



2016 Annual Report

*Workers' comp solutionists*

# President's Message

*Celebrating 60 years*

When FFVA Mutual (licensed as FFVA Self Insurers Fund) began writing workers' compensation policies in 1956, life was different. The average home price in the United States was \$22,000, gas was 23 cents a gallon, black and white TV sets were all the rage, and Elvis Presley released his first hit. Today, life moves at a faster pace. It is vital to embrace technology advancements that will enrich customer experiences for future premium growth and retention.

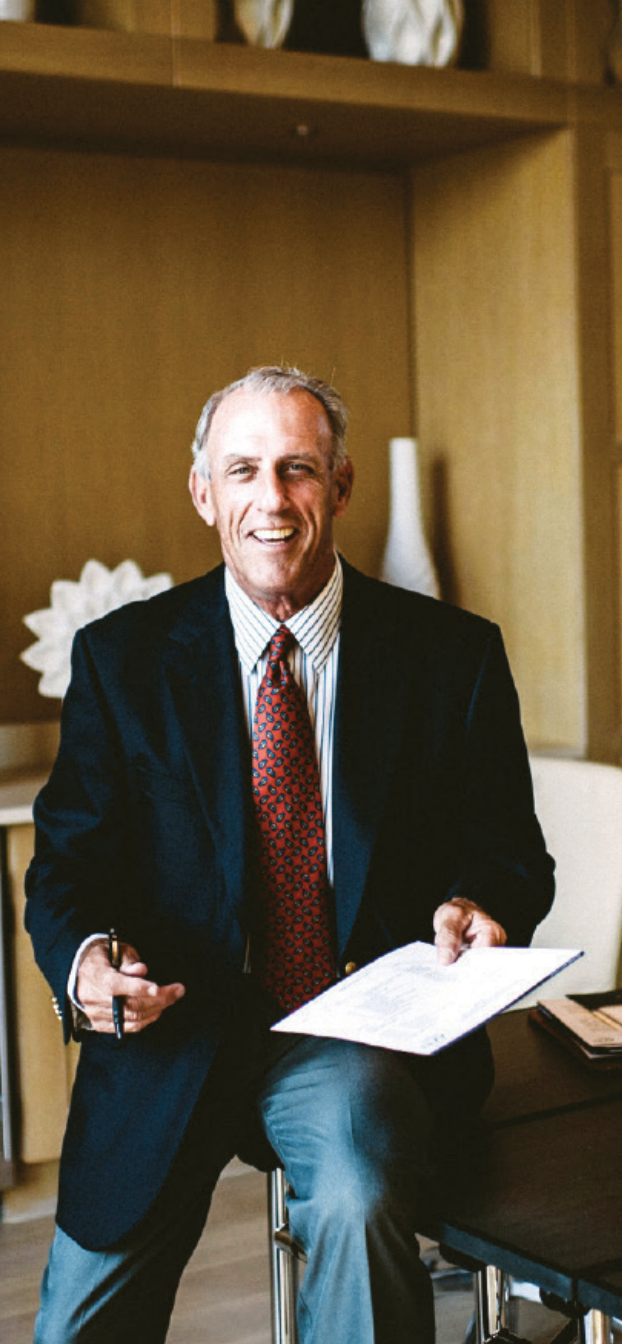
We are encouraged by another year of strong operating results and consistent underwriting. For the year ending 2015, FFVA Mutual reported \$115.9 million in direct written premium, a 90% combined ratio (excluding dividends), and a \$143.5 million policyholder surplus. In addition, the company has posted a net underwriting profit for 14 of the last 16 years. FFVA Mutual also experienced revitalization through a corporate rebrand and welcomed new agency partners and policyholders in our two new states, Indiana and Virginia.

As we celebrate 60 years of trusted workers' compensation coverage, we value our agency partners, policyholders and dedicated Solutionists who are the heart of our company. Together, we have grown from writing a single agricultural risk in Florida to insuring over 300 different industry types throughout our 10 licensed states. As we look to the future, *Relationships at Work* will remain the key to our success.

Sincerely,



Craig Menzl  
President & CEO



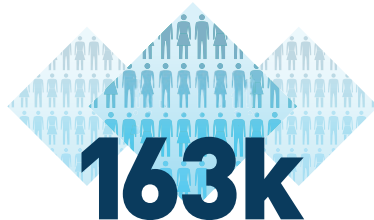
# our company

FFVA Mutual is a regional insurance carrier specializing in workers' compensation since 1956. Rated A- (Excellent) by A.M. Best, we insure all major industry groups and write business in 10 states (Alabama, Florida, Georgia, Indiana, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee and Virginia).

## 2015 At a Glance



EXCELLENT  
FCS VIII RATING  
BY A.M. BEST



EMPLOYEES COVERED



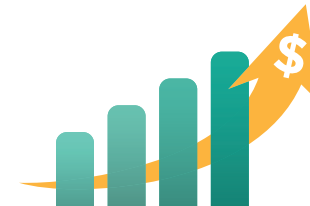
FFVA MUTUAL  
EMPLOYEES



DIFFERENT CLASS  
CODES WRITTEN



ACTIVE POLICIES



>\$1k TO \$700k+  
POLICY PREMIUM RANGE

## Mission

At FFVA Mutual, our mission is to be respected, reliable and responsive.

