





**IN A YEAR FILLED  
WITH TURMOIL,  
ACUITY HAS BEEN  
ABLE TO KEEP  
ITS COOL UNLIKE  
MANY OTHER  
CARRIERS. THAT  
MADE US STRONGER  
AND MAKES YOU  
STRONGER TOO.**





# WE KEPT OUR COOL

## BY BEING A CONSISTENT SOURCE OF STRENGTH AND STABILITY.

In an uncertain world, you can count on Acuity. Our world-class agents and employees have powered our industry-leading performance for more than 20 years.

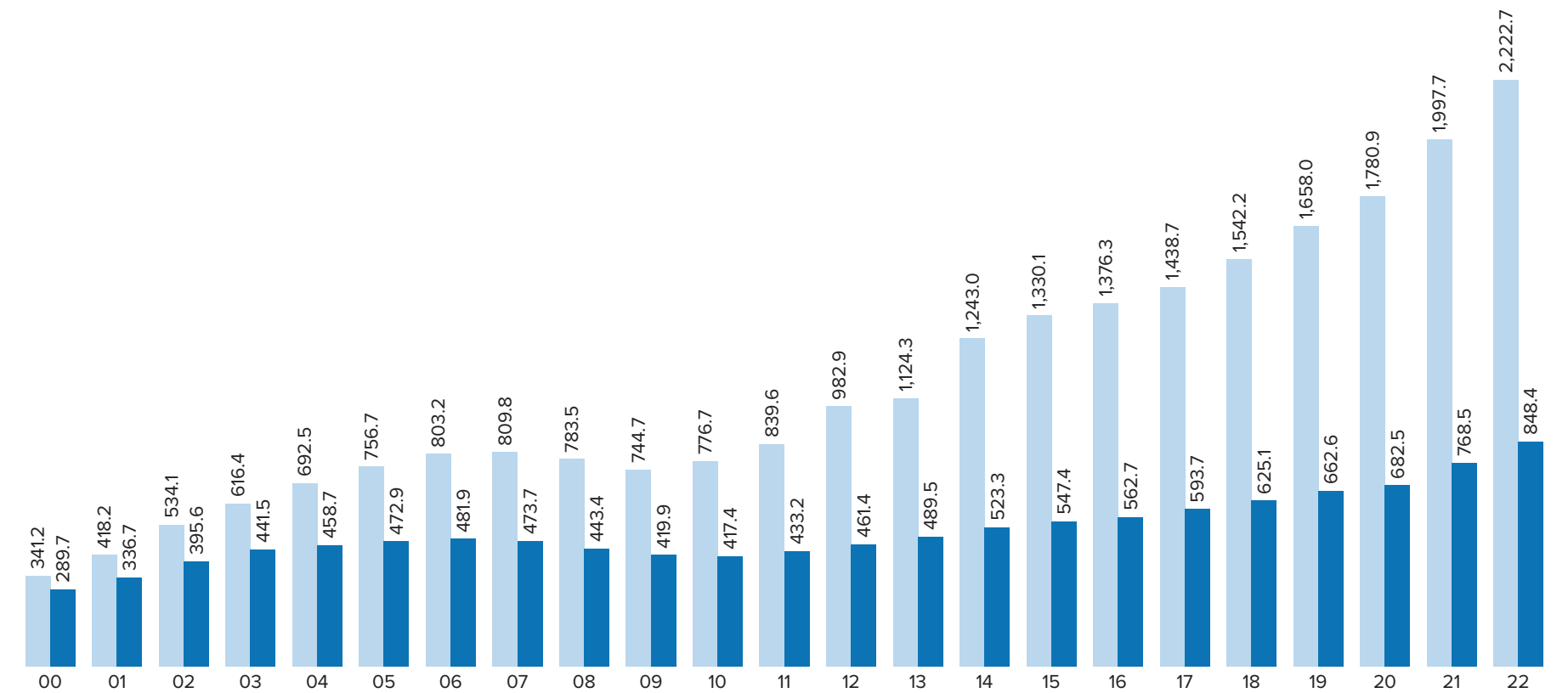


**BEN SALZMANN**  
PRESIDENT  
AND CEO

### COMPARATIVE WRITTEN PREMIUM

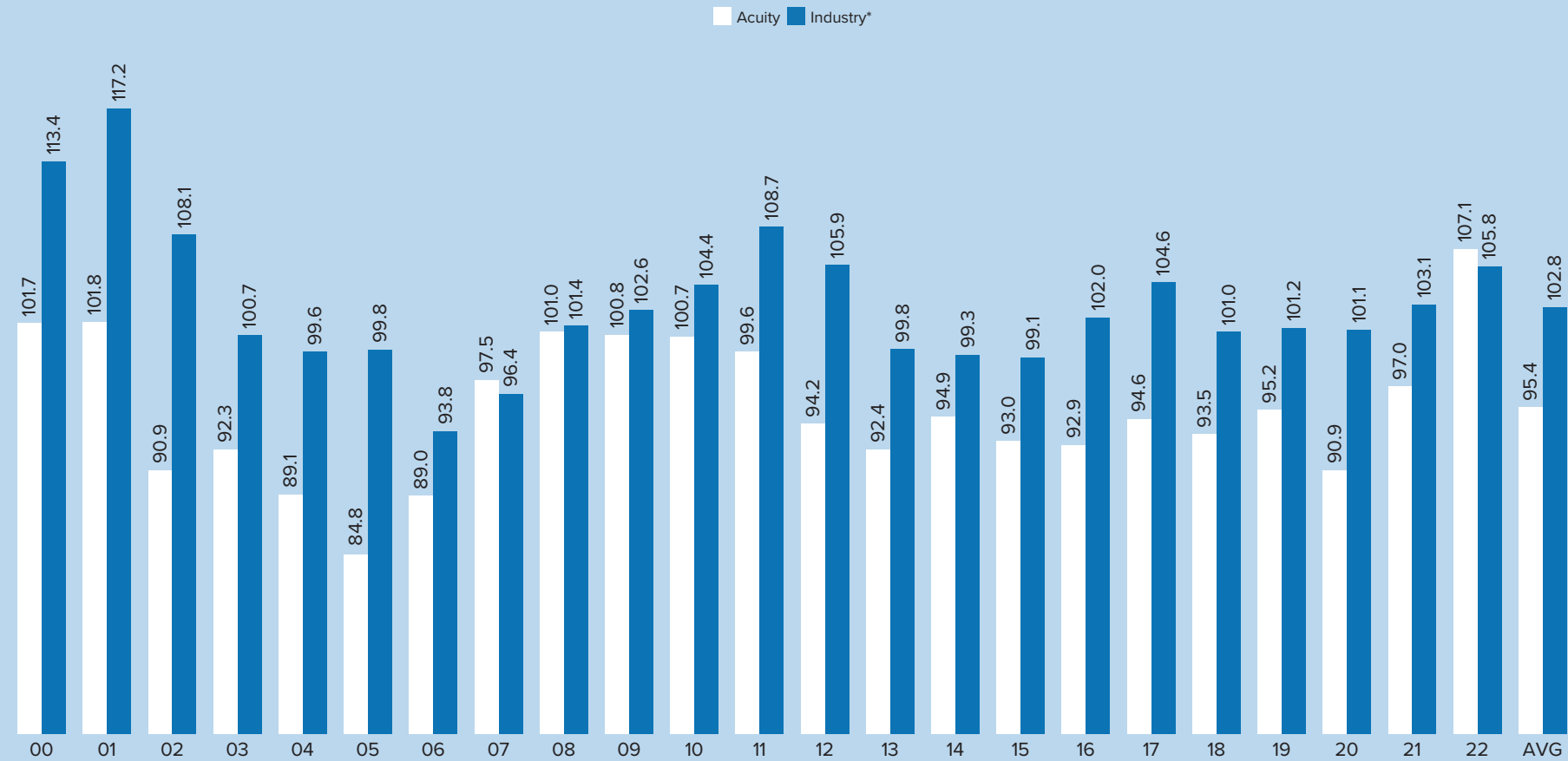
in millions of dollars

■ Acuity ■ Acuity at Industry Growth Rate\*



\*Based on industry averages from Conning Research & Consulting, weighted by Acuity's mix of business (Statutory)

