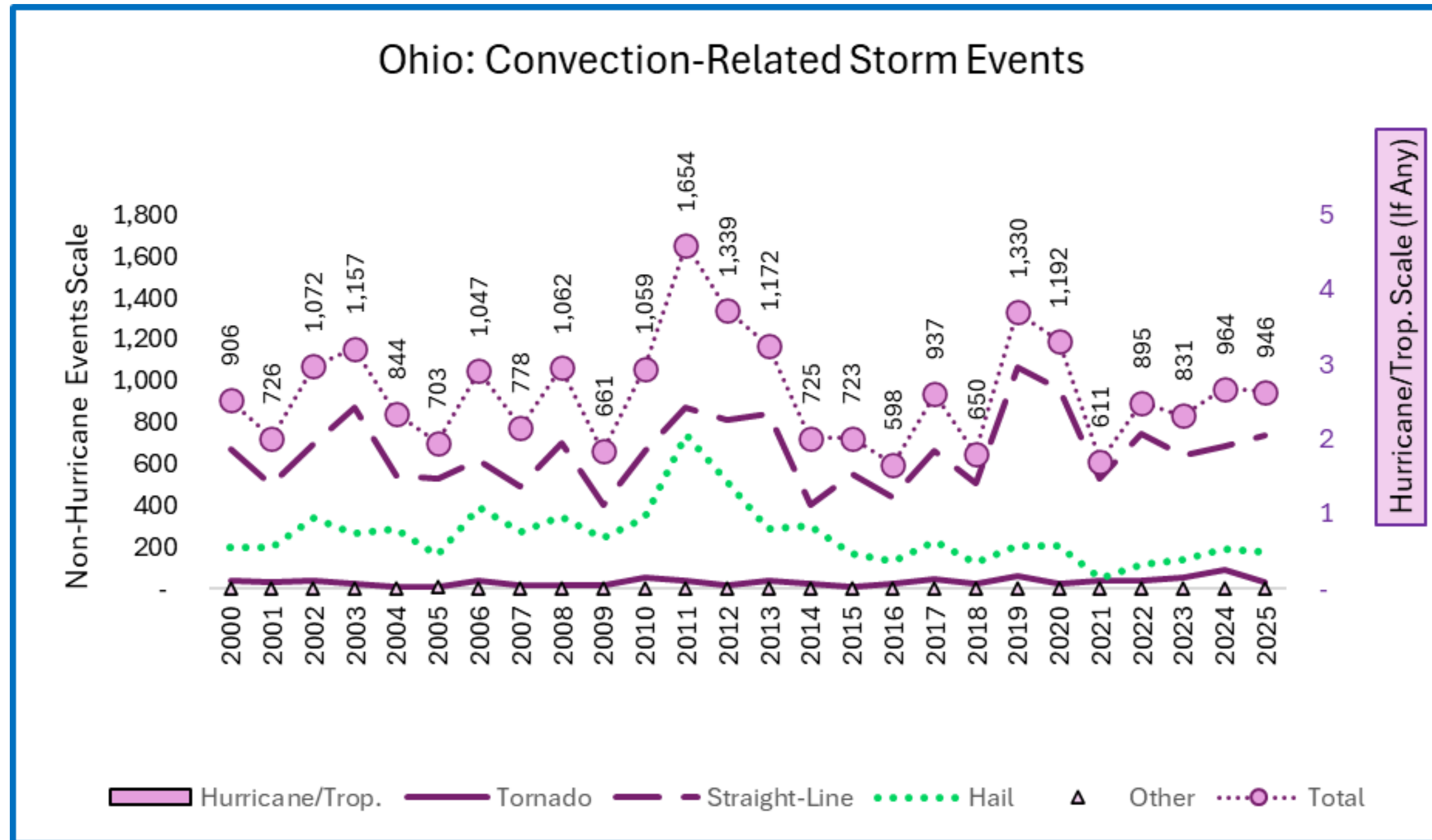
- Private Auto +4% on 5-year average
- Home +9%
- Commercial Multi +8%
- Commercial Auto +6%
- Total +3%, 5-year average is +4%

Ohio Storm Events



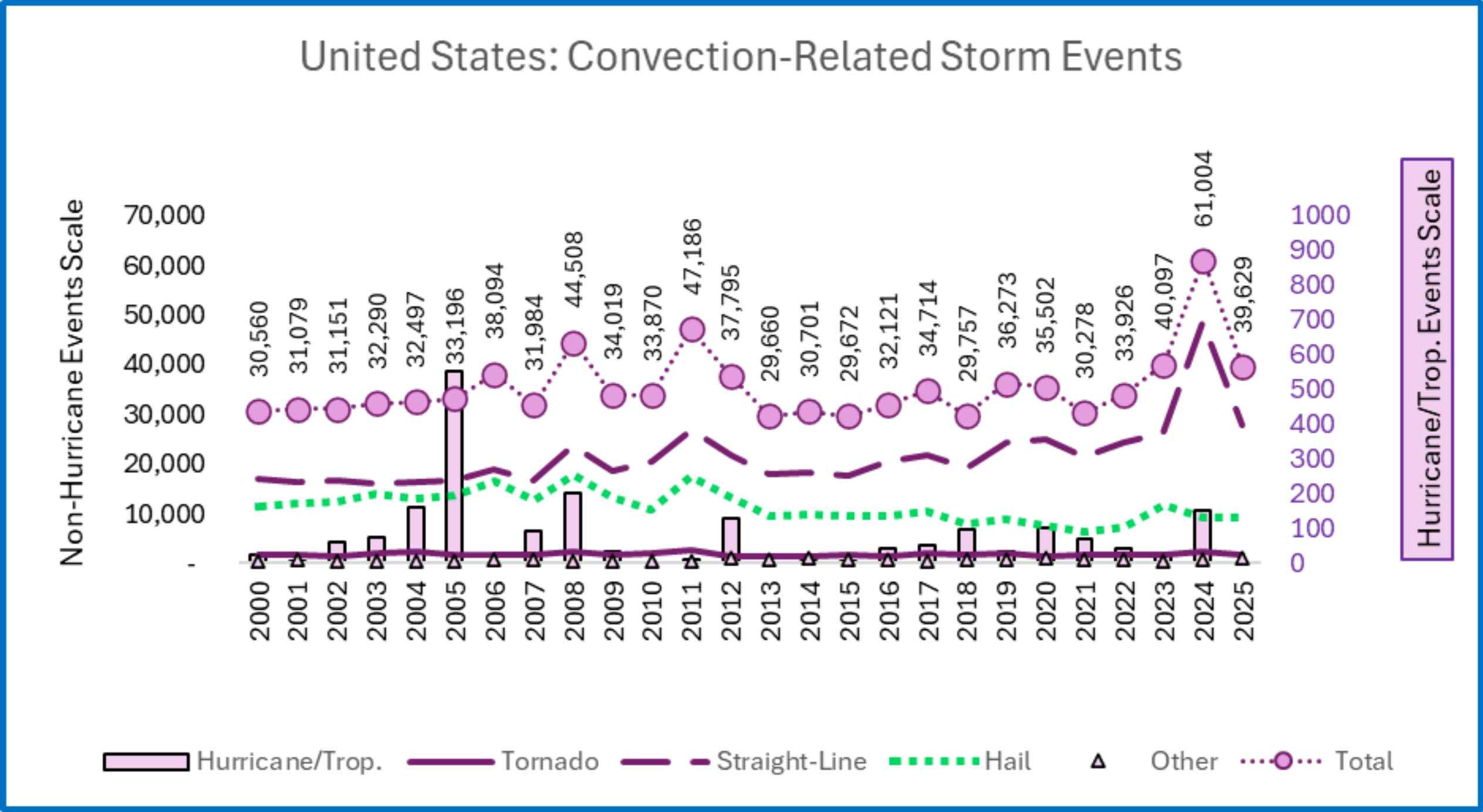
Source: A.M. Best Data – Real Insurance Consulting

Ohio Convective Storms



Source: A.M. Best Data – Real Insurance Consulting

US Convective Storms



Source: A.M. Best Data – Real Insurance Consulting

PULSE CHECK:

**OHIO'S P&C MARKET IS
HEALTHY AND GROWING
DESPITE STEADY RISKS**





IA Market Share

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IA Market Share

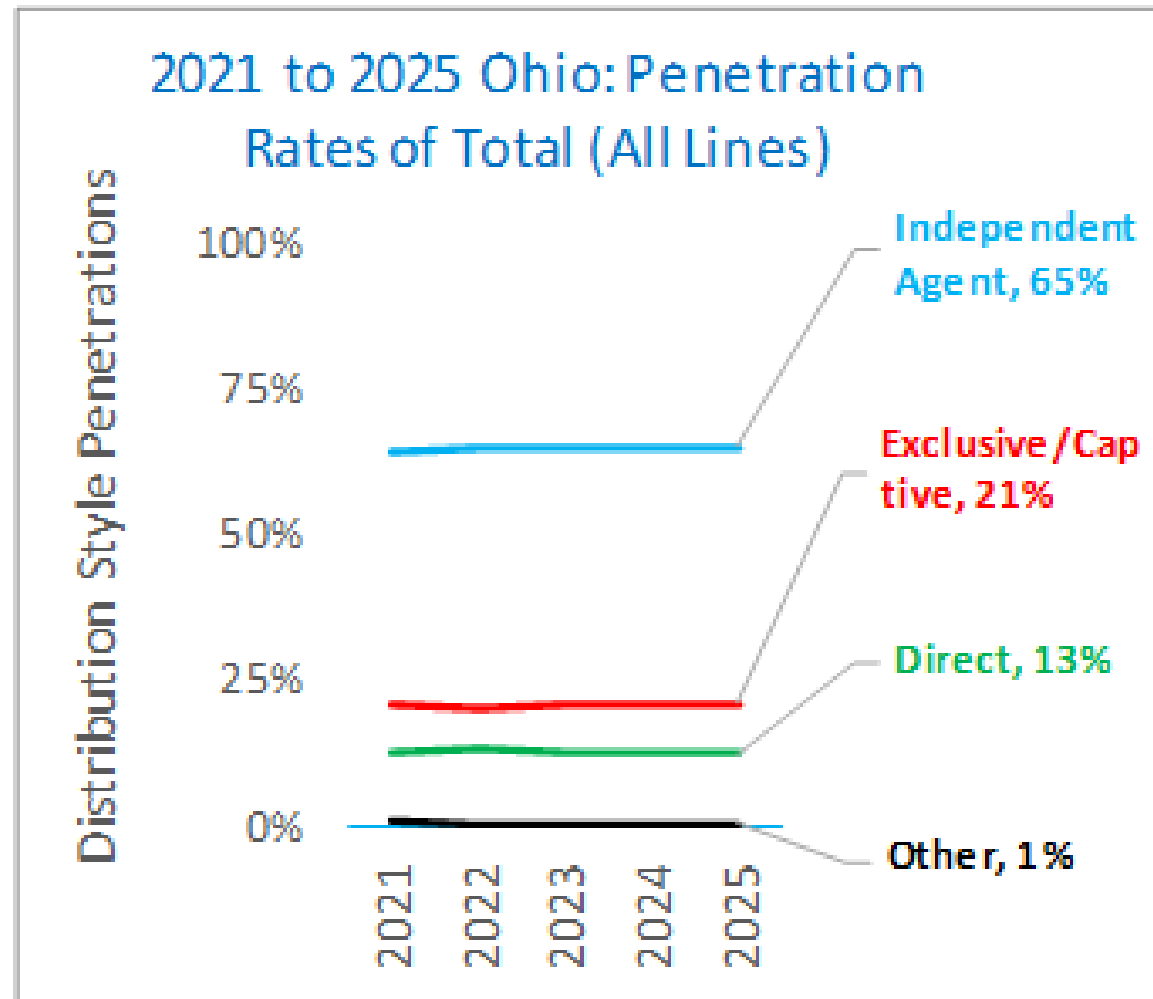


65.3%

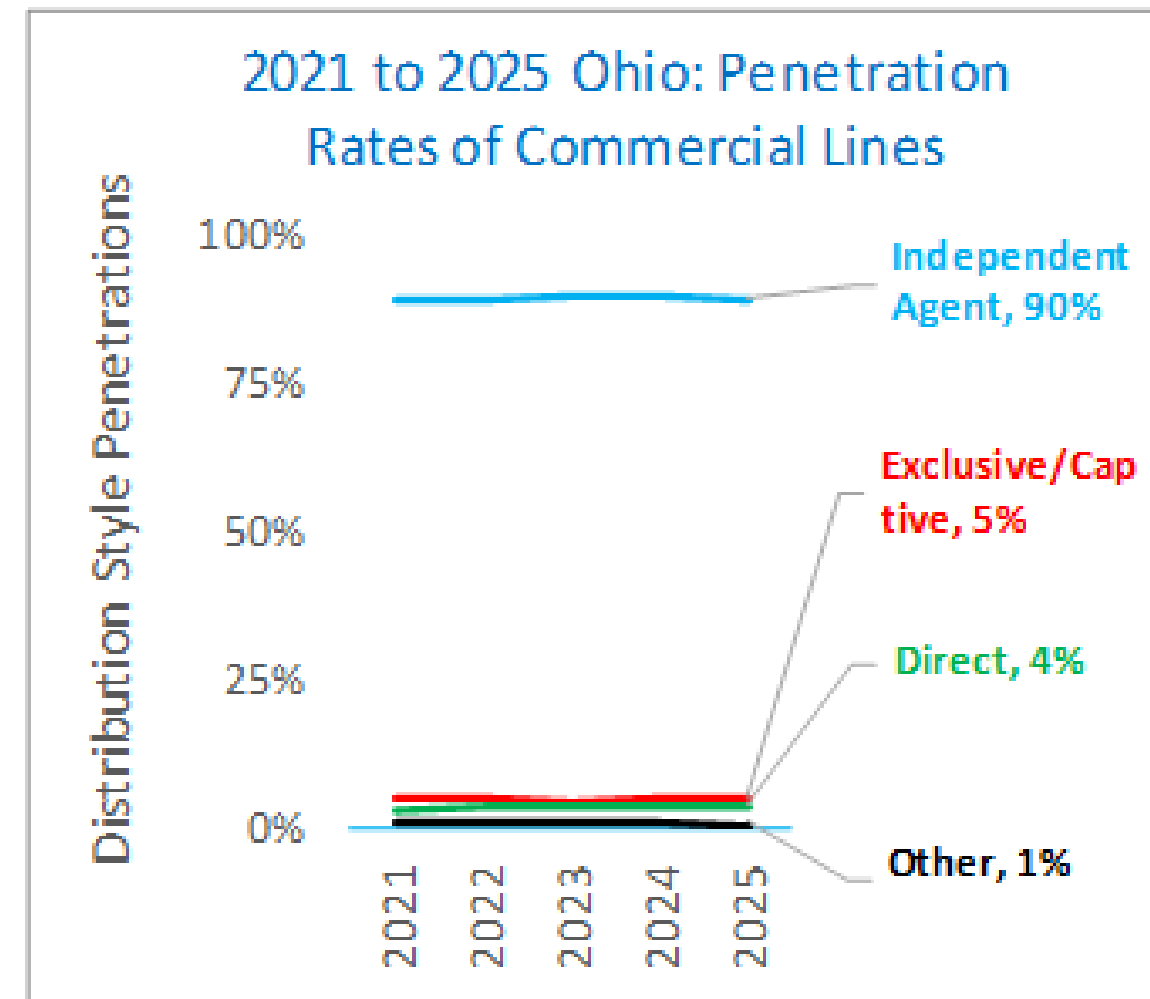
Source: A.M. Best Data – Real Insurance Consulting



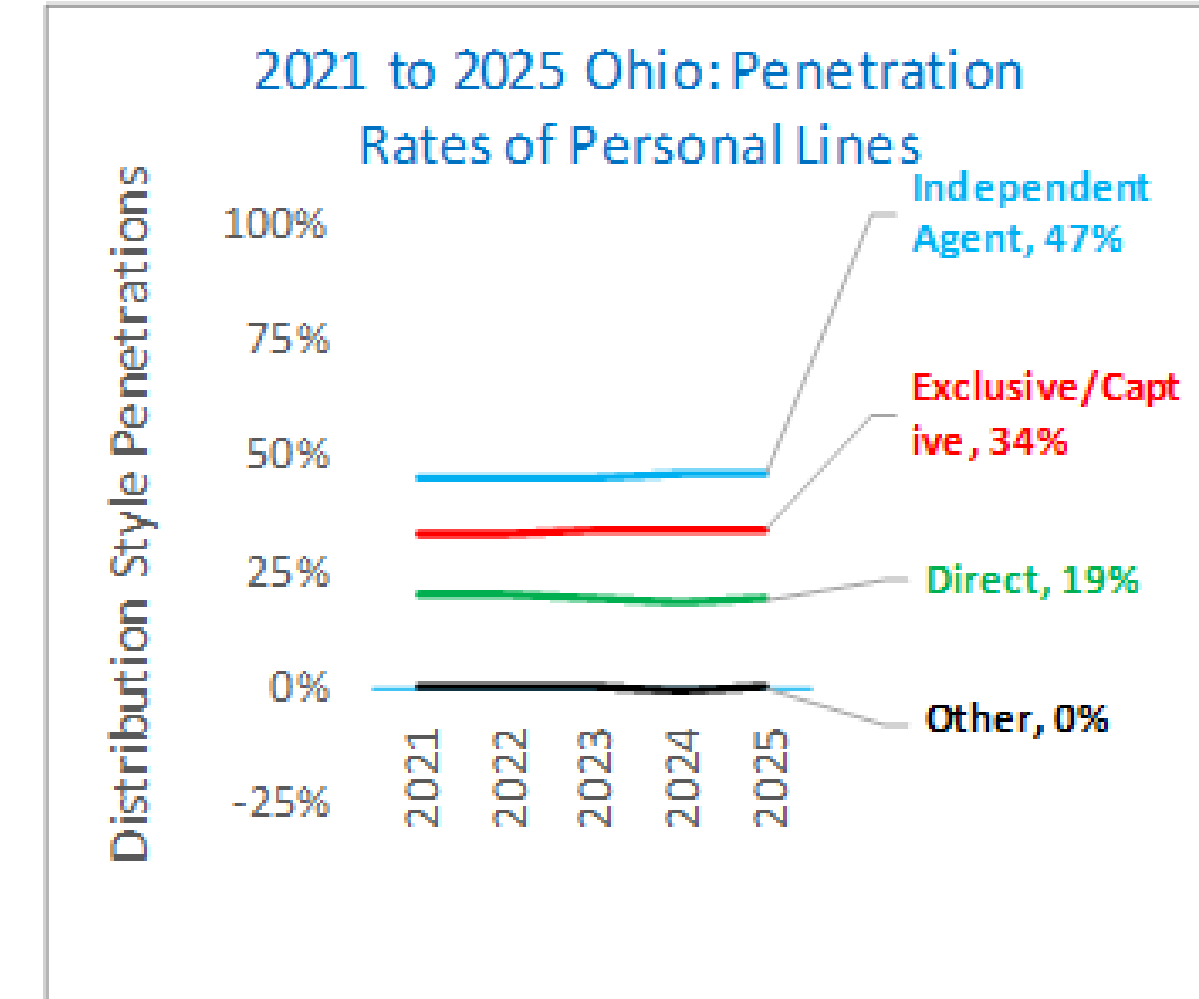
IA Market Share



Total (All Lines)	2021	2022	2023	2024	2025
Independent Agent	64.8%	65.2%	65.2%	65.1%	65.3%
Exclusive/Captive	21.0%	20.7%	21.2%	21.5%	21.2%
Direct	13.3%	13.3%	12.9%	12.7%	12.8%
Other	0.9%	0.8%	0.7%	0.7%	0.7%



