

## SUMMARY OF FINANCIAL POSITION AND OPERATIONS (\$000s omitted)

CITZENS											1
	Consolidated			Personal Lines Account							
	Jun 2020	Jun 2019	Budget 2020	YOY Var	Budget Var		Jun 2020	Jun 2019	Budget 2020	YOY Var	Budget Var
Operations:											
Direct written premium	\$ 552,558	\$ 442,832	\$ 449,746	\$ 109,725	\$ 102,812		\$ 356,489	\$ 276,861	\$ 285,386	\$ 79,627	\$ 71,103
Ceded written premium:											
Depopulation	(4,938)	(2,828)	(2,424)	(2,110)	(2,514)		42	(1,505)	(1,010)	1,547	1,052
FHCF	(143,764)	(135,800)	(134,870)	(7,964)	(8,894)		(73,462)	(67,800)	(70,418)	(5,662)	(3,044)
Private reinsurance	(83,989)	(94,639)	(125,000)	10,650	41,011		(24,085)	(18,395)	(25,000)	(5,690)	915
Net earned premium	411,657	378,262	376,911	33,395	34,747		272,166	244,360	255,448	27,806	16,718
Net losses incurred	147,235	168,051	171,037	(20,816)	(23,802)		125,939	109,634	144,811	16,305	(18,873)
Net LAE incurred	92,195	77,437	56,034	14,759	36,161		72,446	70,592	48,835	1,854	23,611
Other underwriting expenses	53,819	45,701	45,280	8,118	8,539		33,603	27,747	27,866	5,856	5,736
Administrative expenses	65,659	65,091	66,920	569	(1,261)		42,098	40,695	43,090	1,403	(992)
Net Investment income	119,645	88,650	76,835	30,994	42,809		41,062	32,523	23,536	8,539	17,525
Net income (loss)	\$ 174,119	\$ 111,811	\$ 114,891	\$ 62,308	\$ 59,228		\$ 40,336	\$ 29,150	\$ 14,673	\$ 11,186	\$ 25,662
Assets, Liabilities and Surplus:				_							
Cash and invested assets	\$ 8,676,628	\$ 8,878,282 (	1)	\$ (201,654)			\$ 2,931,944	\$ 2,941,410 (	1)	\$ (9,465)	
Net Loss Reserves	384,599	393,658 (	1)	(9,059)			269,420	263,051 (	1)	6,369	
Net LAE Reserves	286,017	307,917 (	1)	(21,900)			224,043	242,435 (	1)	(18,392)	
Net unearned premium	354,696	446,487 (	1)	(91,791)			274,659	287,841 (	1)	(13,182)	
Bonds and interest payable	859,402	1,355,414 (	1)	(496,012)			282,217	423,534 (	1)	(141,317)	
Surplus	\$ 6,488,752	\$ 6,317,933 (	1)	\$ 170,819			\$ 1,786,605	\$ 1,747,896 (	1)	\$ 38,709	
Policy Metrics:											
Policies inforce	474,630	420,615	434,093	54,015	40,537		351,332	302,218	319,943	49,114	31,389
Policies serviced	478,530	429,130	440,809	49,400	37,721		352,315	306,411	323,513	45,904	28,802
Cash flows				_							
Cashflow from operations	\$ 214,730	\$ 28		\$ 214,701			\$ 93,667	\$ (14)		\$ 93,681	
Cashflow from investing	351,421	269		351,152			81,361	206		81,154	
Cashflow from financing	(485,003)	(503)		(484,500)			(137,721)	(139)		(137,583)	
Operating metrics:											
Direct loss ratio	32.6%	62.5%	26.9%	-29.9%	5.8%		43.5%	81.4%	41.3%	-37.9%	2.2%
Direct LAE ratio	20.5%	17.0%	8.8%	3.5%	11.7%		25.1%	29.2%	13.9%	-4.1%	11.2%
Underwriting expense ratio	9.7%	10.3%	10.1%	-0.6%	-0.3%		9.4%	10.0%	9.8%	-0.6%	-0.3%
Administrative expense ratio	11.9%	14.7%	14.9%	-2.8%	-3.0%		11.8%	14.7%	15.1%	-2.9%	-3.3%
Expense ratio	21.6%	25.0%	24.9%	-3.4%	-3.3%		21.2%	24.7%	24.9%	-3.5%	-3.6%