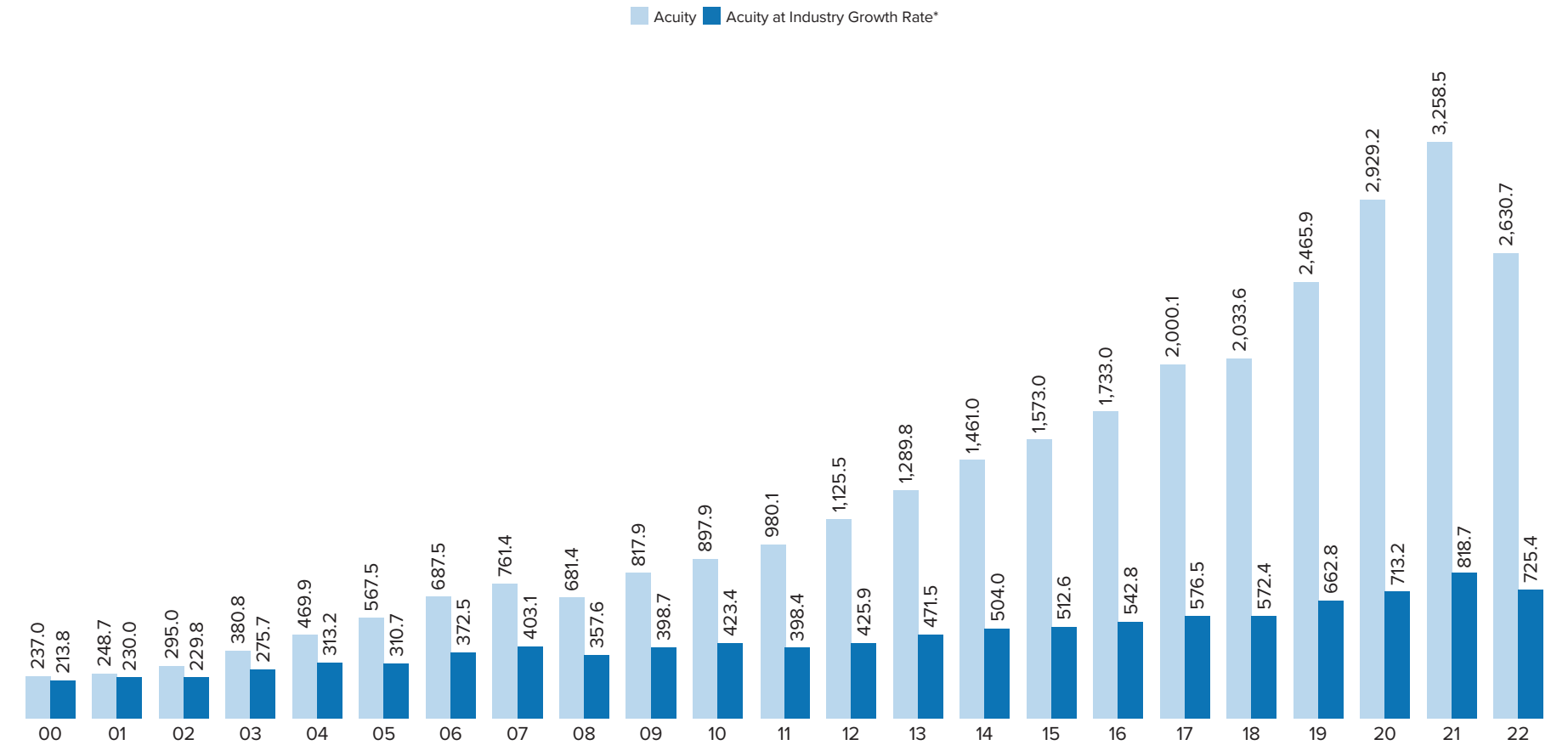
## COMBINED RATIO



\*Based on industry averages from Conning Research & Consulting, weighted by Acuity's mix of business (Statutory)

## POLICYHOLDERS' SURPLUS

in millions of dollars



\*Based on industry averages from Conning Research & Consulting, weighted by Acuity's mix of business (GAAP)



## WE KEPT OUR COOL

### BY INCREASING THE FRANCHISE VALUE OF OUR AGENCIES.

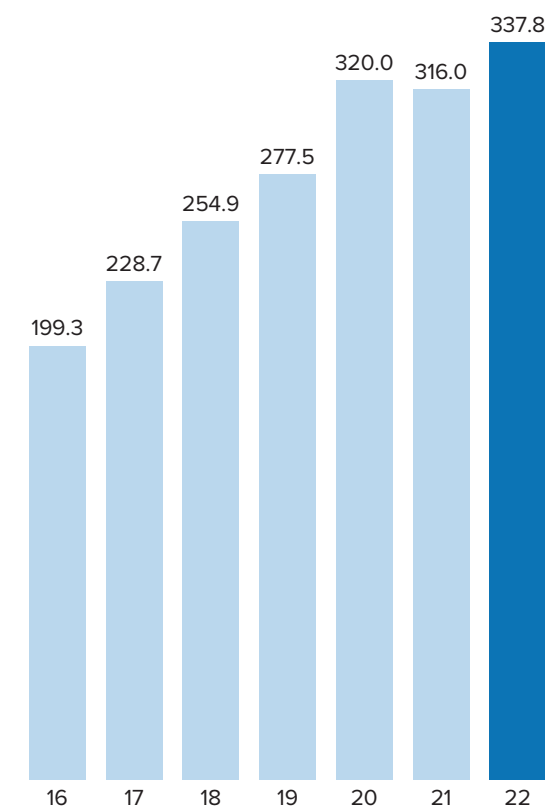
We continue to provide products and pricing that have helped you grow with us to record levels, surpassing \$2.3 million of average written premium per agency for the first time in our history.