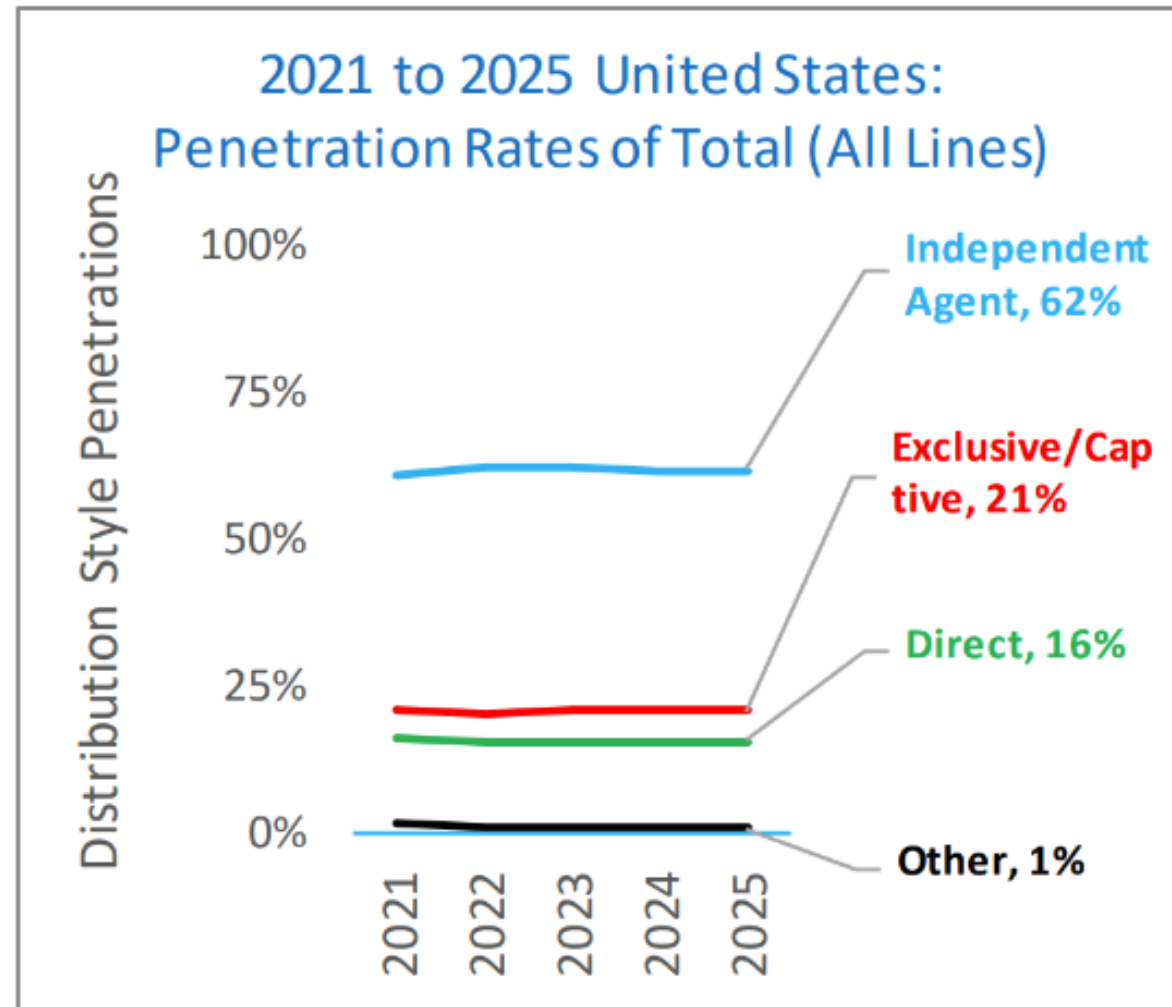
Commercial Lines	2021	2022	2023	2024	2025
Independent Agent	89.6%	89.7%	90.0%	89.8%	89.5%
Exclusive/Captive	5.2%	5.0%	4.9%	5.1%	5.2%
Direct	3.7%	3.9%	3.8%	3.7%	4.0%
Other	1.5%	1.4%	1.3%	1.4%	1.3%



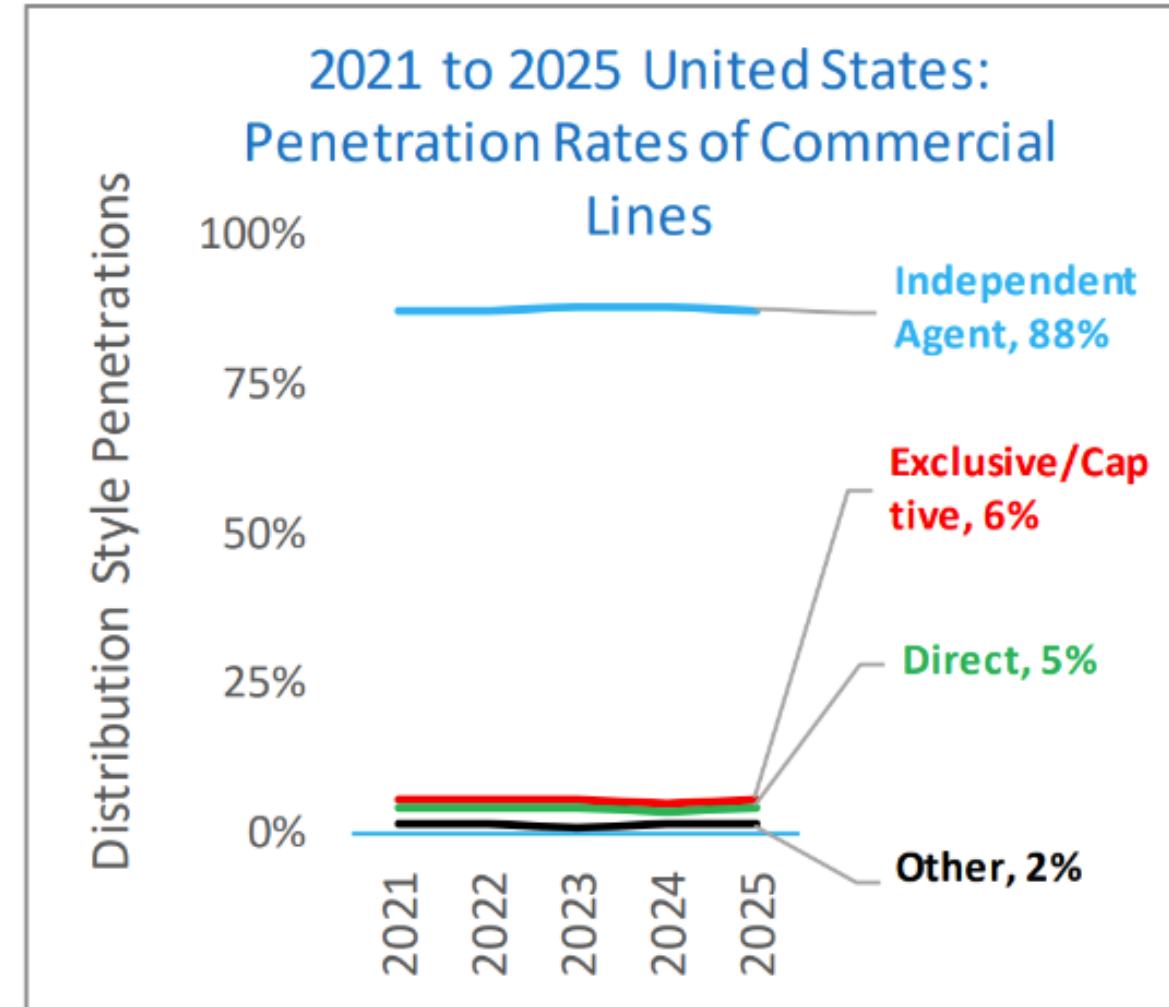
Personal Lines	2021	2022	2023	2024	2025
Independent Agent	45.8%	45.5%	45.9%	46.8%	46.5%
Exclusive/Captive	33.7%	33.7%	34.4%	34.4%	34.4%
Direct	20.4%	20.7%	19.7%	19.0%	19.1%
Other	0.1%	0.1%	0.1%	0.0%	0.0%

Source: A.M. Best Data – Real Insurance Consulting

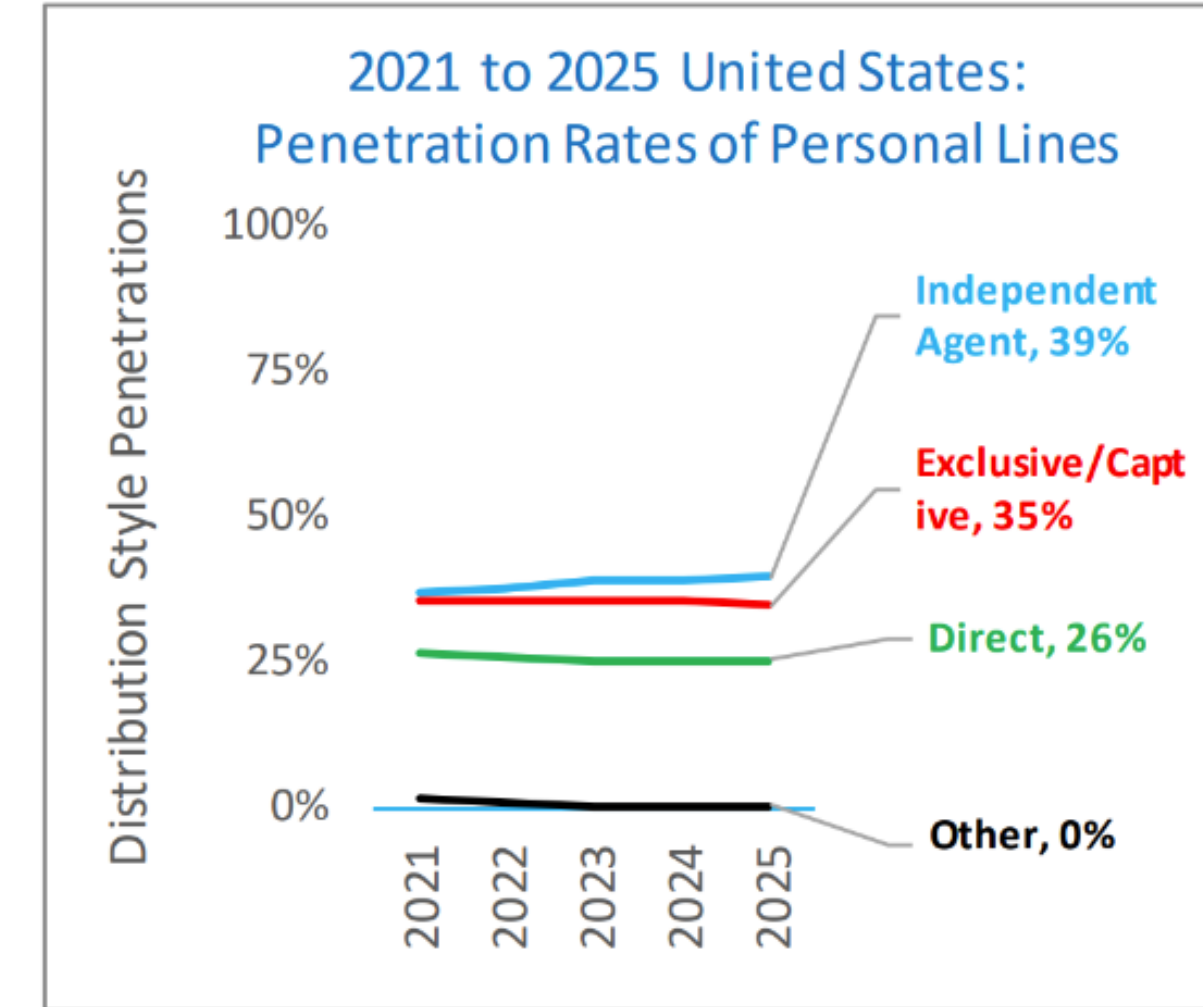
IA Market Share



Total (All Lines)	2021	2022	2023	2024	2025
Independent Agent	61.1%	62.4%	62.5%	62.0%	62.0%
Exclusive/Captive	20.9%	20.6%	21.0%	21.4%	21.1%
Direct	16.1%	15.6%	15.5%	15.7%	16.0%
Other	1.8%	1.3%	1.1%	1.0%	1.0%



Commercial Lines	2021	2022	2023	2024	2025
Independent Agent	87.4%	87.4%	87.9%	87.9%	87.7%
Exclusive/Captive	6.1%	6.2%	6.0%	6.0%	6.0%
Direct	4.7%	4.8%	4.6%	4.6%	4.7%
Other	1.7%	1.6%	1.4%	1.5%	1.6%

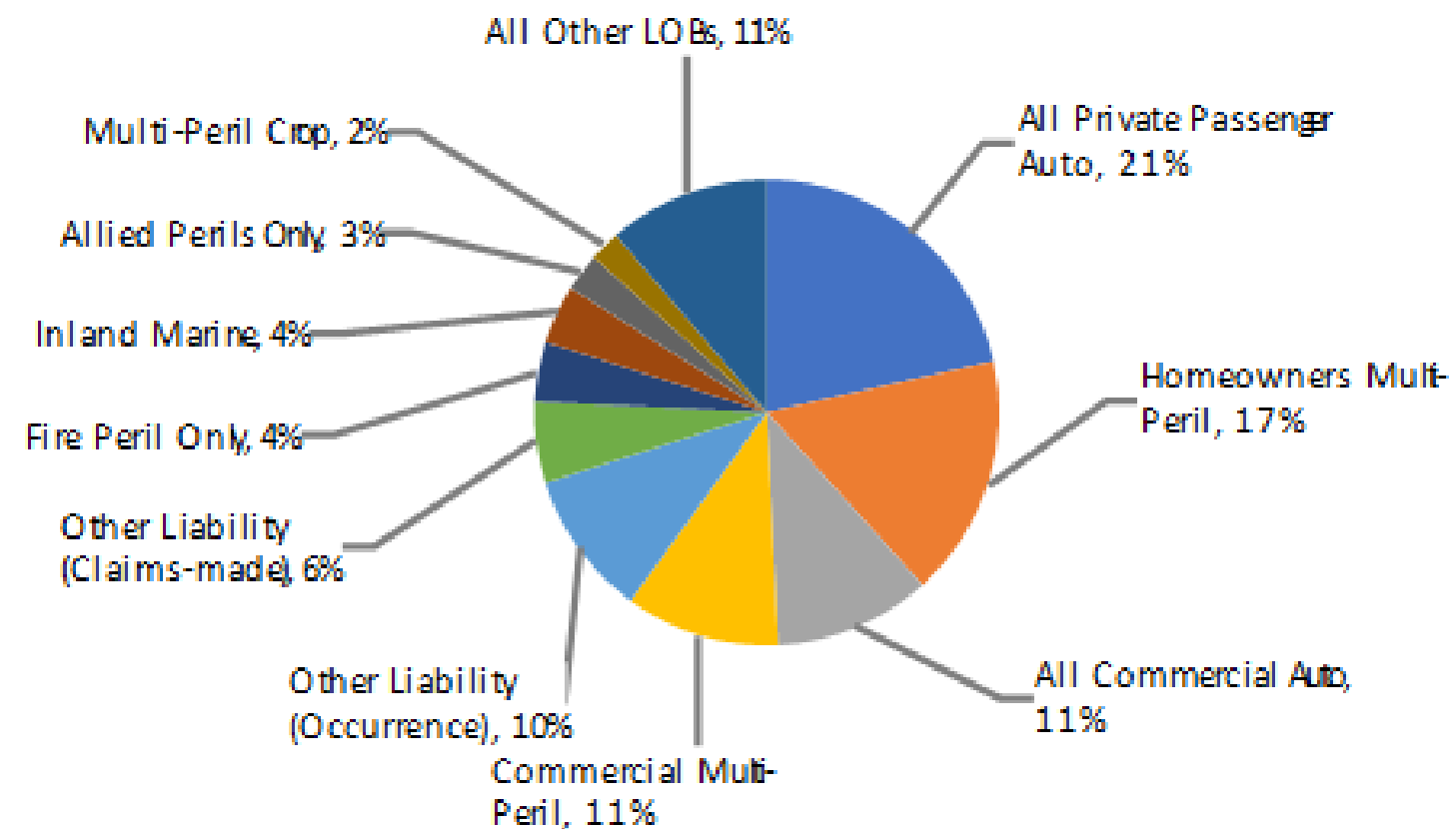


Personal Lines	2021	2022	2023	2024	2025
Independent Agent	36.7%	37.9%	38.8%	39.2%	39.5%
Exclusive/Captive	35.3%	35.5%	35.5%	35.4%	34.8%
Direct	26.6%	25.9%	25.3%	25.2%	25.5%
Other	1.3%	0.7%	0.4%	0.2%	0.2%