(1) - Balance sheet information presented is as of December 31, 2019



## SUMMARY OF FINANCIAL POSITION AND OPERATIONS (\$000s omitted)

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	Commercial Lines Account					Coastal Account				
	Jun 2020	Jun 2019	Budget 2020	YOY Var	Budget Var	Jun 2020	Jun 2019	Budget 2020	YOY Var	Budget Var
Operations:										
Direct written premium	\$ 7,439	\$ 6,783	\$ 4,976	\$ 656	\$ 2,463	\$ 188,629	\$ 159,188	\$ 159,383	\$ 29,442	\$ 29,246
Ceded written premium:										
Depopulation	-	(7)	(17)	7	17	(4,981)	(1,316)	(1,398)	(3,665)	(3,583)
FHCF	(2,859)	(2,600)	(1,888)	(259)	(971)	(67,442)	(65,400)	(62,563)	(2,042)	(4,879)
Private reinsurance	-	-	-	-	-	(59,904)	(76,245)	(100,000)	16,340	40,096
Net earned premium	5,707	6,361	4,912	(653)	796	133,784	127,541	116,550	6,242	17,233
Net losses incurred	766	4,430	721	(3,664)	46	20,530	53,987	25,505	(33,457)	(4,975)
Net LAE incurred	966	2,350	43	(1,384)	924	18,783	4,495	7,157	14,288	11,627
Other underwriting expenses	965	924	659	41	306	19,251	17,030	16,755	2,221	2,496
Administrative expenses	879	997	680	(119)	198	22,683	23,399	23,150	(716)	(467)
Net Investment income	31,547	23,596	20,461	7,950	11,086	47,037	32,531	32,838	14,505	14,198
Net income (loss)	\$ 33,706	\$ 21,285	\$ 23,301	\$ 12,420	\$ 10,404	\$ 100,078	\$ 61,376	\$ 76,917	\$ 38,702	\$ 23,161
Assets, Liabilities and Surplus:				_					_	
Cash and invested assets	\$ 1,923,399	\$ 1,909,325 (1	I)	\$ 14,074		\$ 3,821,284	\$ 4,027,547	(1)	\$ (206,263)	
Net Loss Reserves	37,829	42,815 (1	I)	(4,986)		77,350	87,792	(1)	(10,442)	
Net LAE Reserves	9,581	10,709 (1	I)	(1,128)		52,393	54,774	(1)	(2,381)	
Net unearned premium	4,674	5,801 (1	I)	(1,127)		75,363	152,844	(1)	(77,481)	
Bonds and interest payable	44,574	66,894 (1	I)	(22,320)		532,610	864,985	(1)	(332,374)	
Surplus	\$ 1,829,634	\$ 1,796,507 (1	I)	\$ 33,127		\$ 2,872,513	\$ 2,773,530	(1)	\$ 98,983	
Policy Metrics:										
Policies inforce	728	794	599	(66)	129	122,570	117,603	113,551	4,967	9,019
Policies serviced	728	802	610	(74)	118	125,487	121,917	116,686	3,570	8,801
Cash flows		_		_			_		_	
Cashflow from operations	\$ 21,992	\$ 21		\$ 21,971		\$ 99,070	\$ 21		\$ 99,049	
Cashflow from investing	22,031	31		21,999		248,030	31		247,998	
Cashflow from financing	(21,851)	(182)		(21,669)		(325,431)	(182)		(325,248)	
Operating metrics:										
Direct loss ratio	12.1%	65.2%	10.6%	-53.1%	1.5%	13.2%	30.1%	9.1%	-16.9%	4.1%
Direct LAE ratio	15.6%	34.6%	0.6%	-19.0%	15.0%	12.2%	-4.7%	2.6%	16.8%	9.6%
Underwriting expense ratio	13.0%	13.6%	13.2%	-0.7%	-0.3%	10.2%	10.7%	10.5%	-0.5%	-0.3%
Administrative expense ratio	11.8%	14.7%	13.7%	-2.9%	-1.9%	12.0%	14.7%	14.5%	-2.7%	-2.5%
Expense ratio	24.8%	28.3%	26.9%	-3.5%	-2.1%	22.2%	25.4%	25.0%	-3.2%	-2.8%