**WALLY WALDHART**  
VICE PRESIDENT -  
SALES AND  
COMMUNICATIONS

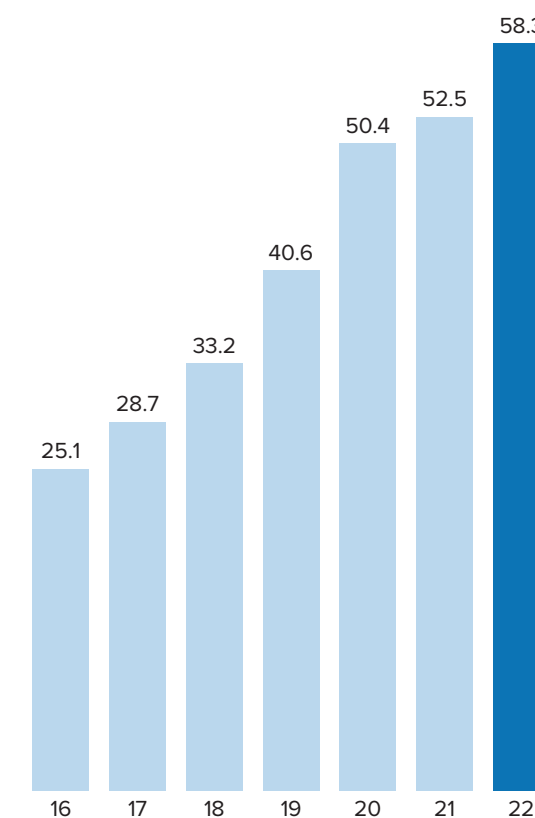
## COMPANYWIDE NEW BUSINESS PREMIUM

in millions of dollars



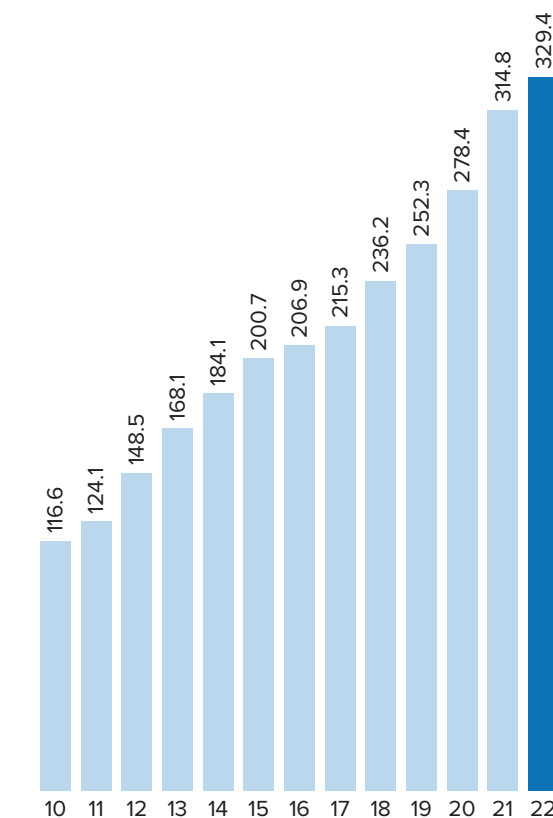
## CE CREDITS EARNED BY AGENTS FROM ACUITY

in thousands of credits



## TOTAL COMMISSIONS PAID

in millions of dollars





## WE KEPT OUR COOL BY MAINTAINING OUR UNDERWRITING DISCIPLINE.

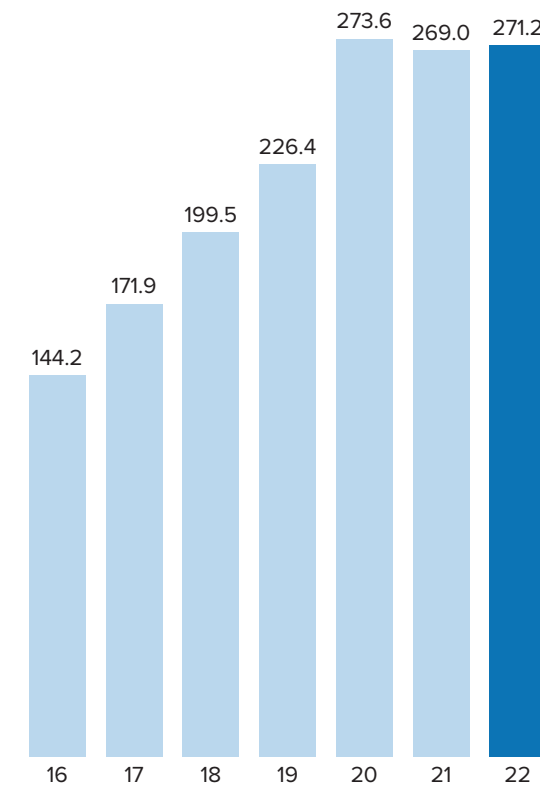
We don't chase premium and piston in and out of markets. Our competitive, consistent appetite creates long-term profitable growth and led to an all-time record total premium, while maintaining a strong renewal rate.



**NEIL ARGALL**  
**VICE PRESIDENT -**  
**COMMERCIAL**  
**INSURANCE**

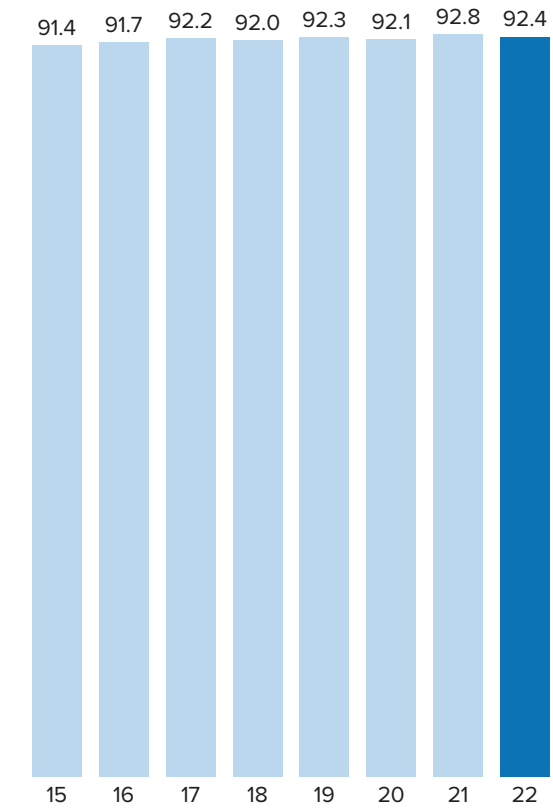
### COMMERCIAL LINES NEW BUSINESS PREMIUM