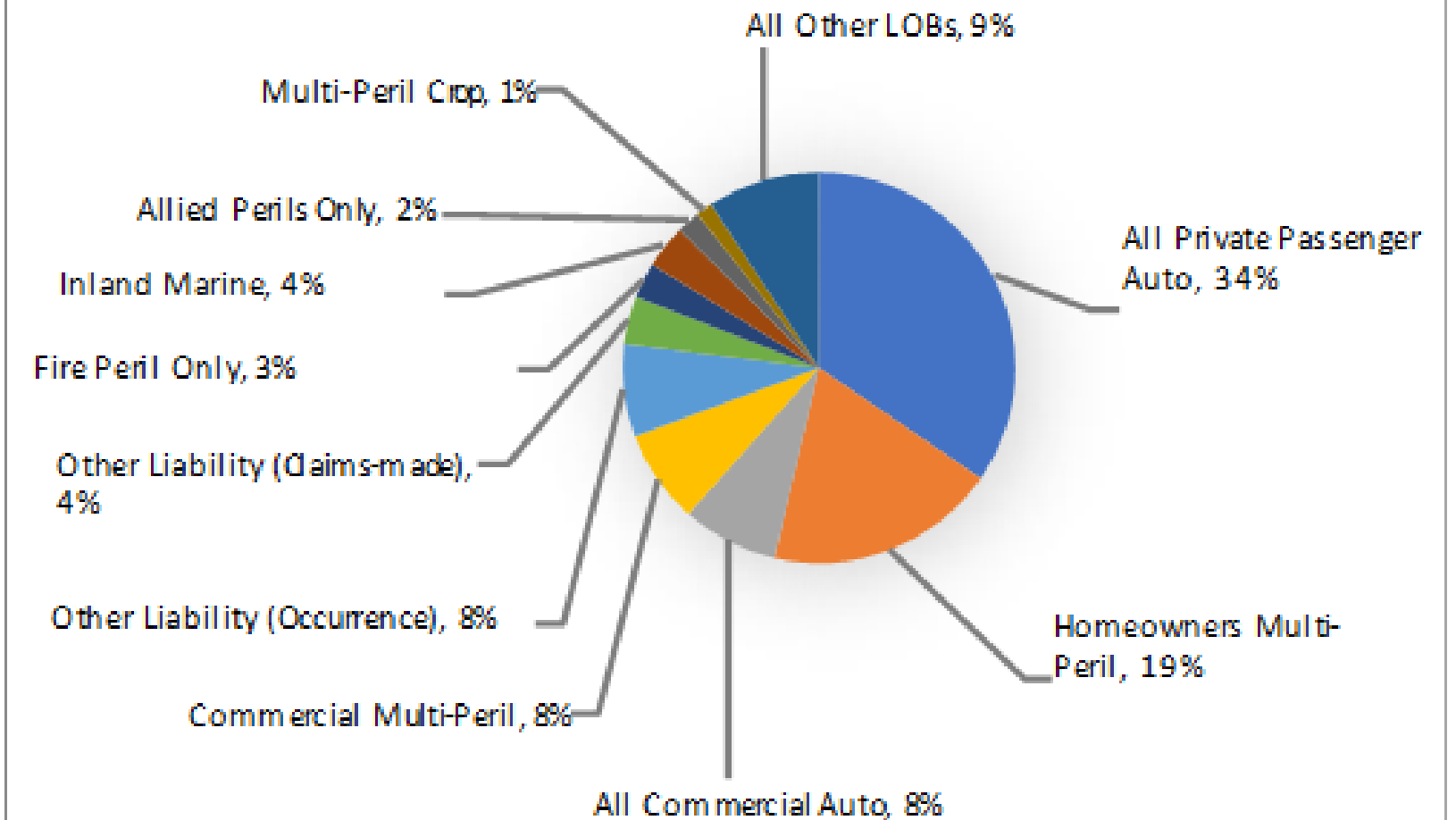
Source: A.M. Best Data – Real Insurance Consulting

IA Market Share

**2025 Ohio: Independent Agent Distribution
(\$17,543,532,000)**



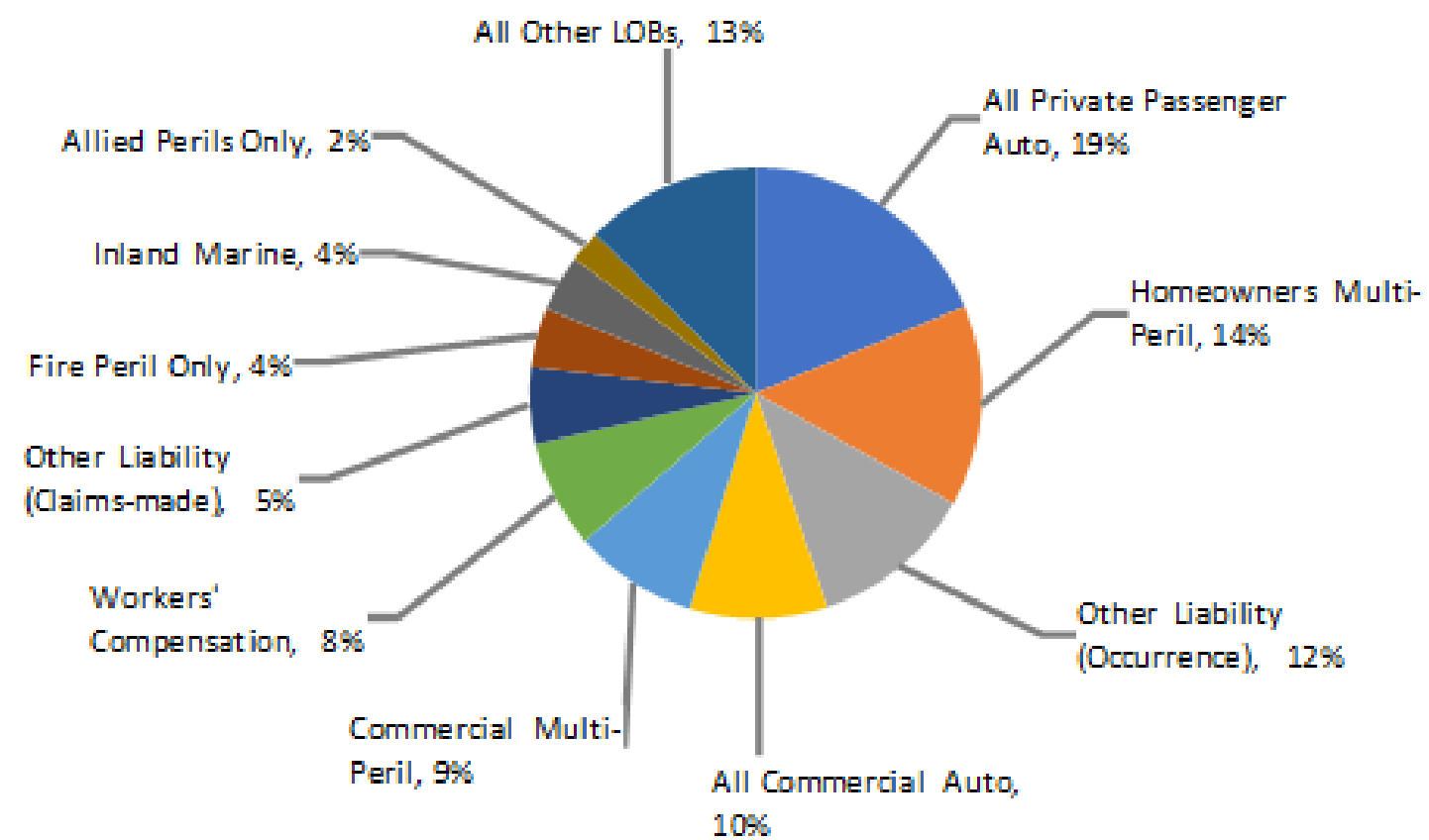
**2025 Ohio: All Distribution Styles
(\$26,874,516,000)**



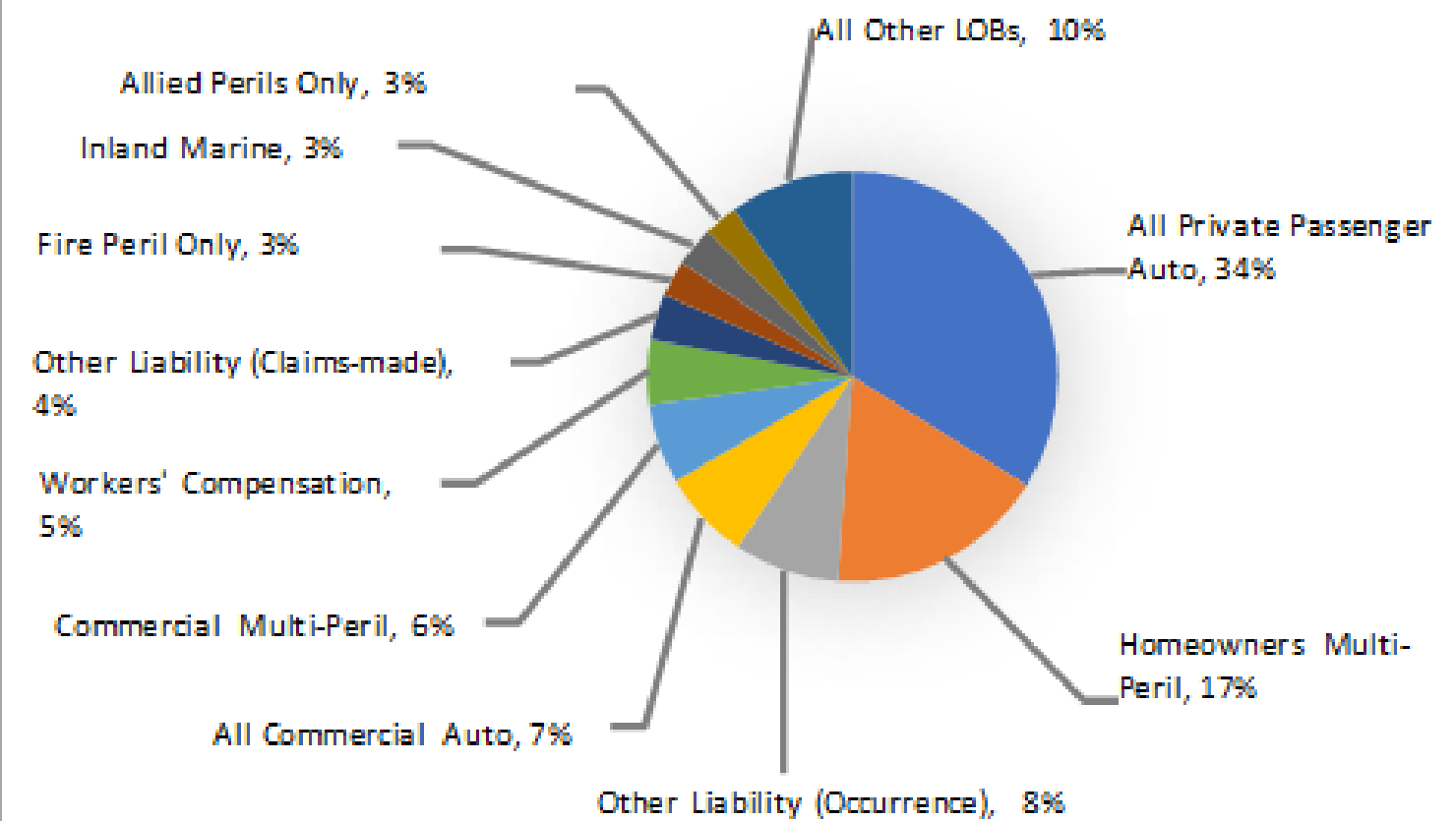
Source: A.M. Best Data – Real Insurance Consulting

IA Market Share

**2025 United States: Independent Agent Distribution
(\$681,637,116,000)**



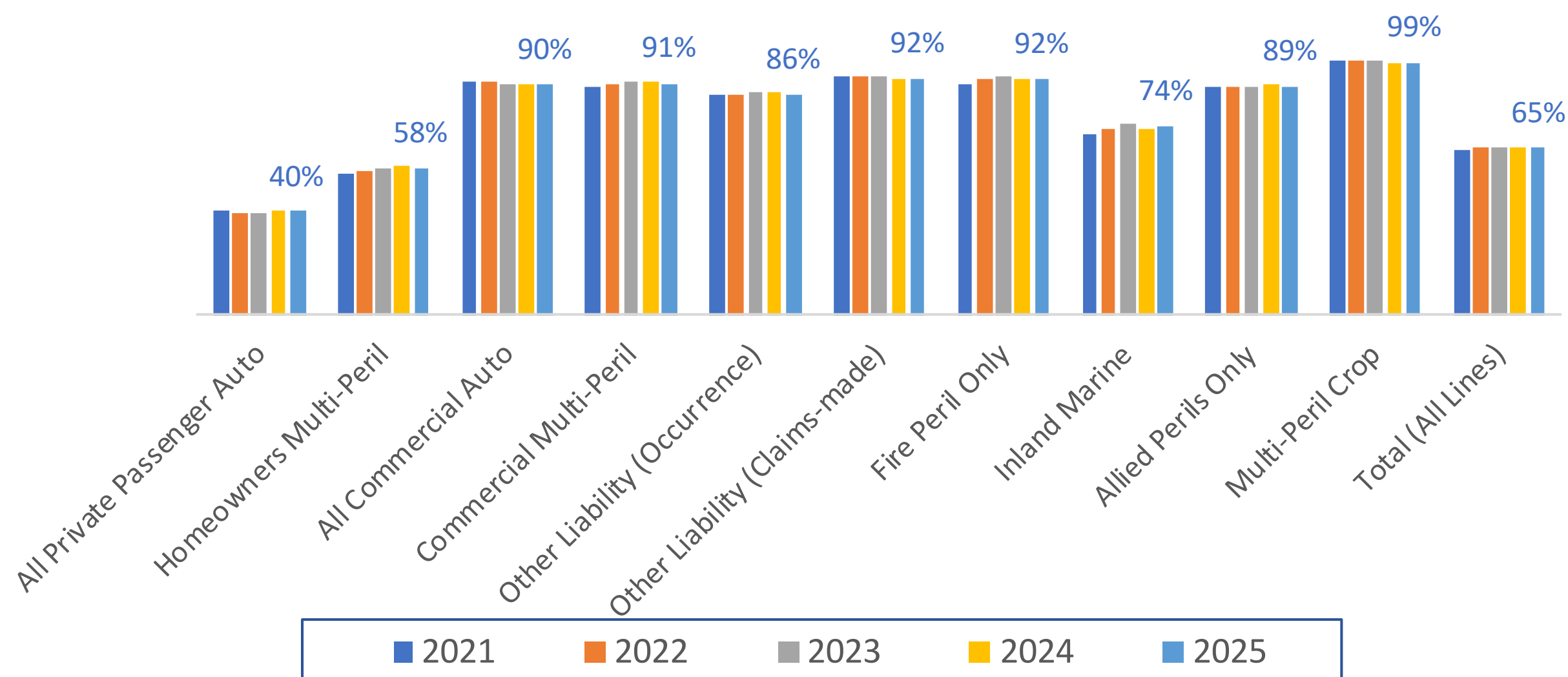
**2025 United States: All Distribution Styles
(\$1,099,181,751,000)**



Source: A.M. Best Data – Real Insurance Consulting

IA Market Share

2021 to 2025 Ohio: Top 10 Lines of Business and 5-Years of Penetration Rates



Ohio IA Market Share – 65%
US IA Market Share – 62%

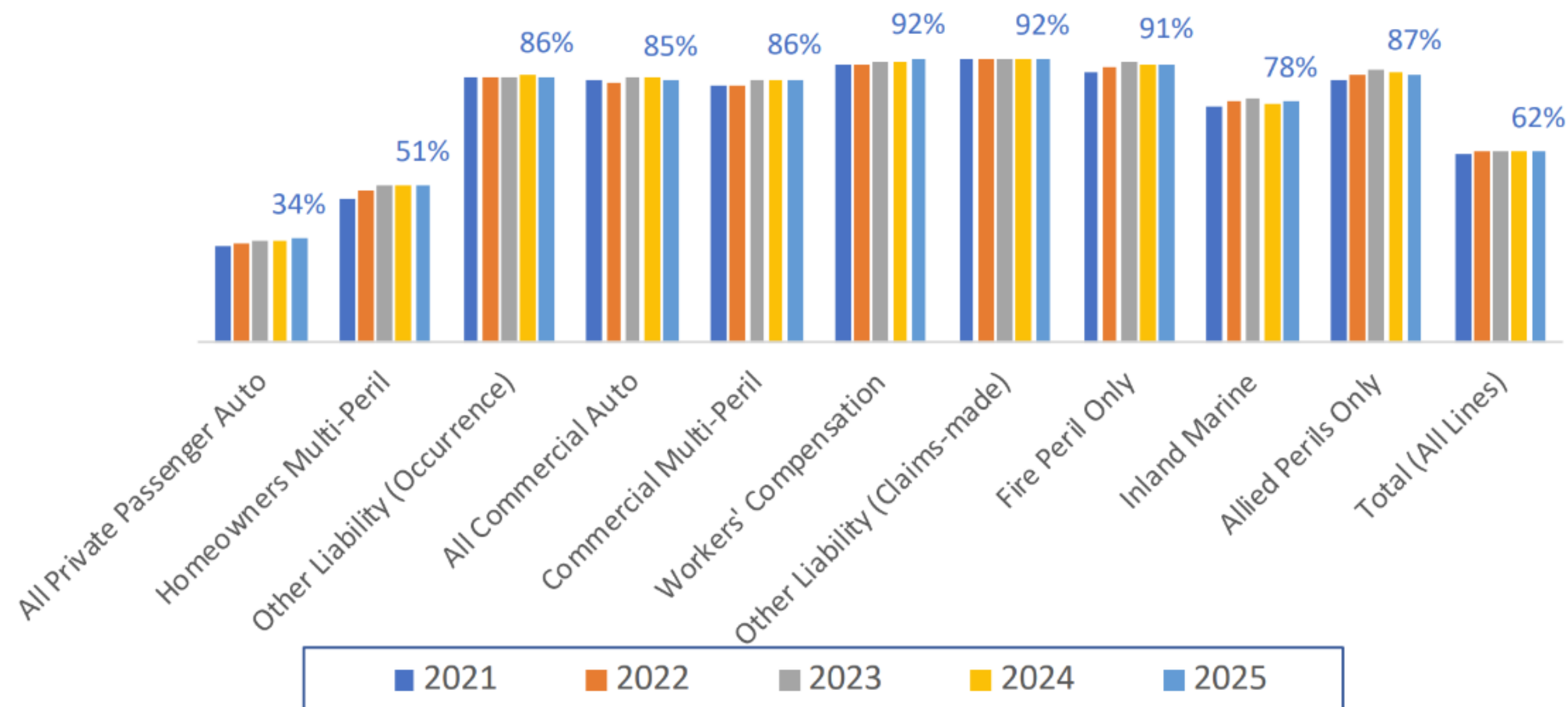
Ohio Avg Commission – 11.9%
US Avg Commission – 11.5%

Ohio E&S Market – 6.6%
US E&S Market – 9.7%

- Ohio's Largest Lines –
- Private Passenger Auto – \$9.1B
 - Home - \$4.6B (up \$500M)
 - Commercial Multi - \$1.9B
 - Commercial Auto - \$1.9B
 - Other Liability (Occ) - \$1.87B
 - Other Liability (CM) \$1B

IA Market Share

2021 to 2025 United States: Top 10 Lines of Business and 5-Years of Penetration Rates



Ohio IAs outperform the US average in the following areas –

- Private Passenger Auto – 6%
- Home – 7%
- Commercial Multi – 5%
- Commercial Auto – 6%

Source: A.M. Best Data – Real Insurance Consulting

PULSE CHECK:

**INDEPENDENT AGENTS IN OHIO
LEAD THE U.S. AVERAGE IN EVERY
MAJOR PERSONAL AND
COMMERCIAL LINES CATEGORY.**

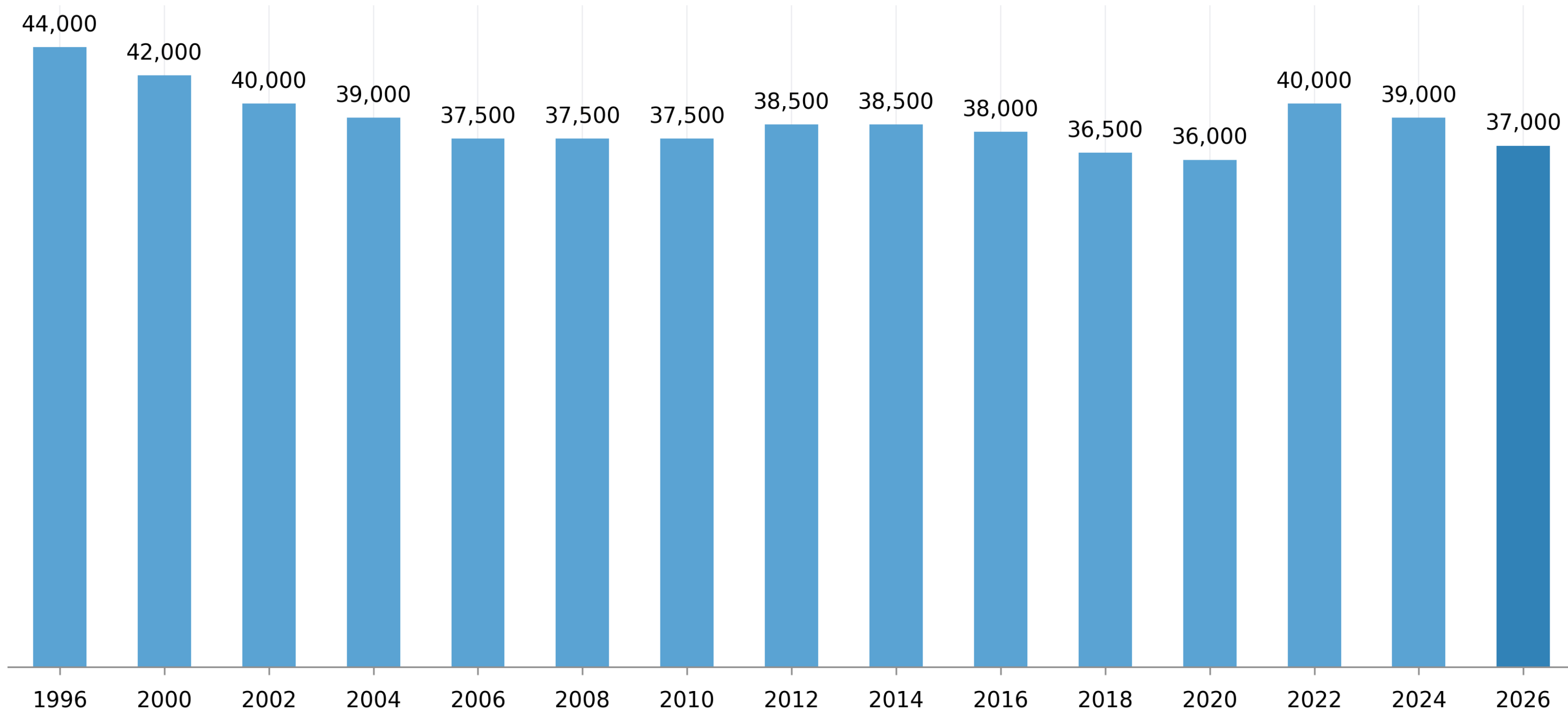


Agency Count

IACON
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Agency Count

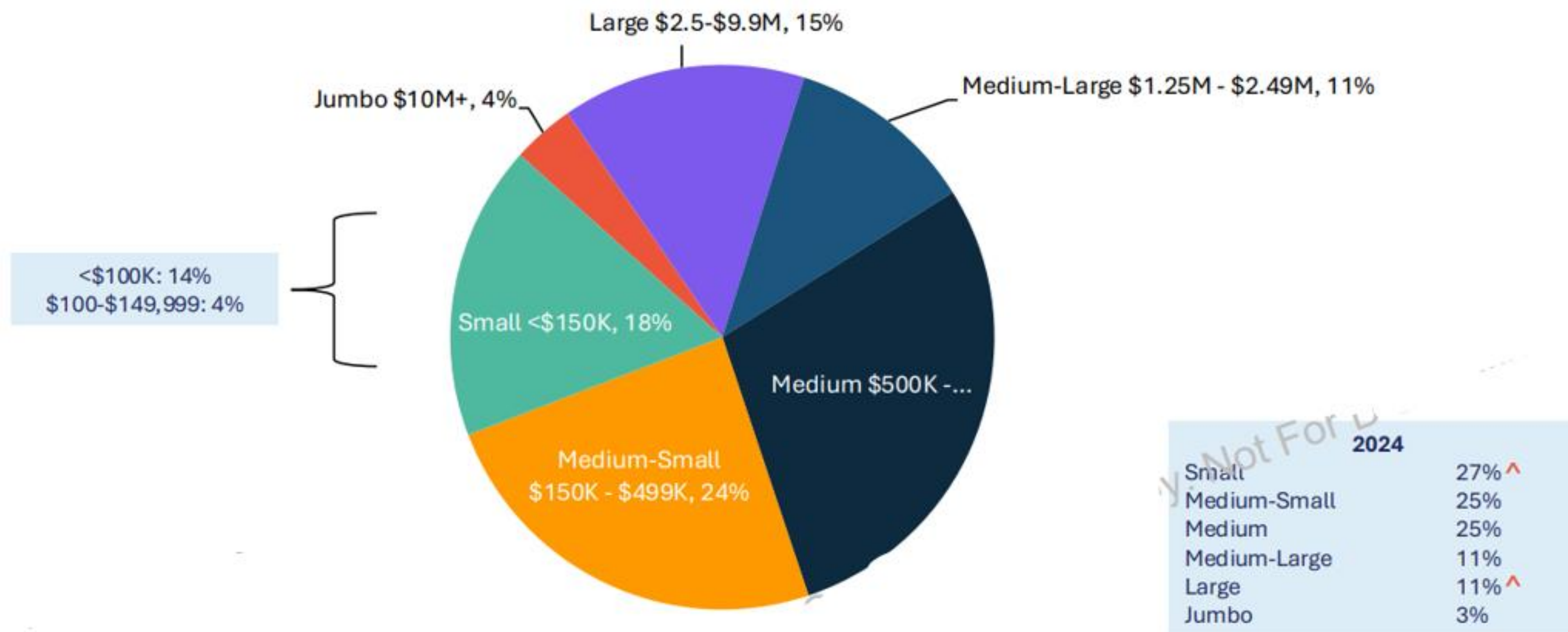
Total Number of Independent Agencies, 1996 - 2026



Source: Big I Agency Universe Study

Agency Count

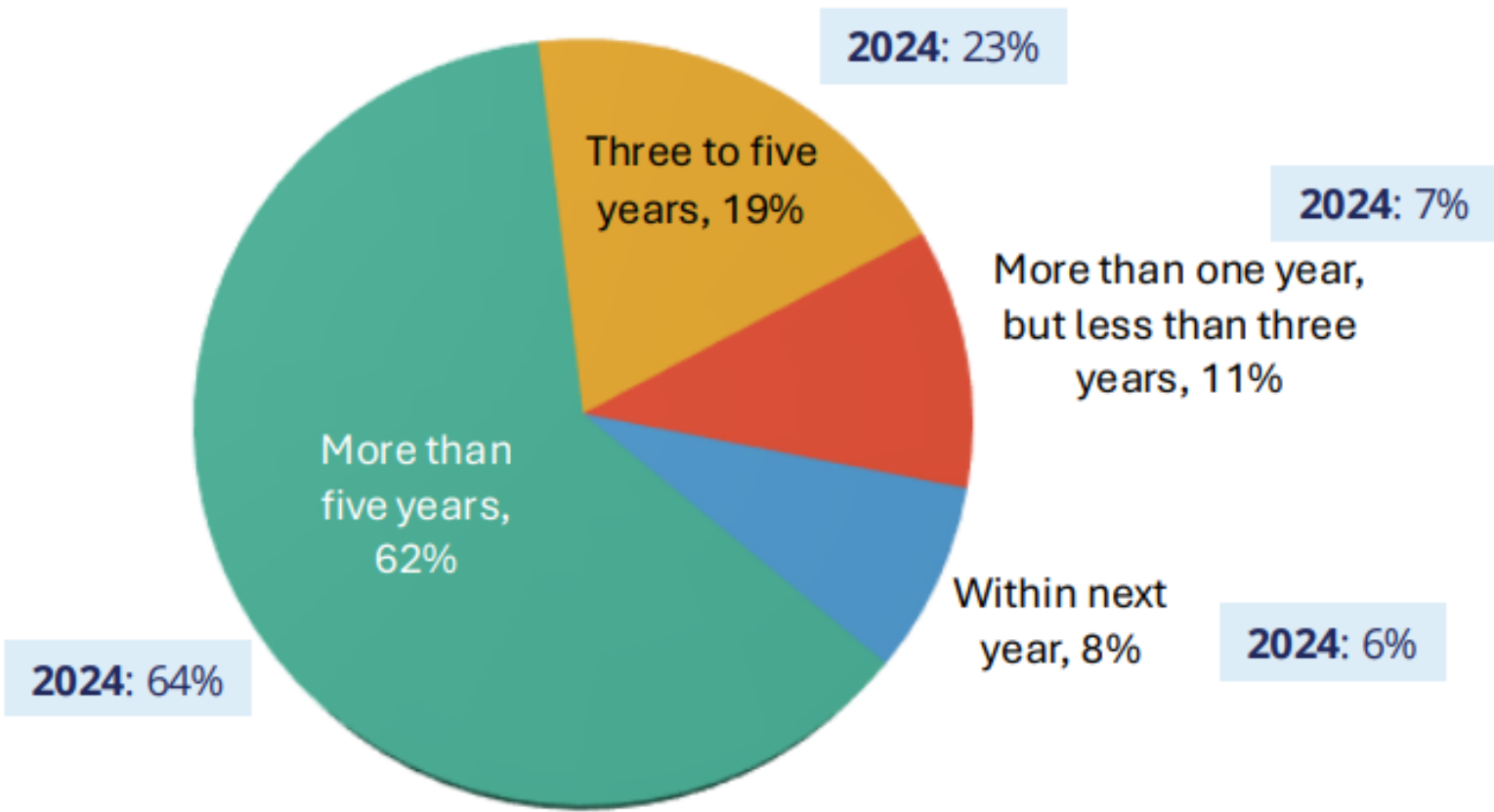
Agency Distribution by Revenue Size - 2026



Source: Big I Agency Universe Study

Agency Count

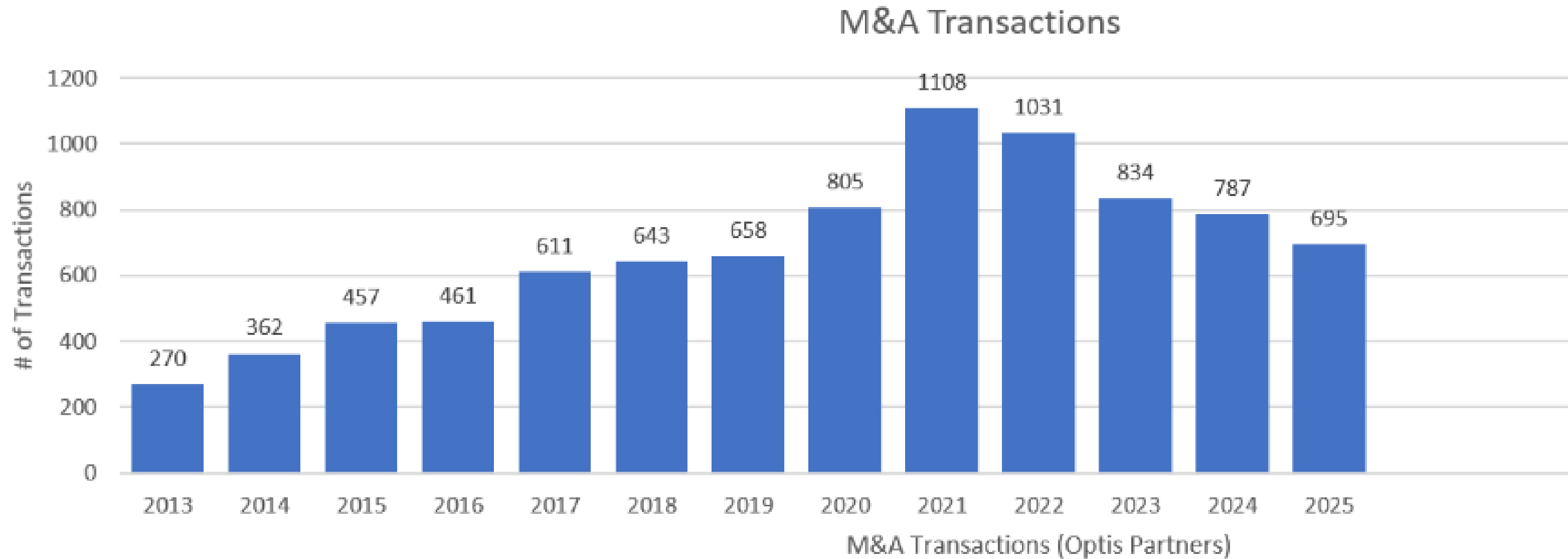
When Agencies Anticipate Major Ownership Changes
(involving at least 20% of agency ownership)



	Small	Med-Small	Med	Med-Large	Large	Jumbo
More than five years	69%	62%	62%	50%	48%	62%
Three to five years	15%	8%	24%	32%	27%	24%
More than one year, but less than three years	12%	19%	7%	9%	14%	14%
Within the next year	4%	11%	8%	9%	11%	0%

Source: Big I Agency Universe Study

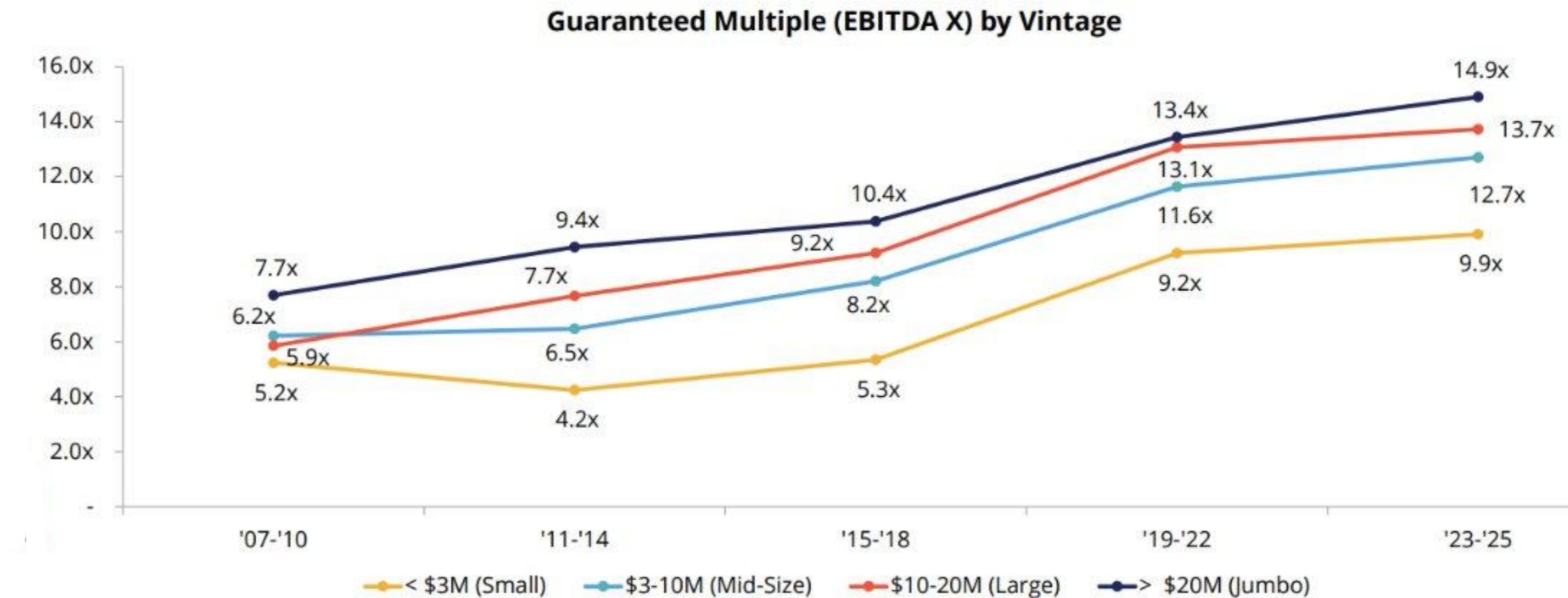
Agency Consolidation



Source: Optis Partners

Agency Consolidation

M&A PRICING REMAINS STRONG



Source: Big I and Reagan Best Practices Study

Agency Consolidation

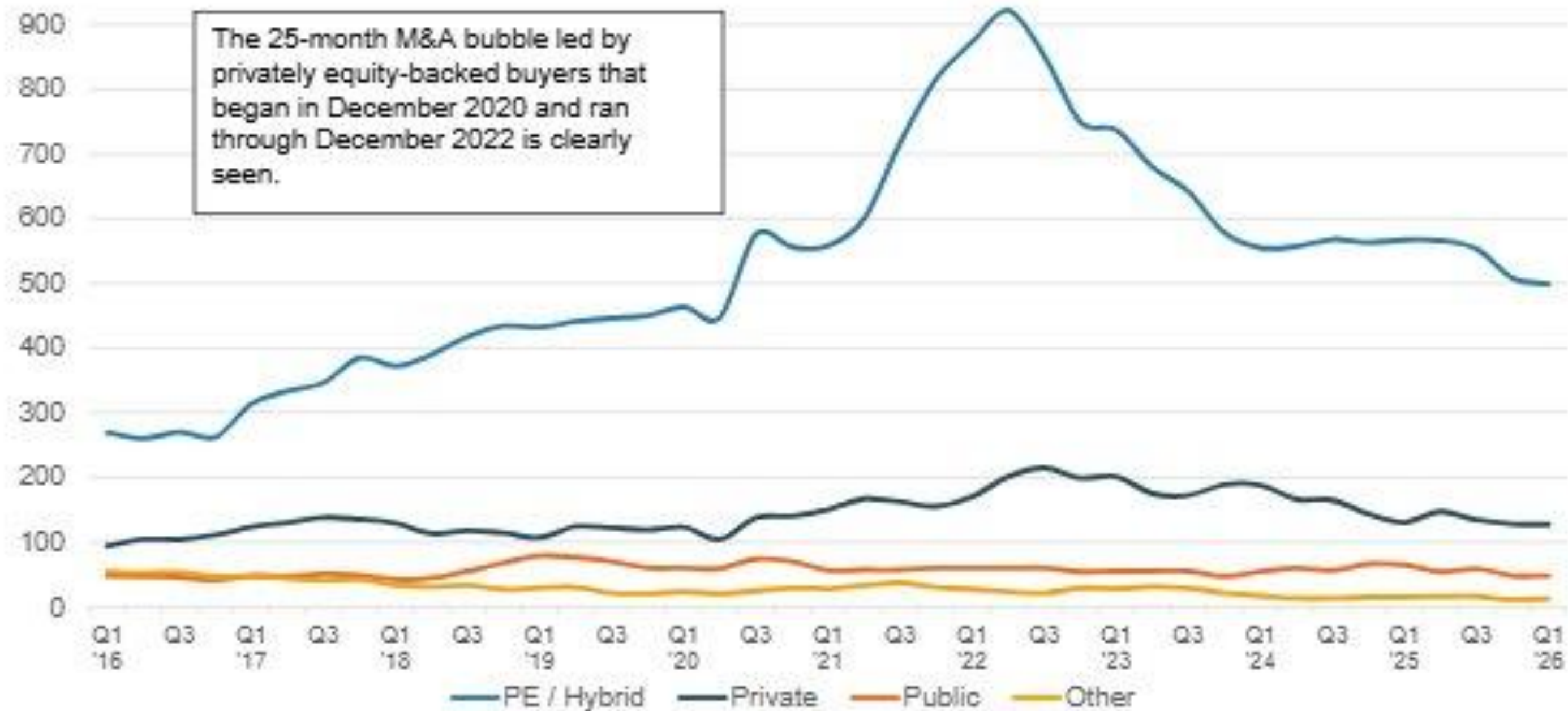


M&A PRICING STAYS STRONG



Source: Big I and Reagan Best Practices Study

Agency Consolidation



Source: Optis Partners

Retail Scale

COMPETITIVE PRESSURE: WHAT IS SCALE?