(1) - Balance sheet information presented is as of December 31, 2019



	Consolida Six months		Personal Lines Account (PLA) Six months ended		
STATEMENT OF OPERATIONS	Jun YTD 2020	Jun YTD 2019	Jun YTD 2020	Jun YTD 2019	
Revenue:					
Direct premiums written	\$ 552,557,633	\$ 442,832,382	\$ 356,488,900	\$ 276,861,468	
Change in direct unearned premium	(98,417,003)	(15,817,262)	(65,659,114)	(14,761,723	
Direct earned premium	454,140,630	427,015,120	290,829,786	262,099,74	
Ceded premiums written - Depopulation	(4,938,357)	(2,828,028)	42,200	(1,505,217	
Ceded premiums written - FHCF	(143,763,583)	(135,800,000)	(73,462,253)	(67,800,000	
Ceded premiums written - Private reinsurance	(83,989,119)	(94,639,245)	(24,084,968)	(18,394,693	
Change in ceded unearned premium	190,207,668	184,514,301	78,841,215	69,960,04	
Ceded earned premium	(42,483,392)	(48,752,972)	(18,663,806)	(17,739,861	
Net earned premium	\$ 411,657,238	\$ 378,262,148	\$ 272,165,980	\$ 244,359,88	
Losses and Loss Adjustment Expenses:					
Losses					
Direct losses paid	\$ (253,848,515)	\$ (429,562,323)	\$ (173,259,081)	\$ (273,641,710	
Change in direct case loss reserves	47,389,177	47,383,415	30,691,379	23,074,42	
Change in direct IBNR loss reserves	59,804,108	121,700,570	17,137,077	39,963,64	
Ceded losses incurred	(579,598)	92,427,270	(508,131)	100,969,86	
Losses incurred	(147,234,828)	(168,051,068)	(125,938,756)	(109,633,772	
Loss adjustment expenses				, , , , ,	
Direct D&CC paid	(54,705,481)	(62,517,258)	(42,114,197)	(46,831,978	
Direct A&O paid	(71,531,379)	(79,024,728)	(51,407,909)	(53,775,855	
Change in direct case LAE reserves	9,091,737	12,962,183	5,381,939	9,018,41	
Change in direct IBNR LAE reserves	24,924,730	57,665,767	15,719,698	15,949,16	
Ceded LAE incurred	24,961	(6,522,751)	(25,407)	5,048,49	
LAE incurred	(92,195,432)	(77,436,787)	(72,445,876)	(70,591,759	
Net losses and LAE incurred	\$ (239,430,260)	\$ (245,487,855)	\$ (198,384,632)	\$ (180,225,53 <sup>2</sup>	
Underwriting and Administrative Expenses:	• (,,	• (= · · · · · · · · · · · · · · · · · ·	+ (,,	+ (,,	
Producer Commissions	(40,763,705)	(33,079,905)	(25,009,300)	(19,577,70	
Taxes and fees	(7,789,117)	(6,183,798)	(5,202,662)	(4,033,960	
Other underwriting expenses	(5,266,224)	(6,437,501)	(3,390,918)	(4,135,045	
All other administrative expenses	(65,659,489)	(65,090,700)	(42,097,962)	(40,695,097	
Underwriting and administrative expenses	(119,478,535)	(110,791,904)	(75,700,841)	(68,441,802	
Underwriting income (loss)	\$ 52,748,443	\$ 21,982,389	\$ (1,919,493)	\$ (4,307,450	
Net investment income:	• • • • • • • • • • •	÷ _ :, • = -, • • •	• (.,,,	• (.,•••,•••	
Net interest income (expense)					
Investment income earned	104.029.939	114,489,660	34,626,776	39,460,01	
Interest expenses	(20,055,727)	(28,579,687)	(7,193,213)	(9,498,859	
Net interest income (expense)	83,974,212	85,909,973	27,433,563	29,961,15	
Realized capital gains (loses)	35,670,435	2,740,197	13,627,949	2,561,54	
Net investment income	\$ 119,644,647	\$ 88,650,170	\$ 41,061,512	\$ 32,522,69	
Other income (expense)	1,726,356	1,178,690	1,193,542	934,75	
Net income (loss)	\$ 174,119,446	\$ 111,811,249	\$ 40,335,561	\$ 29,150,00	