in millions of dollars



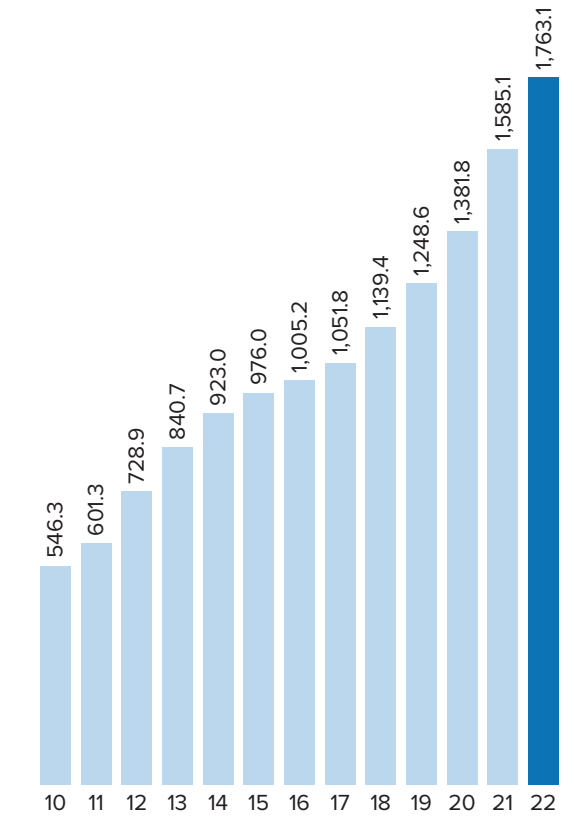
### COMMERCIAL LINES RENEWAL RATE

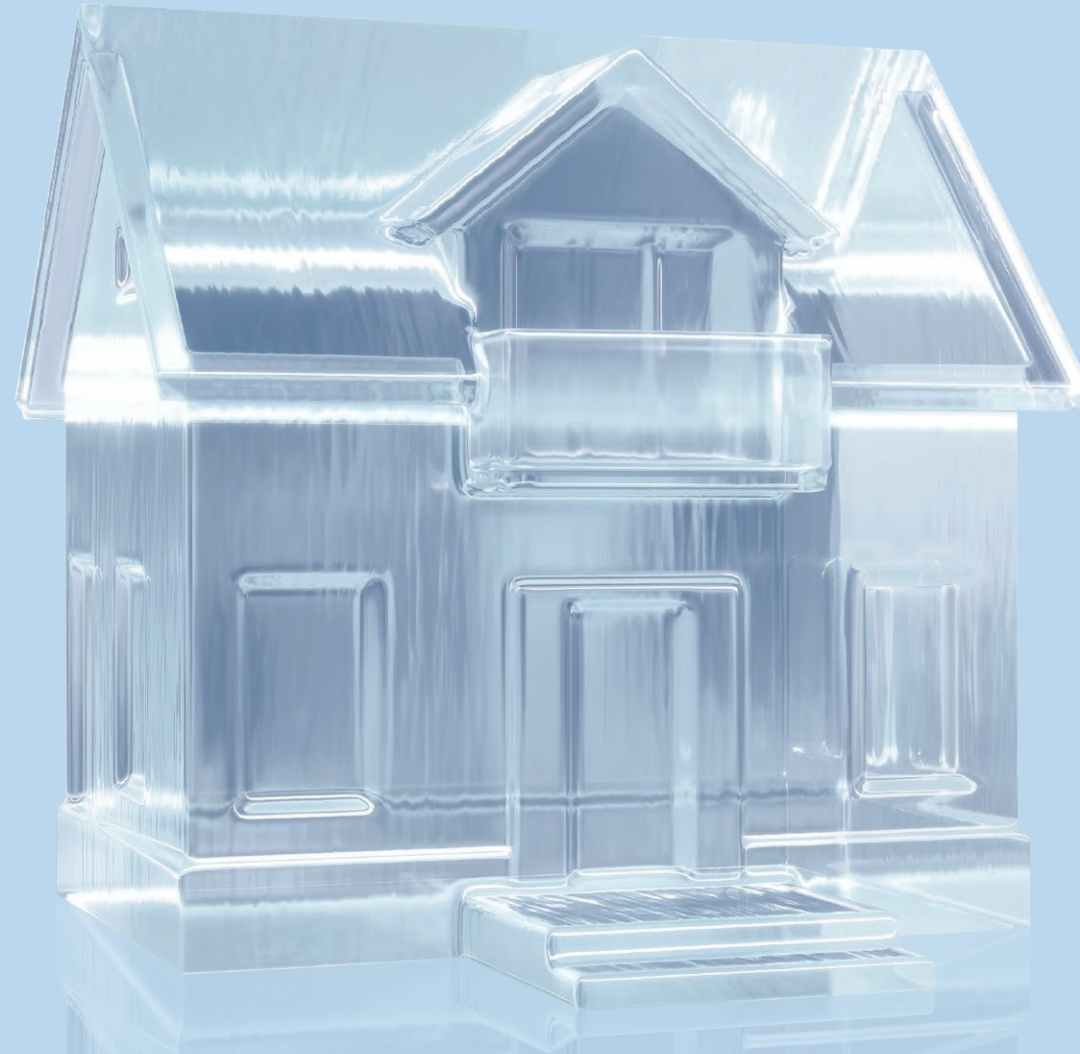
percent



### COMMERCIAL LINES WRITTEN PREMIUM

in millions of dollars





# WE KEPT OUR COOL BY PROTECTING CUSTOMERS' FINANCIAL FUTURE.

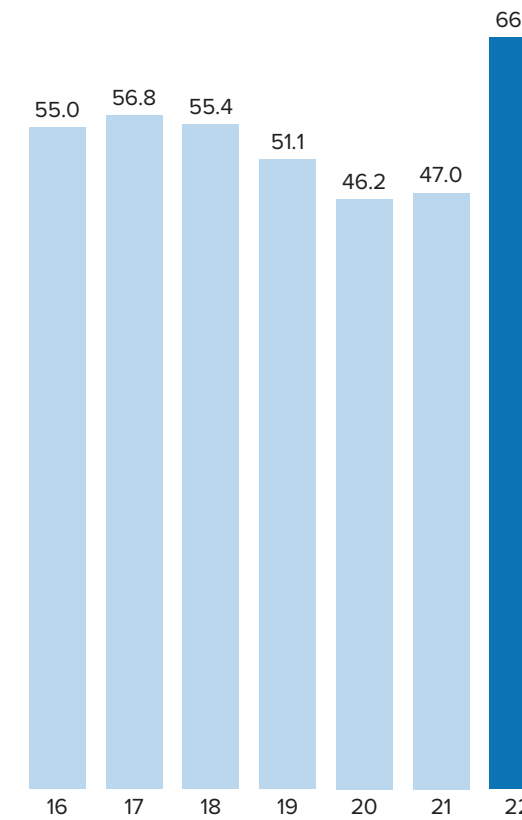
No matter what life brings, individuals and families can count on Acuity to deliver on our promise of protection, with products and pricing that help you succeed in growing your business.