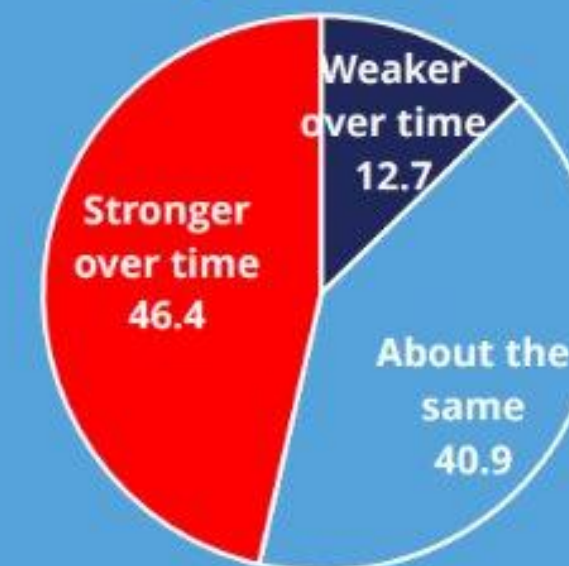
"So, you add all that up, it can get to \$200 million to \$300 million pretty quickly, what we think we are doing to make a better franchise going forward."

**Doug Howell, CFO
Gallagher**

"LenAI, our proprietary GenAI tool for colleagues, responds to about 1 million inquiries per week."

**John Doyle, CEO
Marsh**

Over the next three years, what will happen to the strength of the competition you face?



Source: Big I and Reagan Best Practices Study – 2026 Symposium

PULSE CHECK:

**FEWER AGENCIES, BIGGER
PRICE TAGS. THE M&A PARTY
IS COOLING, BUT THE BAR FOR
SCALE KEEPS RISING**



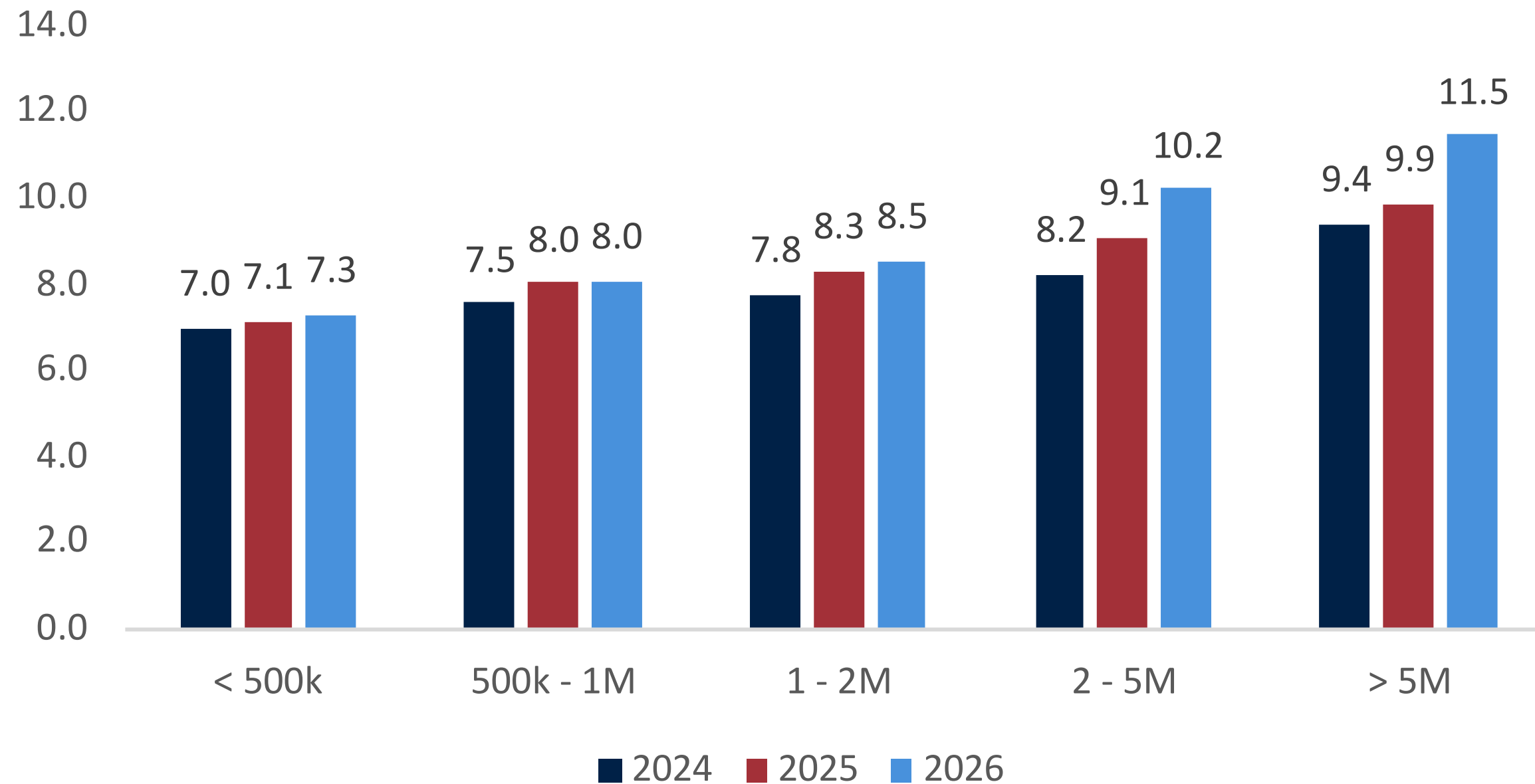
Agency Valuations

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Agency Valuations



Avg FMV EBITDA Multiple



Overall Valuation Multiples have increased 6.1% YOY

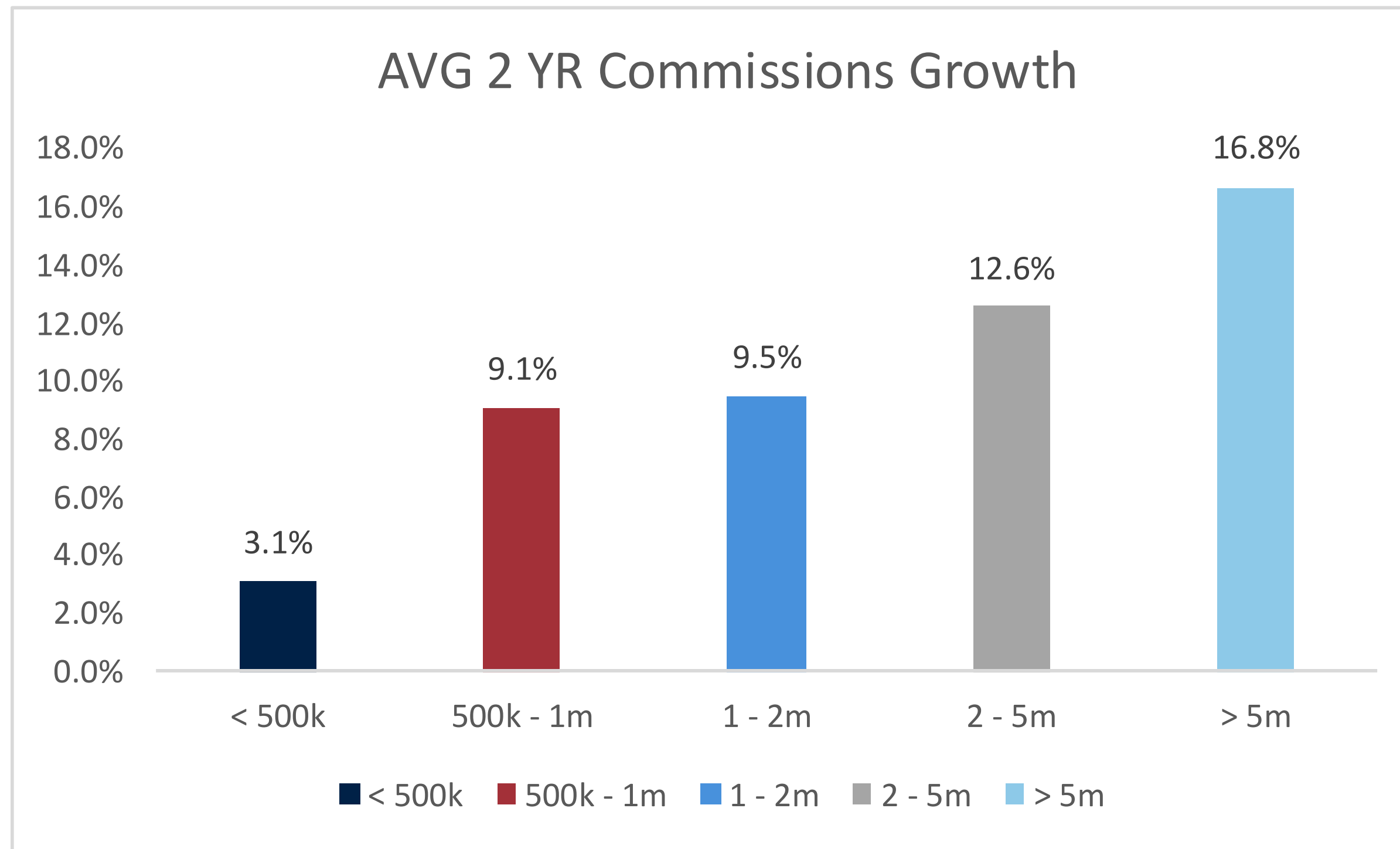
Almost all Revenue Categories experienced an increase in valuation multiples.

>\$5M increased the most by 14%

Mid to large-sized agencies experienced at least an average 12.5% increase in valuation multiple. This is likely being driven by a shrinking number of privately held agencies in this category (Agency Universe showed a 4% decrease since 2024).