	Commercial Lines A Six months		Coastal Account Six months ended		
STATEMENT OF OPERATIONS	Jun YTD 2020	Jun YTD 2019	Jun YTD 2020	Jun YTD 2019	
Revenue:					
Direct premiums written	\$ 7,439,271	\$ 6,783,054	\$ 188,629,462	\$ 159,187,860	
Change in direct unearned premium	(1,255,230)	50,926	(31,502,658)	(1,106,465)	
Direct earned premium	6,184,041	6,833,980	157,126,804	158,081,395	
Ceded premiums written - Depopulation	-	(6,754)	(4,980,558)	(1,316,058)	
Ceded premiums written - FHCF	(2,859,272)	(2,600,000)	(67,442,058)	(65,400,000)	
Ceded premiums written - Private reinsurance	-	-	(59,904,151)	(76,244,552)	
Change in ceded unearned premium	2,382,727	2,133,546	108,983,726	112,420,706	
Ceded earned premium	(476,545)	(473,208)	(23,343,040)	(30,539,903)	
Net earned premium	\$ 5,707,495	\$ 6,360,772	\$ 133,783,763	\$ 127,541,492	
Losses and Loss Adjustment Expenses:					
Losses					
Direct losses paid	\$ (5,752,093)	\$ (15,170,693)	\$ (74,837,341)	\$ (140,749,919)	
Change in direct case loss reserves	743,494	14,467,516	15,954,303	9,841,476	
Change in direct IBNR loss reserves	4,262,198	(3,727,121)	38,404,833	85,464,046	
Ceded losses incurred	(20,096)	(-, , , _ , )	(51,370)	(8,542,600)	
Losses incurred	(766,497)	(4,430,299)	(20,529,575)	(53,986,997)	
Loss adjustment expenses	(,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	( ., , )	(,,,,	(,,,	
Direct D&CC paid	(878,219)	(448,344)	(11,713,065)	(15,236,936)	
Direct A&O paid	(1,215,511)	(2,914,498)	(18,907,959)	(22,334,375)	
Change in direct case LAE reserves	507,646	901,820	3,202,152	3,041,949	
Change in direct IBNR LAE reserves	620,964	111,379	8,584,068	41,605,223	
Ceded LAE incurred	(1,005)	-	51,372	(11,571,244)	
	(966,124)	(2,349,643)	(18,783,432)	(4,495,385)	
Net losses and LAE incurred	\$ (1,732,621)	\$ (6,779,942)	\$ (39,313,007)	\$ (58,482,381)	
Underwriting and Administrative Expenses:	φ (1,752,021)	\$ (0,779,942)	\$ (33,313,007)	ψ (00,402,001)	
Producer Commissions	(800,746)	(737,549)	(14,953,660)	(12,764,655)	
Taxes and fees	(110,417)	(737,349) (98,119)	(14,933,000) (2,476,037)	(12,704,033)	
Other underwriting expenses	(53,543)	(88,427)	(1,821,764)	(2,031,720)	
All other administrative expenses	(878,507)	(88,427) (997,022)	(22,683,020)	(2,214,028) (23,398,581)	
Underwriting and administrative expenses	(1,843,213)	(1,921,118)	(41,934,481)	(40,428,984)	
Underwriting income (loss)	(1,643,213) \$ 2,131,661	(1,921,118) \$ (2,340,288)	(41,934,481) 52,536,275	(40,428,984) 28,630,126	
Net investment income:	\$ 2,131,001	\$ (2,340,200)	52,556,275	20,030,120	
Net interest income (expense)	04 004 504		45 044 040	40 700 504	
Investment income earned	24,091,521	25,306,068	45,311,642	49,723,581	
Interest expenses	(1,136,121) 22,955,400	(1,500,281)	(11,726,392)	<u>(17,580,547)</u> 32,143,034	
Net interest income (expense)		23,805,787	33,585,249		
Realized capital gains (loses)	8,591,227	(209,560)	13,451,258	388,213	
Net investment income	\$ 31,546,627	\$ 23,596,227	\$ 47,036,507	\$ 32,531,247	
Other income (expense)	<u>27,437</u> \$ 33,705,726	<u>29,546</u> \$ 21,285,485	505,377 \$ 100,078,160	<u>214,386</u> \$ 61,375,759	
Net income (loss)	\$ 33,703,728	φ 21,200,400	φ 100,076,160	φ 01,373,739	