**SHANE PALTZER**  
VICE PRESIDENT -  
MARKETING AND  
PERSONAL LINES

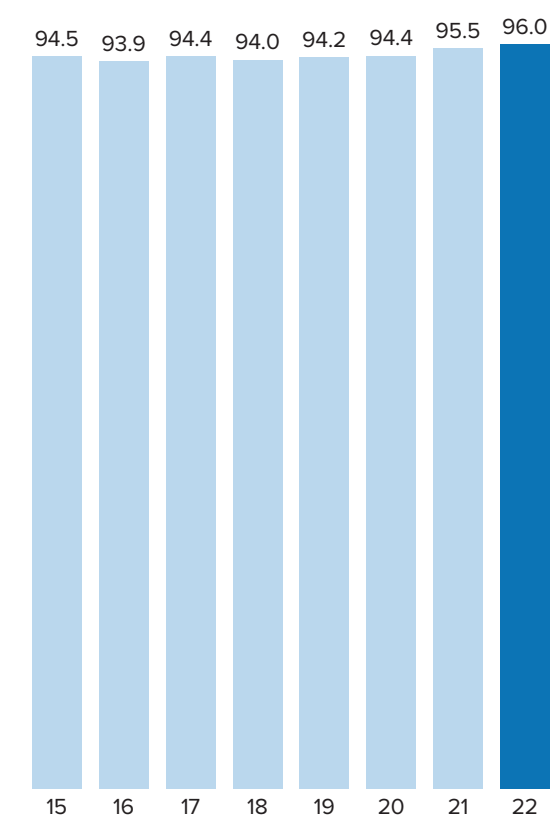
## PERSONAL LINES NEW BUSINESS PREMIUM

in millions of dollars



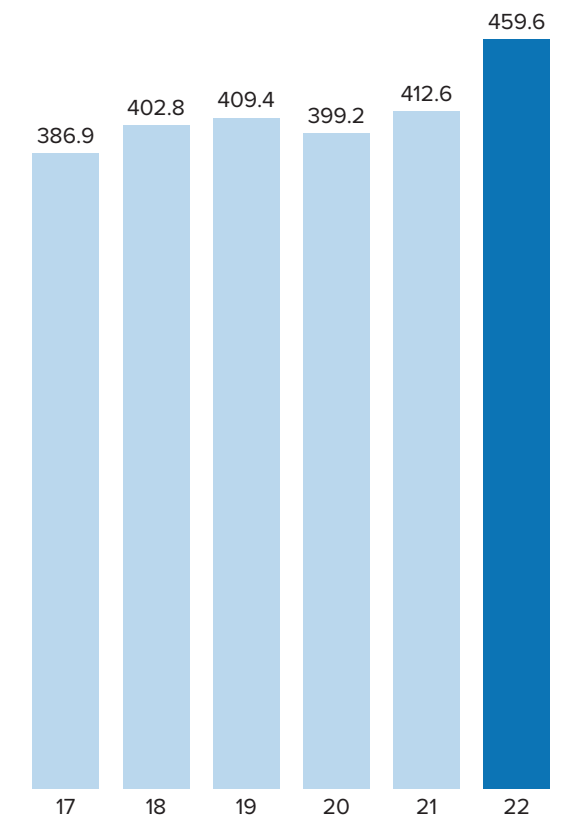
## PACKAGE RETENTION RATE

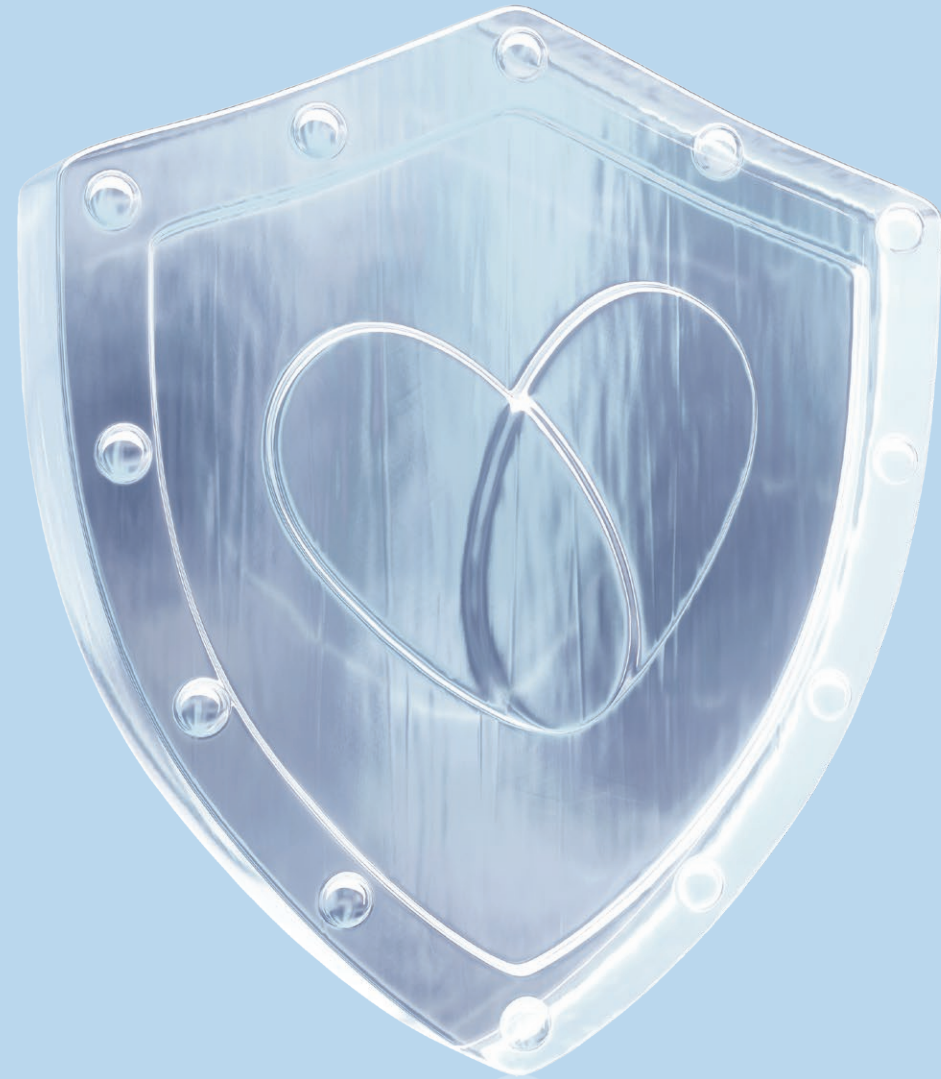
percent



## PERSONAL LINES WRITTEN PREMIUM

in millions of dollars





## WE KEPT OUR COOL BY PROVIDING PEACE OF MIND WHEN PEOPLE NEED IT MOST.

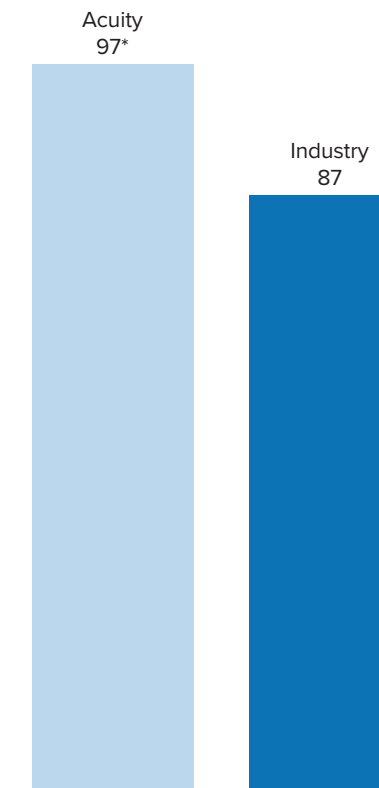
Despite a year of record storm claims, Acuity maintained our focus on world-class service, with policyholders reporting a 97% positive claims experience.

**JAMIE LOIACONO**  
VICE PRESIDENT -  
CLAIMS



### POSITIVE CLAIMS EXPERIENCE

percent