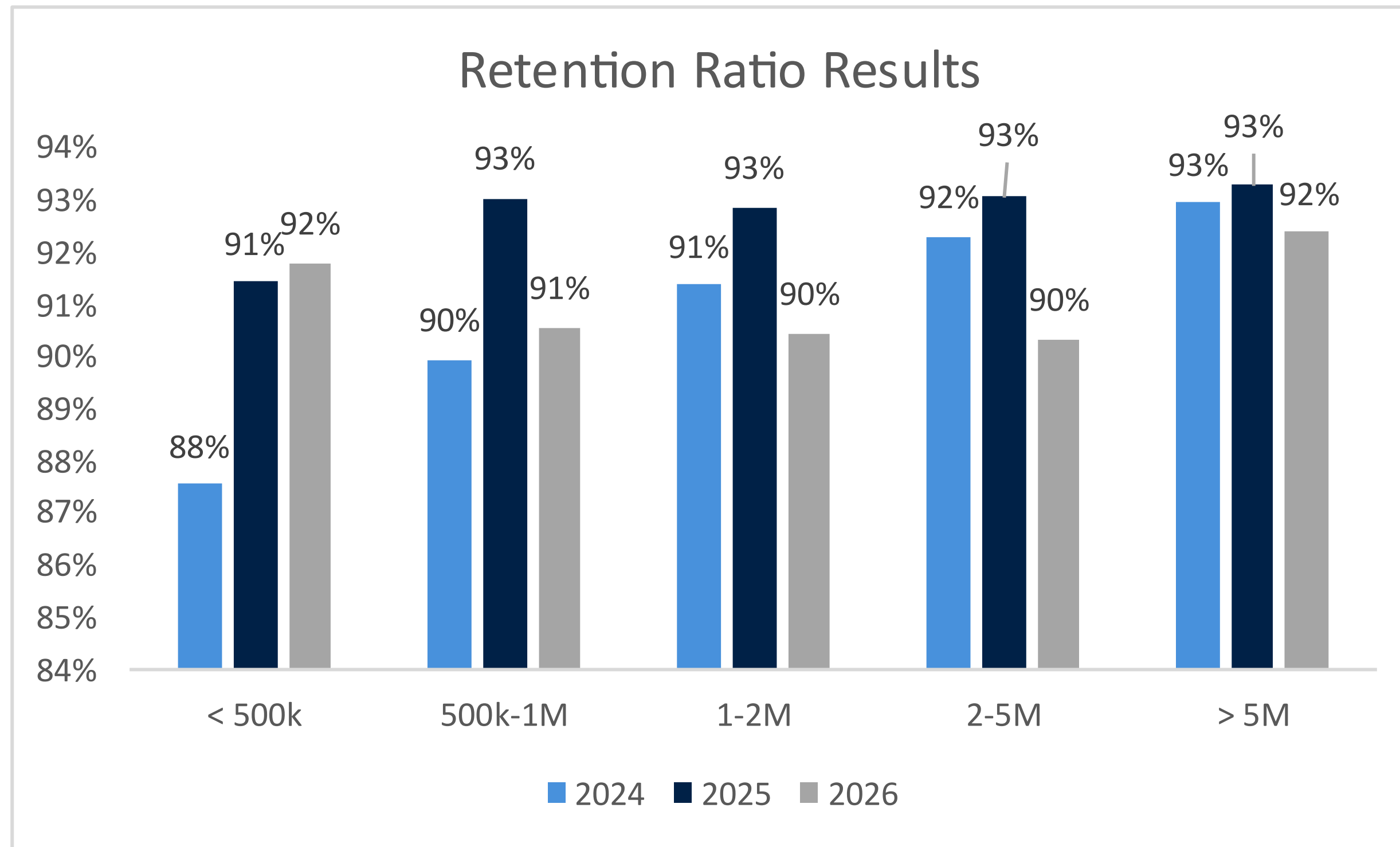
Source: IA Valuations

Agency Valuations



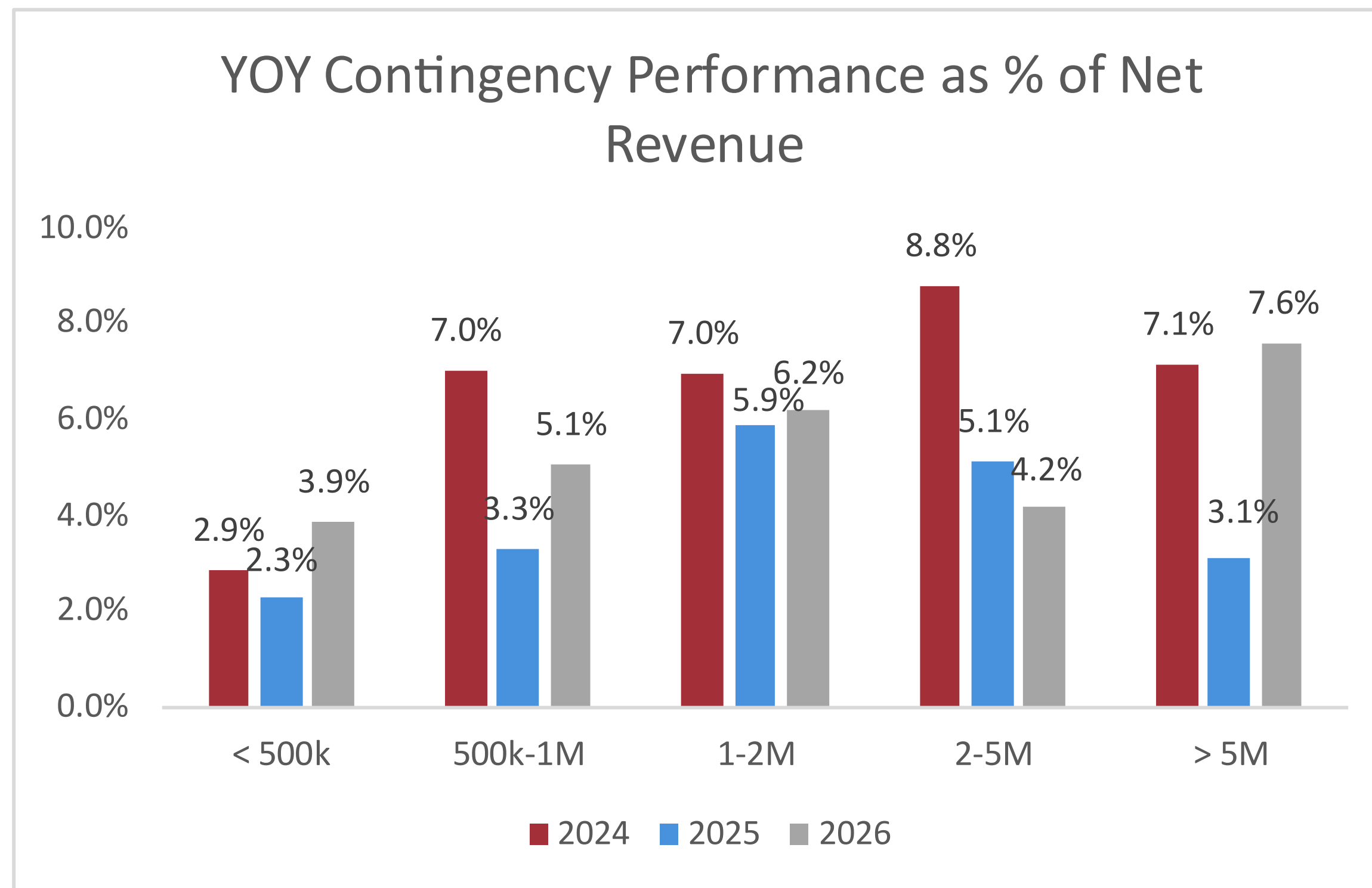
Source: IA Valuations

Agency Valuations



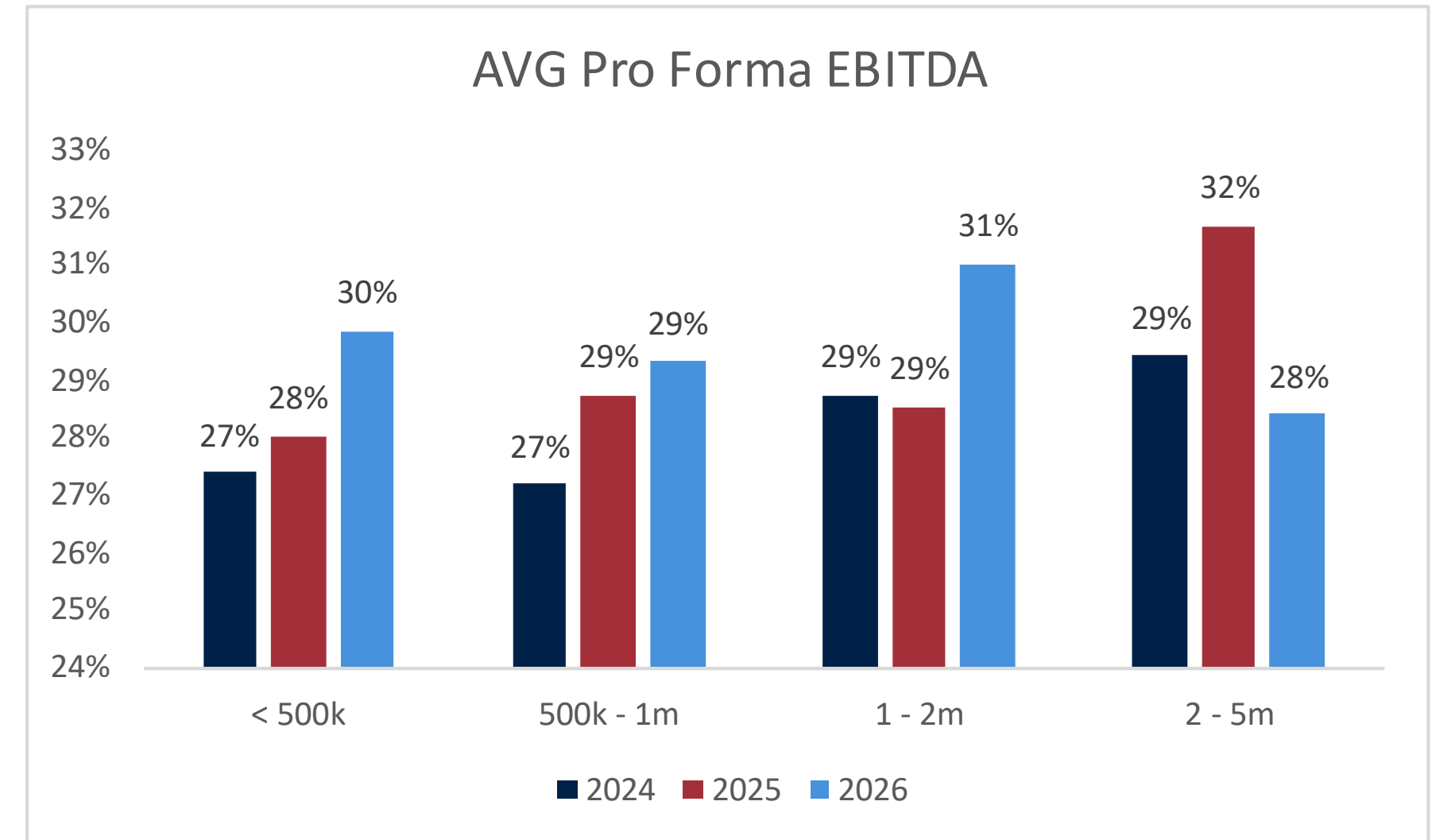
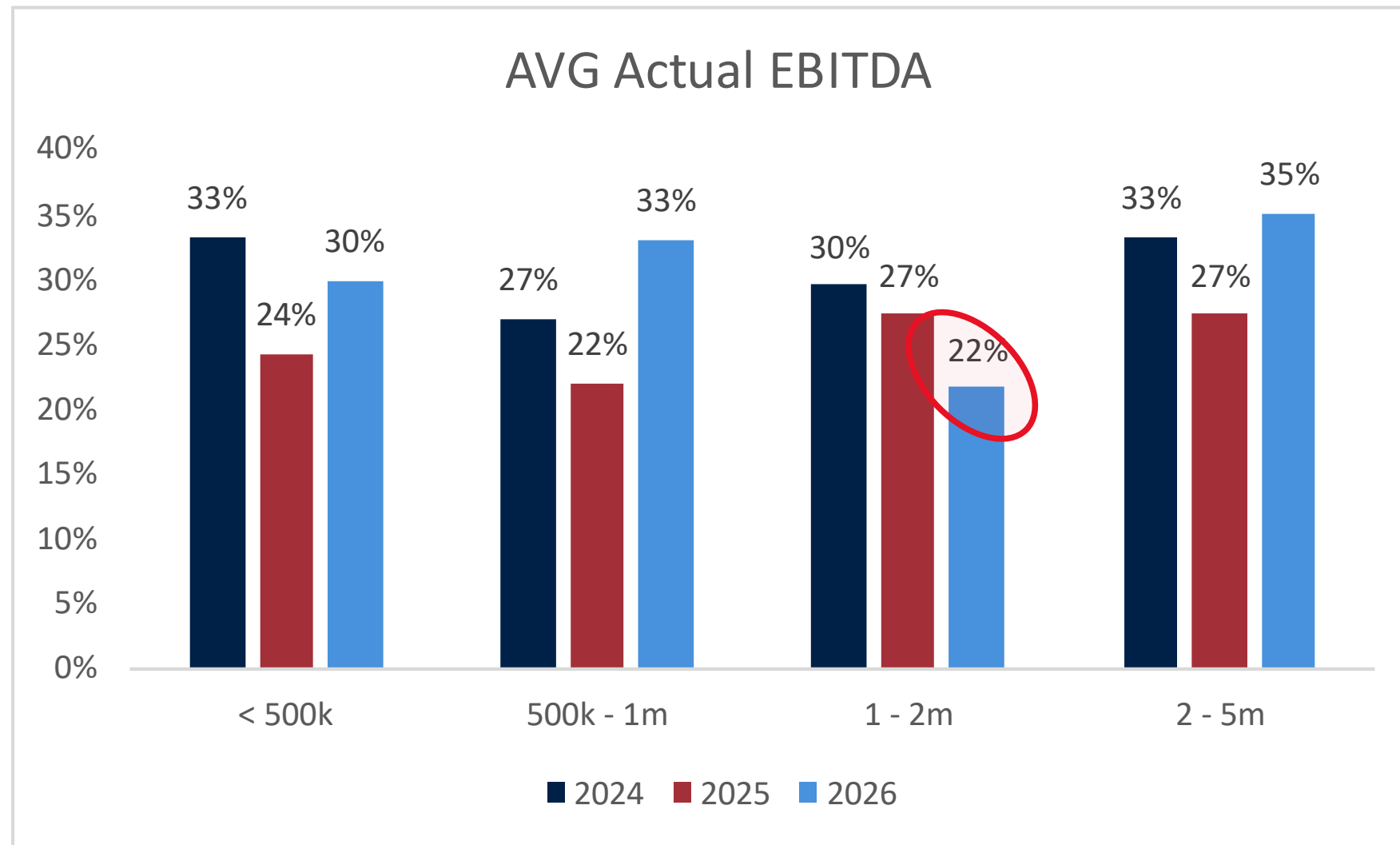
Source: IA Valuations

Agency Valuations



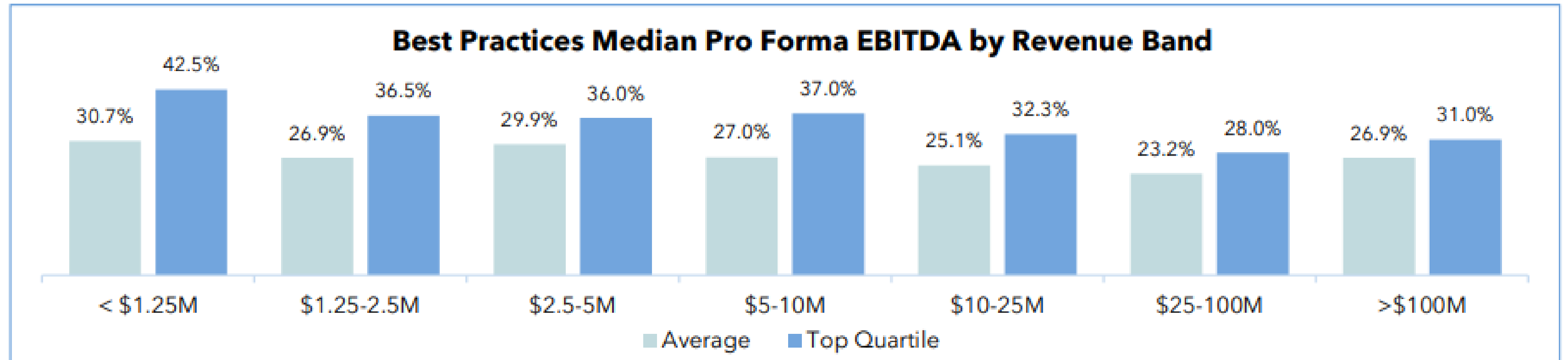
Source: IA Valuations

Agency Valuations



Source: IA Valuations

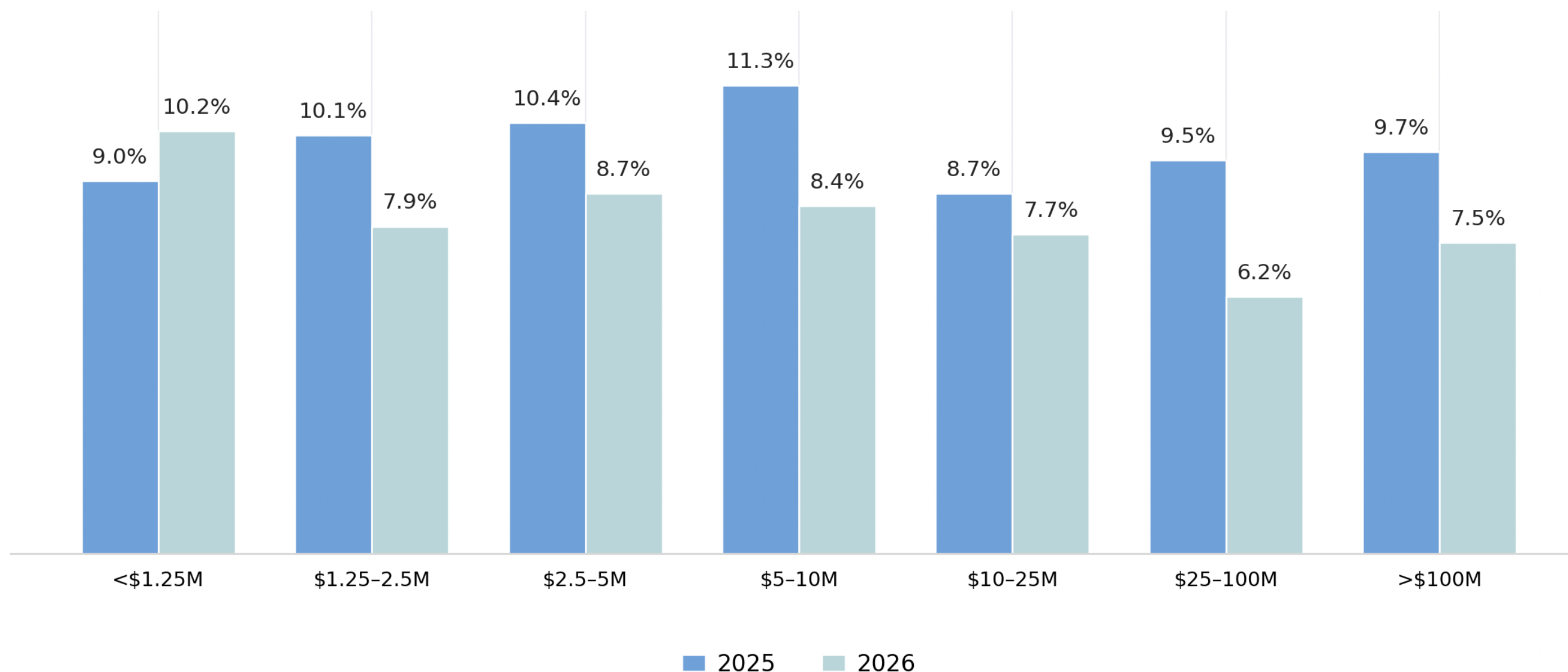
Agency Valuations



Source: Big I and Reagan Best Practices Study

Agency Valuations

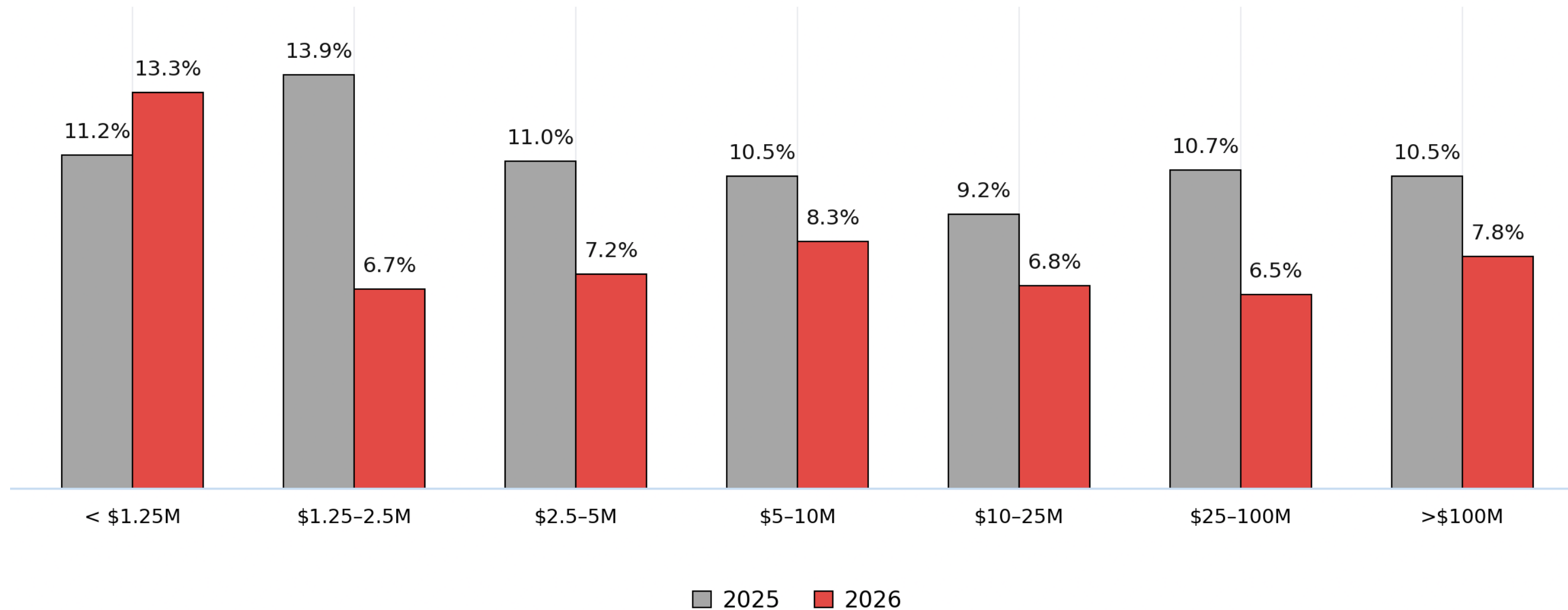
Best Practices Agencies Organic Growth by Revenue Band