## ADMINISTRATIVE EXPENSES

		Twelve months		
	Jun YTD 2020	Jun YTD 2019	2020 Budget	2020 Budget
Salaries	\$ 46,284,646	\$ 45,083,386	\$ 47,297,642	\$ 97,570,910
Employee Benefits	18,446,888	15,730,139	18,281,315	22,450,512
Payroll Taxes	3,430,268	3,334,506	3,593,581	7,030,655
Contingent Staffing	27,887,497	27,224,466	35,057,279	67,144,807
Subscriptions & Dues	556,120	402,129	891,887	1,693,534
Bank Charges	53,728	105,680	56,367	110,341
Depreciation	1,221,501	1,492,592	1,242,223	2,184,160
FMAP Funding	(89,529)	(79,049)	(105,010)	(315,954)
Insurance	598,700	240,610	377,676	876,272
Legal	465,109	635,328	791,500	1,583,000
Operations & Maintenance	1,027,260	1,070,471	1,174,624	2,370,564
Miscellaneous	5,184	(3,704)	-	
Operating Supplies	87,476	114,942	137,700	270,927
Computer Hardware	764,965	820,144	1,121,077	2,050,228
Postage	88,392	136,959	243,906	463,146
Printing	19,747	25,312	105,970	199,622
Producer Fees Collected	(217,585)	(262,262)	(361,502)	(717,000)
Professional Services	4,017,656	3,335,949	6,618,207	11,949,362
Recruiting	188,263	191,516	341,504	595,795
Rent	3,207,834	3,599,441	3,241,151	6,474,951
Software Maint & Licensing	7,812,828	8,834,013	9,593,913	18,675,510
Telecommunications	1,203,886	1,542,516	1,407,490	2,730,280
Training	157,156	444,192	583,380	1,083,768
Travel & Meals	297,533	661,388	940,304	1,641,726
ULAE Expense Allocation	(51,856,034)	(49,589,964)	(60,207,973)	(114,276,829)
Total Administrative Expense	\$ 65,659,489	\$ 65,090,700	\$ 72,424,210	\$ 133,840,286