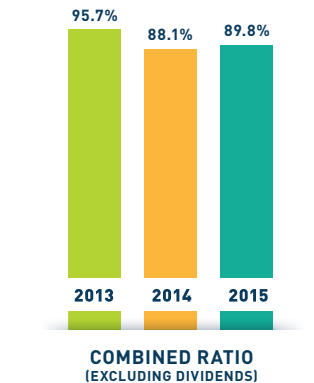
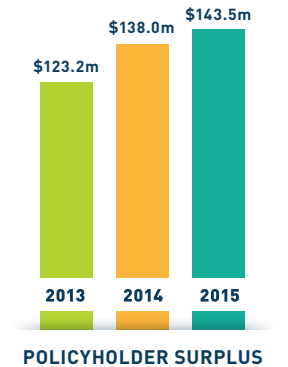
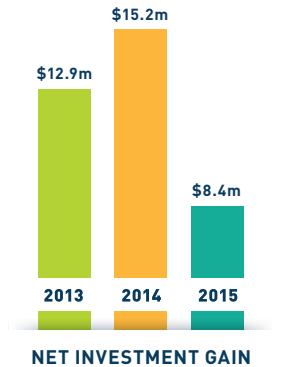
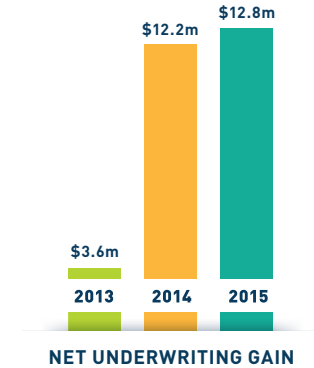
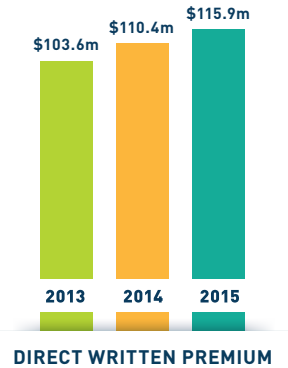
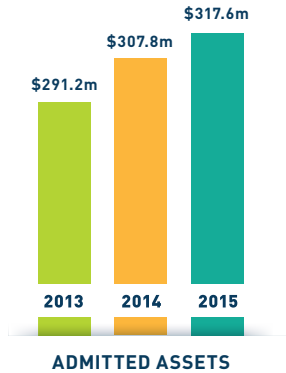
## Vision

To be an influential industry leader recognized for unparalleled service, strategic growth and financial strength.

## our commitment, our Promise

Our employees are committed to creating personal, professional experiences for our customers every day by providing workers' compensation solutions with a passion and dedication unmatched in our industry.

# Financial Highlights



\$7.4 million 2015 Dividend Payout\*

\*FFVA Mutual's Board of Directors has a 100% record of awarding dividends to policyholders based on terms of various plans since the company's inception.

“ Our underwriting expertise sets us apart. We are a team of specialists working diligently every day to apply that expertise for the benefit of our agency partners and customers. ”

- Donna Grier  
VP, Underwriting Operations



## 2015 Successes

# Underwriting

- ▶ Successfully expanded into Indiana and Virginia.
- ▶ Increased new business writings and hit ratio.
- ▶ Strengthened service team initiatives with agencies and policyholders.
- ▶ Maintained strong policyholder retention.
- ▶ Expanded agency representation in key states.

# Safety Services

- ▶ Safety consultants conducted 1,872 job-site evaluations in eight states.
- ▶ Hosted bimonthly webinars on current safety topics.
- ▶ Offered 33 training courses, including OSHA compliance and Safety Leadership Academy, for agents and policyholders at no additional cost.
- ▶ Provided on-site safety training to 1,929 employees representing 182 companies.



“ Innovative processes combined with a personal approach make our safety, training and loss control programs unique to our industry. ”

- Jose Ramos  
VP, Safety & Loss Control

“ By not outsourcing our services, our in-house claims department provides a unified Return to Work approach and significant medical savings. ”

- Sandra Riding  
VP, Claims



#### 2015 Successes

## claims

- ▶ Processed 6,236 claims with a reported claim closure rate of 86% for the year.
- ▶ Reviewed 64,495 medical bills that saved over \$44 million.
- ▶ Less than 4% of filed claims litigated as a result of proactive claims management by adjusters.
- ▶ Special Investigative Unit (SIU) potential fraud pursuits led to 13 referrals and two convictions.





# Strategic Objectives

Our long-term corporate strategic initiatives are to optimize FFVA Mutual's market position, visibility and financial performance; utilizing our expertise as workers' compensation solutionists.

We will accomplish this by enhancing customer experience through improved technology, innovative products and services and staff development.

## **Technology**

- Modernize Systems
- Implement a Business Intelligence Platform
- Maximize Predictive Analytics

## **Products and Services**

- Enhance Account Service Team Model
- Utilize Technology for Best Customer Experiences
- Increase Brand Recognition and Awareness of Services

## **Staff Development**

- Evaluate Organizational Resources and Structure
  - Identify and Develop Future Leaders
- 



# Board and Executive Staff

## Board of Directors

Les W. Dunson, III, Chairman  
Glenn R. Rogers, Vice Chairman  
Charles T. Ranson  
Craig Menzl, President & CEO,  
FFVA Mutual  
Kerry Gubics  
Michael Stuart, President,  
Florida Fruit & Vegetable Association  
Morgan H. Roe (not pictured)  
Peter S. Harllee, Jr.  
Robert C. Barrett

## FFVA Mutual Executive Staff

Craig Menzl, President & CEO  
Alan Hair, Secretary/Treasurer & CFO  
Bruce Clement, Vice President, Investments  
Donna Grier, Vice President,  
Underwriting Operations  
Fred Allen, Vice President, IT  
Jose Ramos, Vice President,  
Safety & Loss Control  
Melissa Hide, Vice President,  
Marketing & Brand Development  
Sandra Riding, Vice President, Claims



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[ffvamutual.com](http://ffvamutual.com)

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800-346-4825  
**Claims Support**  
800-226-0666

*Thank you to the FFVA Mutual employees, agents and policyholders featured in this Annual Report.*