Source: Big I and Reagan Best Practices Study

Agency Valuations

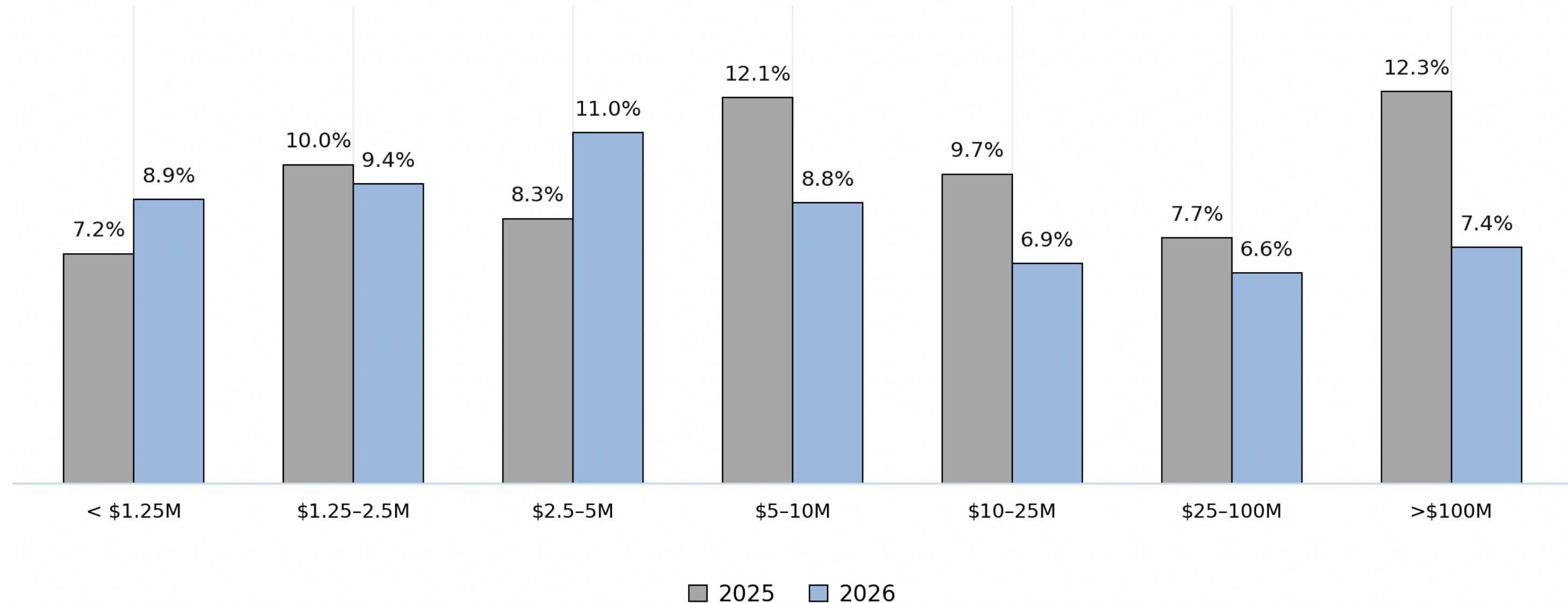
Personal Lines



Source: Big I and Reagan Best Practices Study

Agency Valuations

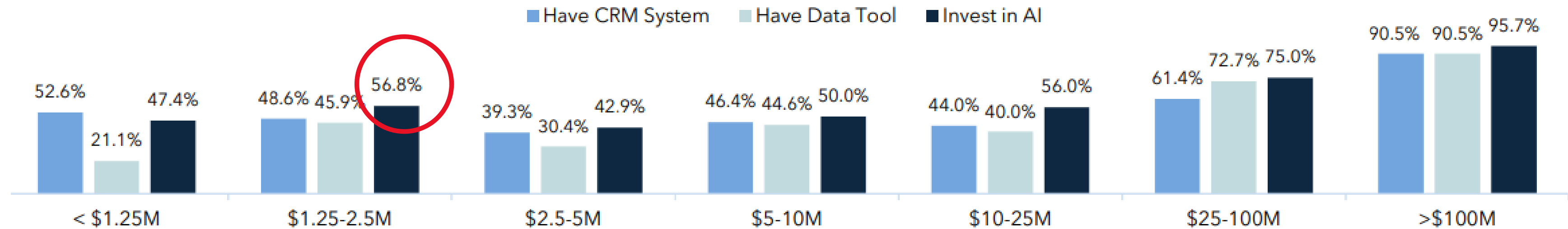
Commercial Lines



Source: Big I and Reagan Best Practices Study

Agency Valuations

CRM, Data Tools and Artificial Intelligence

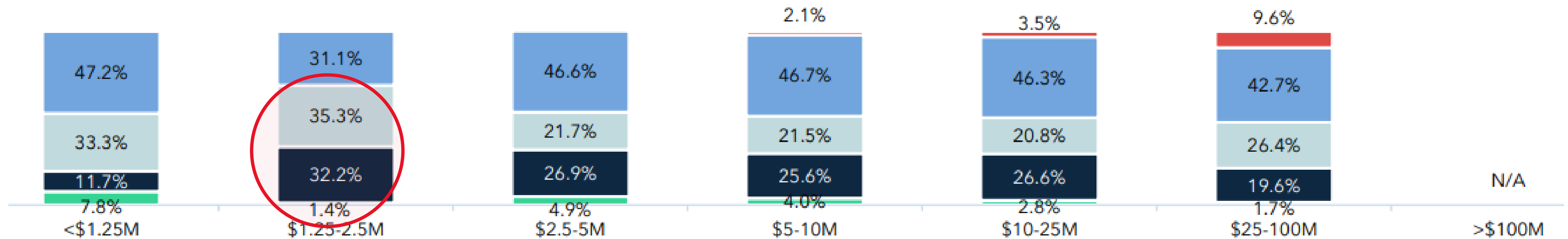


Source: Big I and Reagan Best Practices Study

Agency Valuations

Equity Ownership Shareholder Age Banding

■ Up to age 35 ■ Age 36-45 ■ Age 46-55 ■ Over age 55 ■ Other (ESOP, Outside Investors, etc.)



Source: Big I and Reagan Best Practices Study

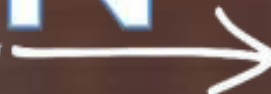
PULSE CHECK:

**VALUATION MULTIPLES ROSE
6.1% YEAR OVER YEAR, LED BY
MID-SIZE AND LARGE AGENCIES**

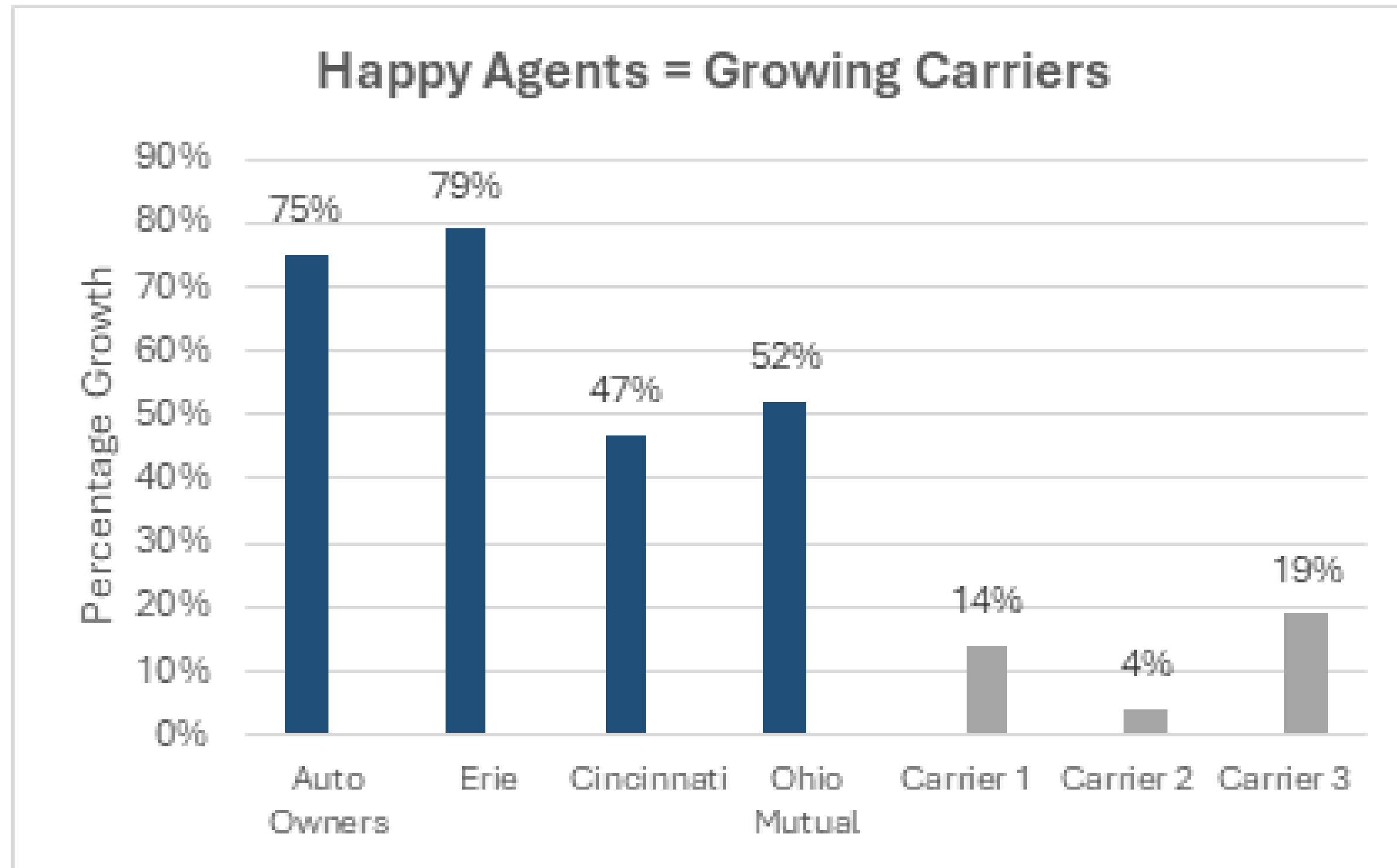


A photograph of four women standing behind large, illuminated letters that spell out 'LEAD'. The women are smiling and wearing lanyards with badges. They are positioned in front of a large window with sheer curtains. The scene is dimly lit, with the primary light source being the warm glow from the letters and the light coming through the window.

Agent-Carrier Partnership

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Happy Agents = Growing Carriers



Auto Owners, Cincinnati, Erie and Ohio Mutual have been ranked among the top 3 in agent satisfaction in 79 of the top 120 spots since 2022.

They are being rewarded with growth 2X to 10X times carriers with lower rankings during same time.

In addition to growth, with exception of Erie, these carriers were also rewarded with profitable growth outperforming similar carriers and the Ohio average.

Source: OIA Carrier Satisfaction Report

Excellence in Agent Satisfaction



Cincinnati has remained focused on their relationship with their agency partners. They communicate well, involve company management that has the authority to make decisions at the agency level.

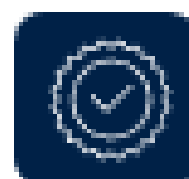
Cincinnati is far and away the best carrier we work with. They have proven to be a well trusted partner.



Partnership Success	9.06	One of the highest marks across all carriers, demonstrating OMIG's dedication to building strong agent partnerships.
Company Management	8.57	Reflects outstanding leadership and effective communication with agency partners.
Claims Handling	8.32	Agents consistently recognize OMIG's support during the moments that matter most.
Commission	8.90	Quick, responsive service sets OMIG apart from many competitors.
5-Year Success	8.86	Streamlined processes make it easier for agents to do business.

Source: OIA Carrier Satisfaction Report

Agent-Carrier Satisfaction



**Super
Regional**

**Setting the
Standard**

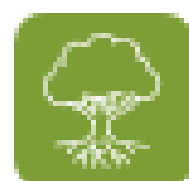
Super Regionals continue to perform well in 2028. Over the four-year period, results are generally steady rather than showing dramatic movement



**Small
Mutual**

**Relationship strengths
remain emphasis**

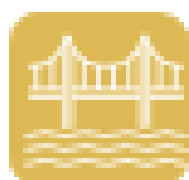
Agents continue to value Small Mutual accessibility and relationships, while competitiveness and technology remain areas to watch how this affects 5-Year Success Outlook.



Regional

**Getting back to roots but
still a long way to grow**

Agents are showing improved sentiment across partnership, competitiveness, compensation, underwriting, and claims. Technology remains a more mixed area.



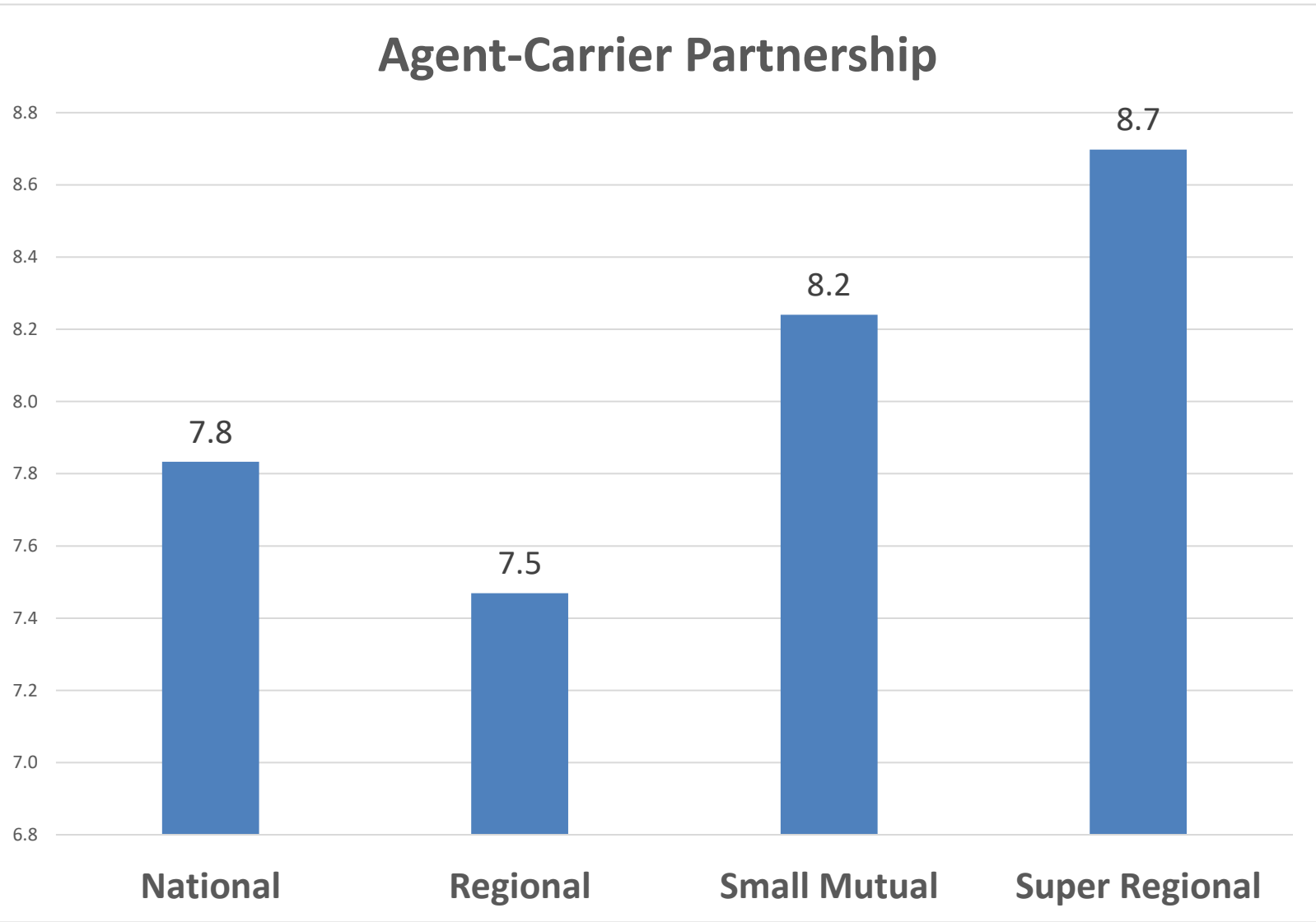
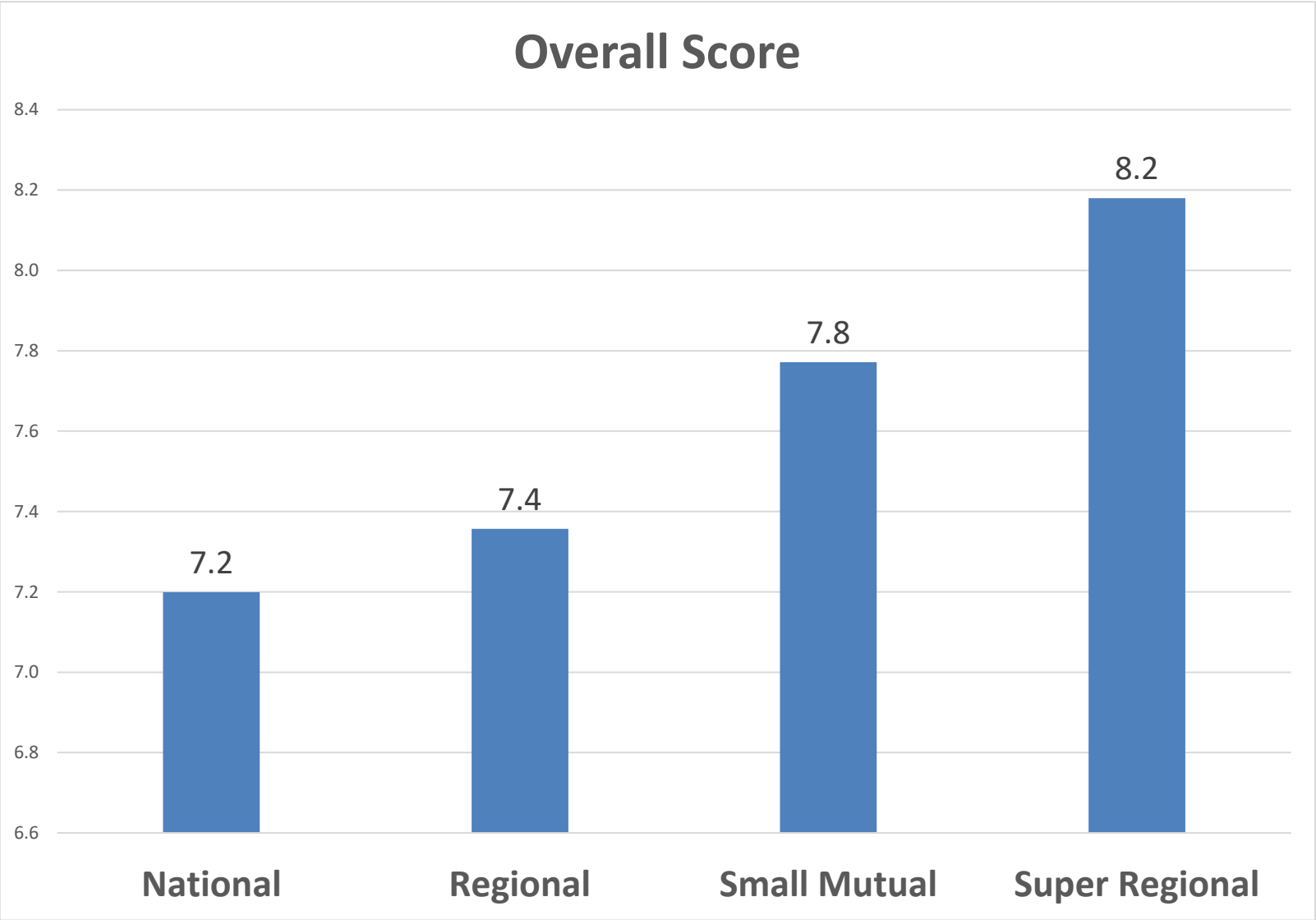
National

**Competitive strengths,
with relationship
opportunities**

National carriers show strength in competitiveness, while partnership, company management and relationships continue to present opportunities.