\*Based on surveys of policyholders

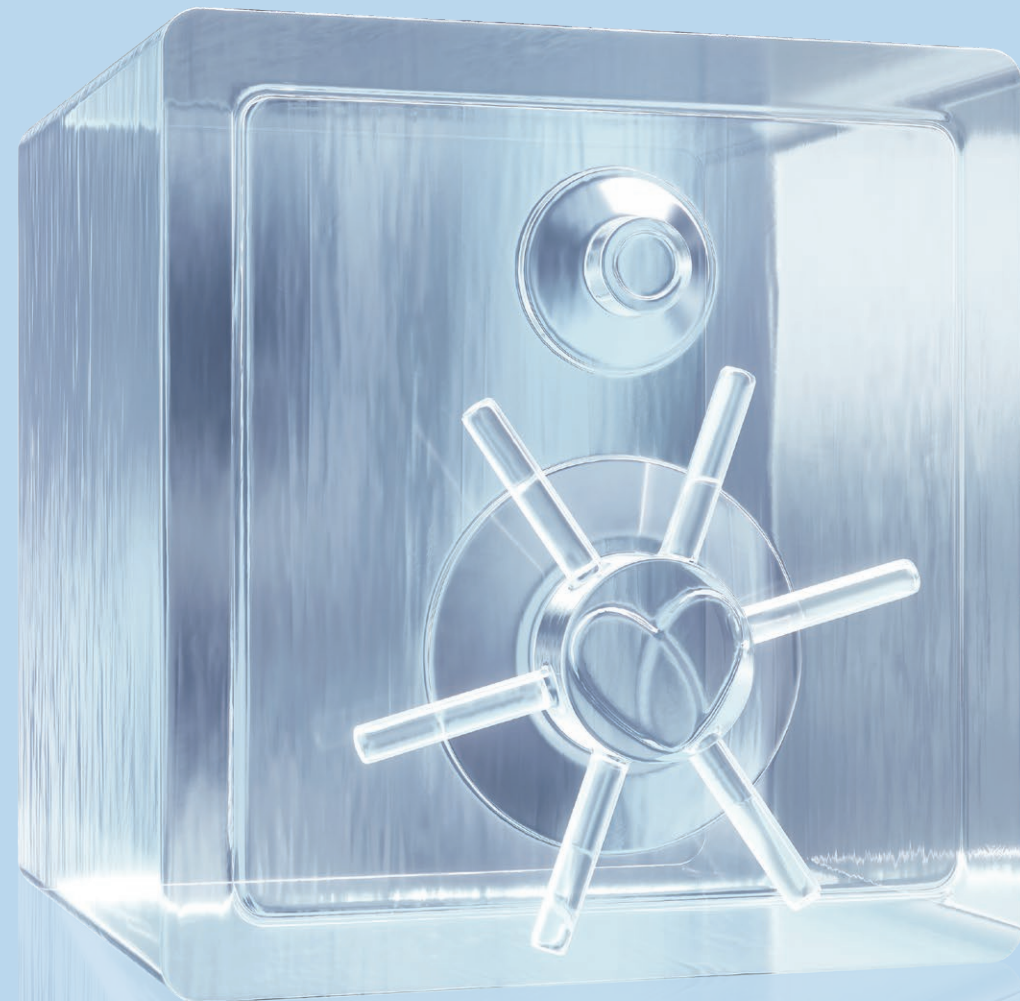
### \$1+ MILLION STORM EVENTS

YEAR	CLAIMS	LOSSES (MILLIONS)
2017	19	<b>\$119.7</b>
2018	22	<b>\$96.8</b>
2019	24	<b>\$176.1</b>
2020	29	<b>\$185.4</b>
2021	31	<b>\$142.2</b>
2022	24	<b>\$293.0</b>

### ACUITY'S TOP FIVE STORM EVENTS

YEAR	STORM EVENTS	LOSSES (MILLIONS)
2022	Minnesota/Wisconsin Tornadoes (2,965 Claims)	<b>\$64.0</b>
2017	Minnesota/Wisconsin Wind & Hail (2,733 Claims)	<b>\$43.4</b>
2022	SD/MN/WI Tornadoes (1,887 Claims)	<b>\$42.0</b>
2020	Midwest Derecho (1,859 Claims)	<b>\$41.3</b>
2022	Madison/Milwaukee Tornadoes (2,226 Claims)	<b>\$41.0</b>





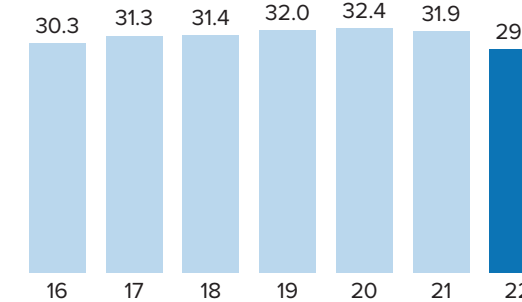
## WE KEPT OUR COOL BY SAFEGUARDING OUR STAKEHOLDERS' INTERESTS.

In a year of turmoil in the financial markets, Acuity stayed focused on a proven strategy of conservative investing, fair and reasonable reserving, and disciplined underwriting.



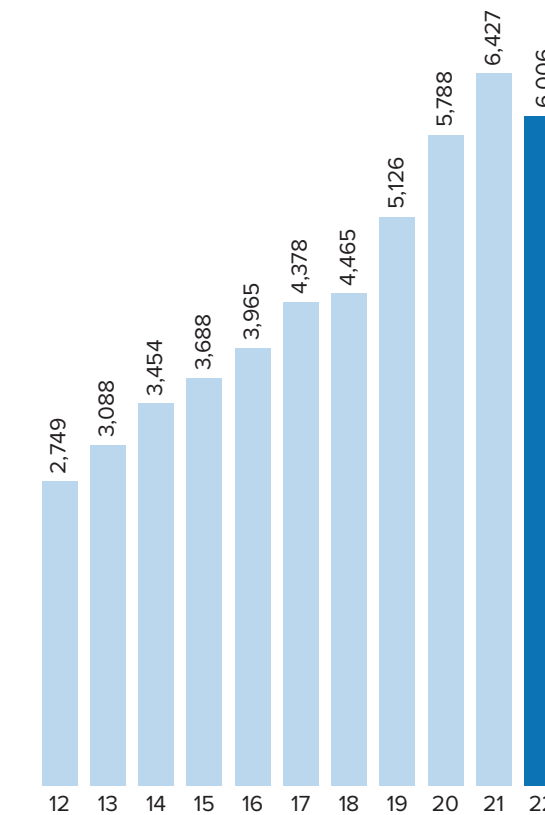
**WENDY SCHULER**  
**VICE PRESIDENT -**  
**FINANCE**

### EXPENSE RATIO

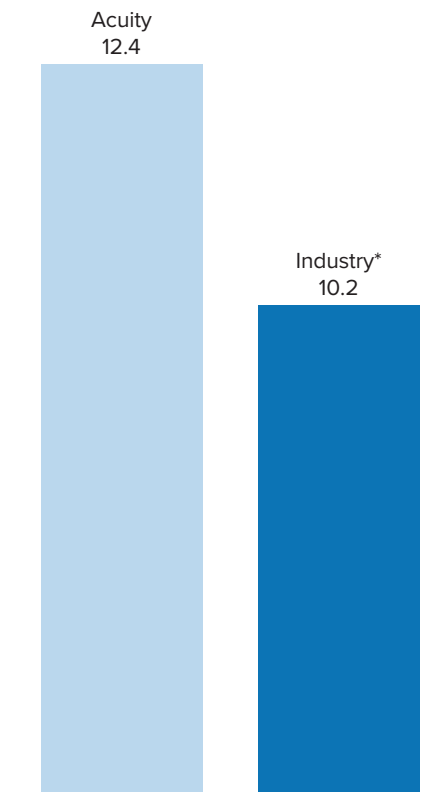


### TOTAL ASSETS (GAAP)

in millions of dollars



### CASH FLOW AS A PERCENTAGE OF NET WRITTEN PREMIUM (GAAP)



\*Based on industry averages from Conning Research & Consulting, weighted by Acuity's mix of business



# WE KEPT OUR COOL BY USING ANALYTICS TO SUPPORT ACTION.

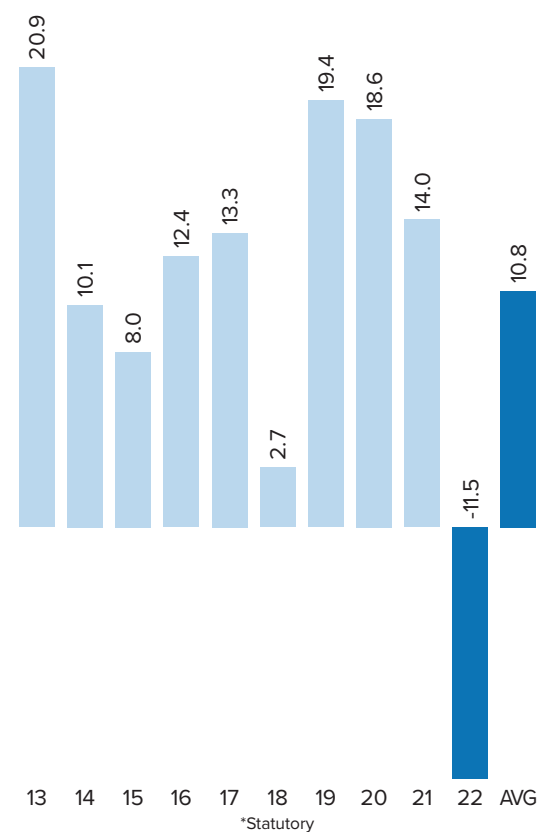
In cloudy times, analytics provide clarity. Despite downward pressure on surplus due to global investment performance and record-setting claims, Acuity stayed the course, leveraging precision analytics that produce results.



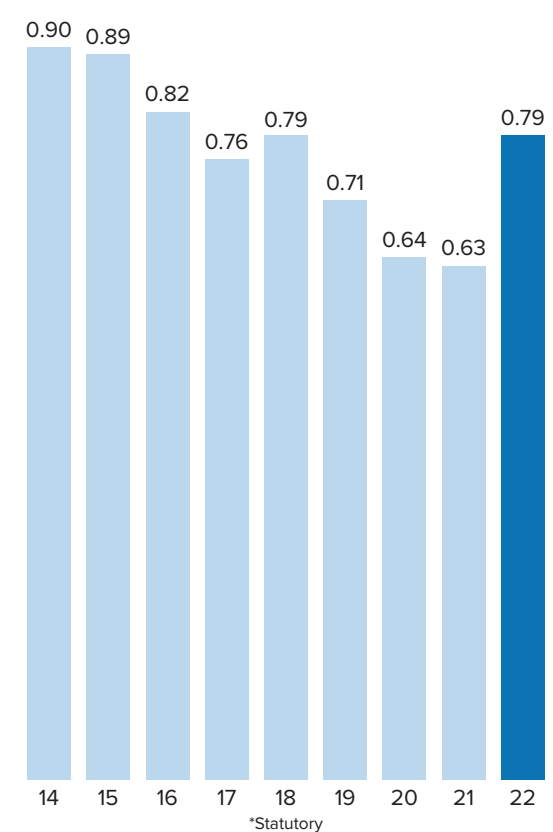
**PAT TURES**  
**VICE PRESIDENT -**  
**ACTUARIAL AND**  
**STRATEGIC**  
**ANALYTICS**