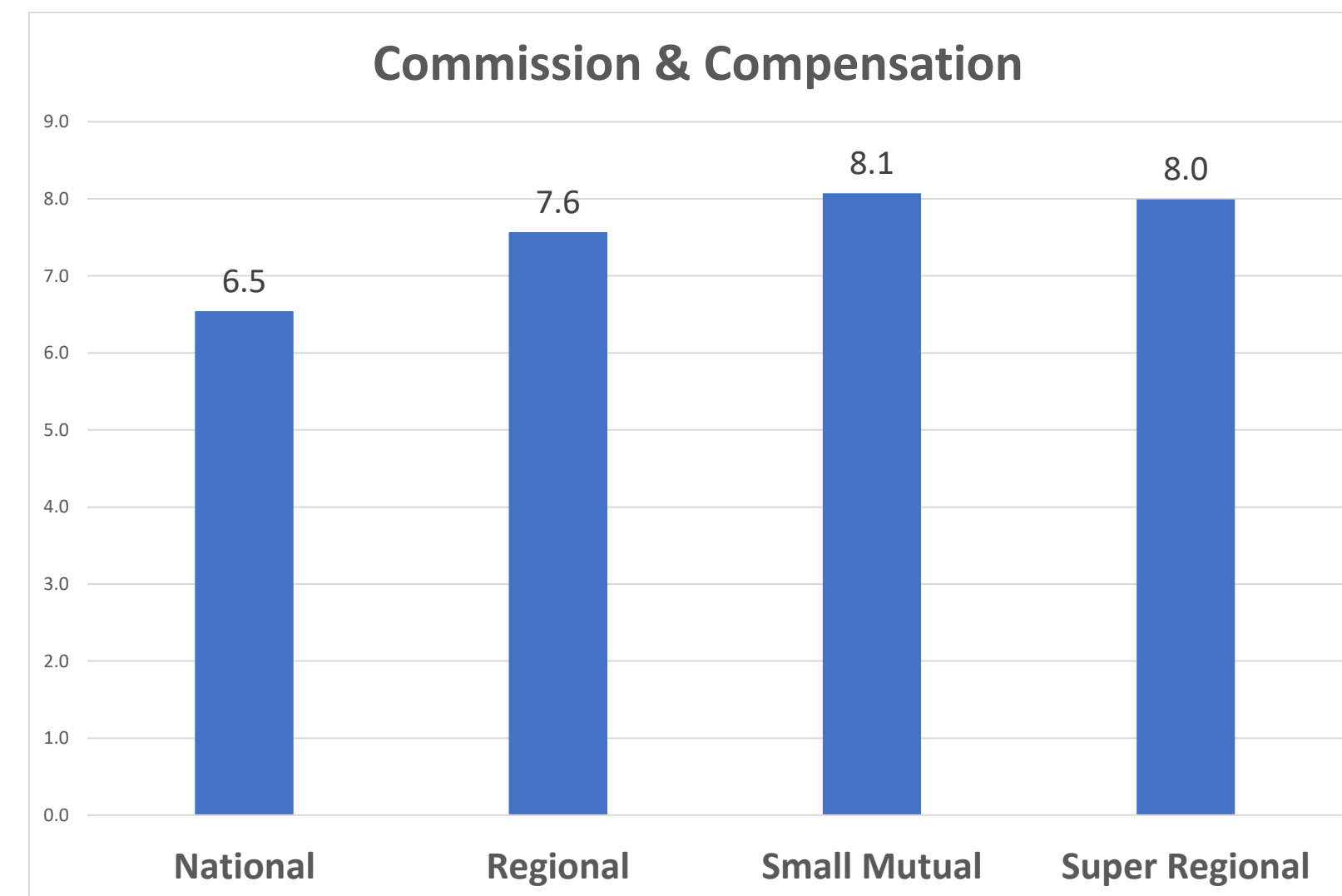
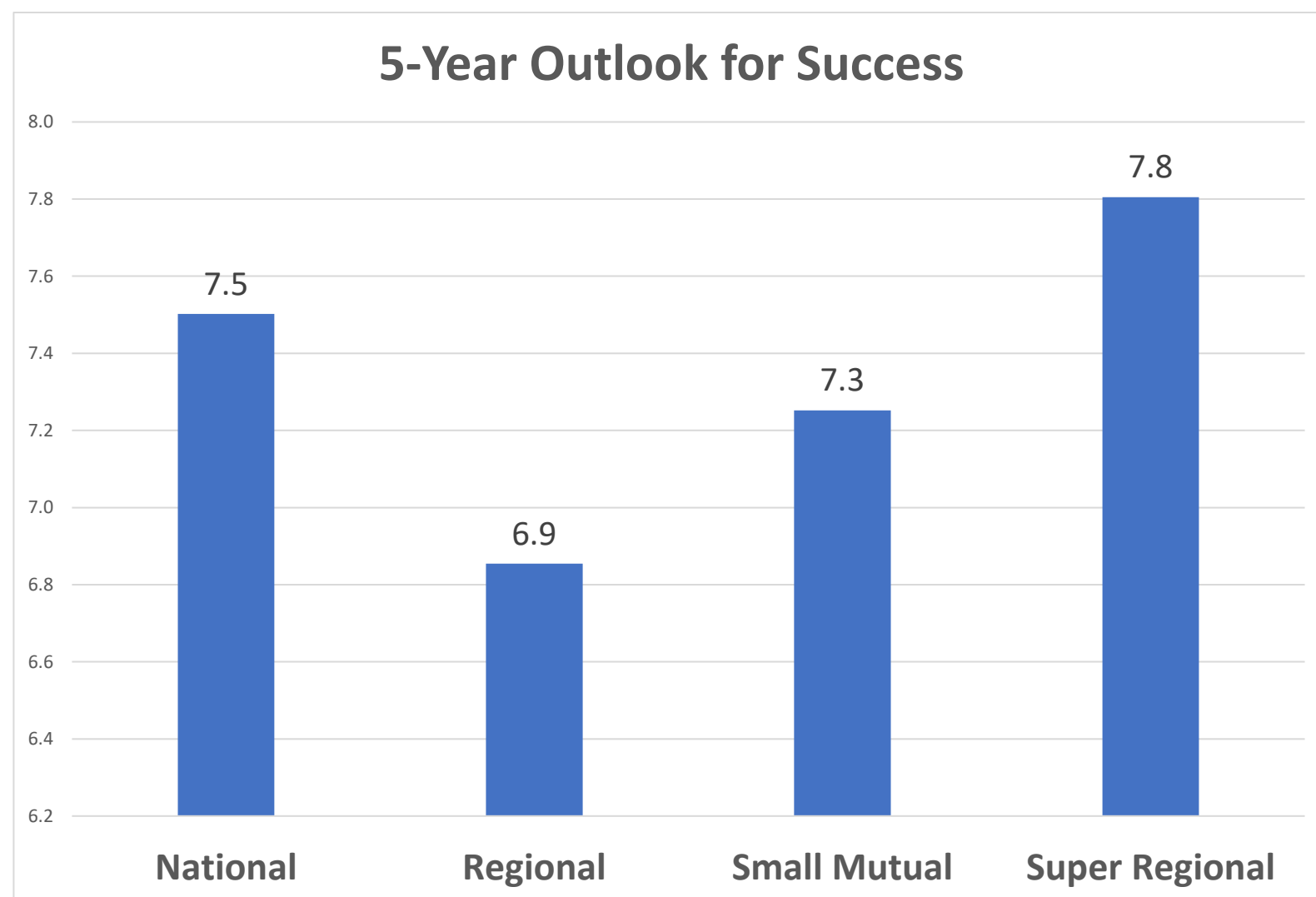
Source: OIA Carrier Satisfaction Report

Agent-Carrier Satisfaction



Source: OIA Carrier Satisfaction Report

Agent-Carrier Satisfaction



Source: OIA Carrier Satisfaction Report

Agent-Carrier Satisfaction



FOR AGENTS

FOR CARRIERS

1. Double Down on Super Regionals.

Agents LOVE Super Regionals as their #1 carrier. If you don't have one of the staples, they are likely appointing and you should consider how it fits in your agency and helps you grow your agency value.

2. Balance Your Book with Small Mutuals.

Ohio is rich with Small Mutuals. They are loyal, deeply committed to the IA channel, and still value relationships. You will be happy with a balanced book with 1 – 3 Small Mutual options.

3. Keep the Faith with Regionals.

Regional carriers are an important foundation for the IA system. The P&C marketplace needs this layer of carrier if we want to avoid becoming the health insurance marketplace. Push the regionals to reinvest in their culture and roots that once made them great.

4. Invest in Organic Growth

With a soft market, organic growth is going to be increasingly more difficult. It will be much harder to hide from your carrier partners if you are not proactively growing. Invest in unvalidated producers to grow.

5. Have an Active Relationship with AI

An agent once said, “it’s not that the big will eat the small, rather it is the fast will eat the slow.” Be sure to push your team to explore technological solutions that help you become more efficient and grow.

1. Invest in Privately Held Retail Agencies.

The agent-broker landscape is being consolidated by the high volume of M&A activity. This is in part being driven by carrier relationship and compensation decisions favoring aggregation and consolidation.

2. Happy Agents = Growing Carriers.

The data shows that the fastest Ohio P&C carriers are those with highest YOY agent satisfaction scores. Invest in your agency relationships and outgrow the competition.

3. Stay Consistent with Underwriting.

Every carrier had to make difficult decisions during the hard market; however, those that communicated effectively and stayed consistent with their risk appetite and underwriting process were rewarded with profitable growth.

4. Share Your Profit.

Some carriers are restructuring their profit-sharing plans to make it harder for agents to share in the profit they helped bring to the carrier. This is a mistake. Growth requirements are a reasonable addition to the equation, making the formula an Einstein solvable problem is not. Keep it simple.

5. Train Your Staff To Pick Up the Phone.

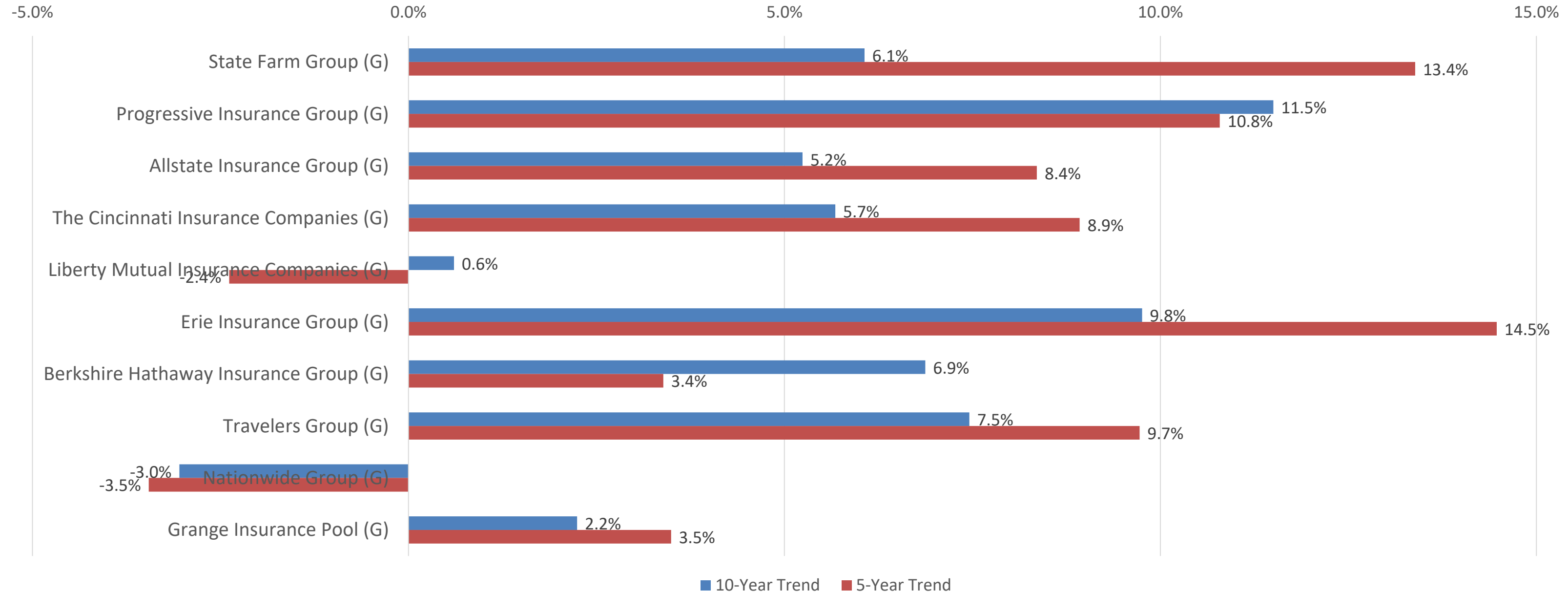
It is difficult to have a meaningful business relationship with a marketing rep, claims rep or underwriter if everything is done via email. Pick up the phone and build relationships.



Ohio P&C Carrier Market Share



5-Year vs. 10-Year Premium Growth



Source: OIA Carrier Satisfaction Report

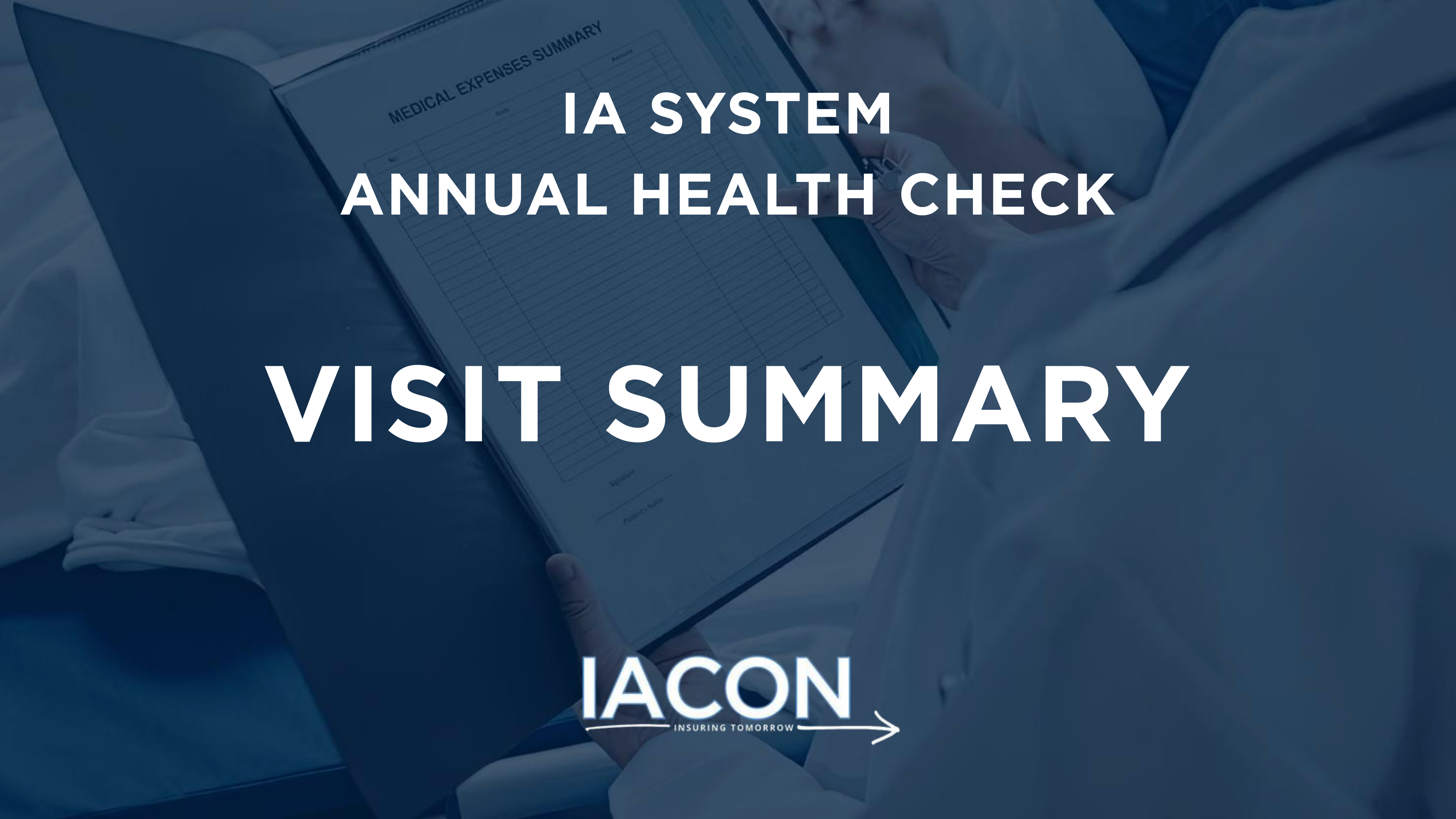
Ohio P&C Carrier Market Share



2025 Market Share Rank	Groups or Groups By Marketing Type	2012	2020	2025	2012–2020 Growth	2020–2025 Growth	2012–2025 Total Growth	Total Growth Rank
1	State Farm Group (G)	1,649,019	1,952,326	3,353,236	18.4%	71.8%	103.3%	7
2	Progressive Insurance Group (G)	738,238	1,452,163	2,454,590	96.7%	69.0%	232.5%	1
3	Allstate Insurance Group (G)	894,956	1,244,289	1,766,320	39.0%	42.0%	97.4%	9
4	The Cincinnati Insurance Companies (G)	638,339	794,134	1,169,974	24.4%	47.3%	83.3%	12
5	Liberty Mutual Insurance Companies (G)	914,238	1,198,129	1,144,936	31.1%	-4.4%	25.2%	19
6	Erie Insurance Group (G)	334,893	593,885	1,067,938	77.3%	79.8%	218.9%	2
7	Berkshire Hathaway Insurance Group (G)	377,485	775,796	991,061	105.5%	27.7%	162.5%	4
8	Travelers Group (G)	406,553	554,557	858,751	36.4%	54.9%	111.2%	6
9	Nationwide Group (G)	926,860	901,201	781,855	-2.8%	-13.2%	-15.6%	23
10	Grange Insurance Pool (G)	490,338	621,329	709,539	26.7%	14.2%	44.7%	16
11	Auto-Owners Insurance Group (G)	291,736	394,411	685,691	35.2%	73.9%	135.0%	5
12	Chubb INA Group (G)	390,719	460,355	649,434	17.8%	41.1%	66.2%	15
13	Westfield Group (G)	504,977	541,988	642,055	7.3%	18.5%	27.1%	18
14	USAA Group (G)	186,545	371,666	578,064	99.2%	55.5%	209.9%	3
15	American Family Insurance Group (G)	272,194	346,724	490,228	27.4%	41.4%	80.1%	13
16	CNA Insurance Companies (G)	202,994	305,288	379,755	50.4%	24.4%	87.1%	10
17	Farmers Insurance Group (G)	349,012	330,763	372,929	-5.2%	12.7%	6.9%	20
18	Zurich Insurance US PC Group (G)	265,963	267,089	367,000	0.4%	37.4%	38.0%	17
19	American International Group (G)	317,150	248,728	315,775	-21.6%	27.0%	-0.4%	21
20	Ohio Mutual Insurance Group (G)	165,267	202,721	308,074	22.7%	52.0%	86.4%	11
21	Hartford Insurance Group (G)	156,301	185,923	268,899	19.0%	44.6%	72.0%	14
22	Western Reserve Group (G)	132,950	178,142	265,285	34.0%	48.9%	99.5%	8
23	Encova Mutual Insurance Group (G)	230,989	212,444	220,322	-8.0%	3.7%	-4.6%	22
Total of Above and Average		10,837,716	14,134,051	19,841,711	30.4%	40.4%	83.1%	

Source: A.M. Best Data – Real Insurance Consulting



A doctor in a white coat is holding a clipboard. The clipboard has a form titled 'MEDICAL EXPENSES SUMMARY' with columns for 'No.', 'Date', 'Description', and 'Amount'. The text 'IA SYSTEM ANNUAL HEALTH CHECK VISIT SUMMARY' is overlaid in large white letters.

IA SYSTEM ANNUAL HEALTH CHECK VISIT SUMMARY

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THANK YOU

FOR ATTENDING IACON
AND SUPPORTING OIA