## SURPLUS GROWTH\*

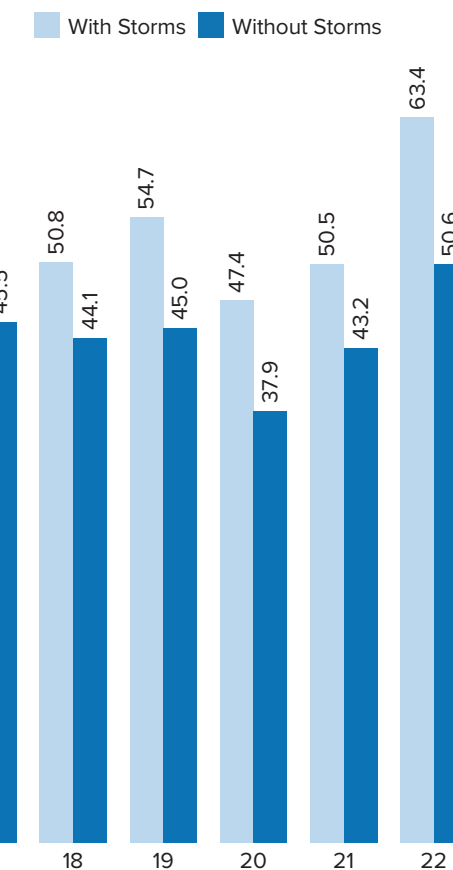
percent

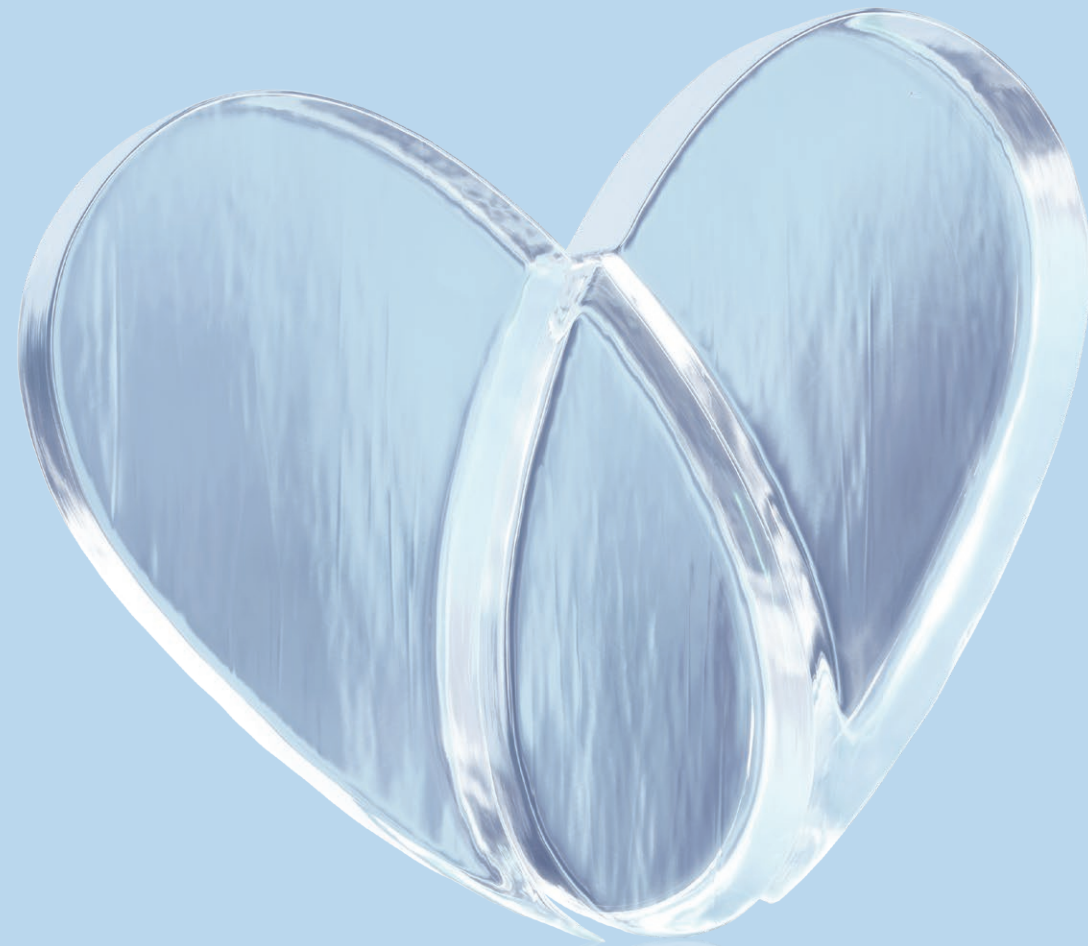


## NET WRITTEN PREMIUM TO SURPLUS RATIO\*



## COMPANYWIDE ACCIDENT YEAR LOSS RATIO





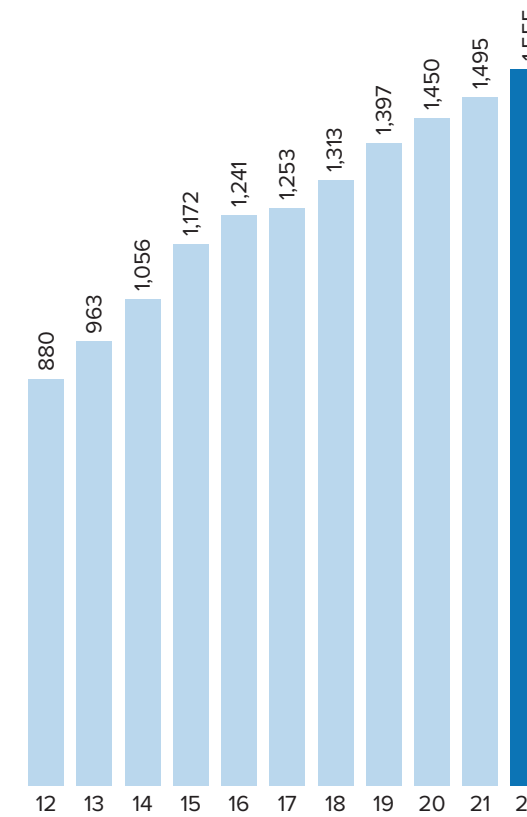
# WE KEPT OUR COOL BY TAKING CARE OF OUR EMPLOYEES.

In a changing employment market, Acuity maintained our low turnover by doing the right thing for our people and being an organization they are excited to be a part of.



**JOAN RAVANELLI  
MILLER**  
GENERAL COUNSEL  
AND VICE PRESIDENT -  
HUMAN RESOURCES

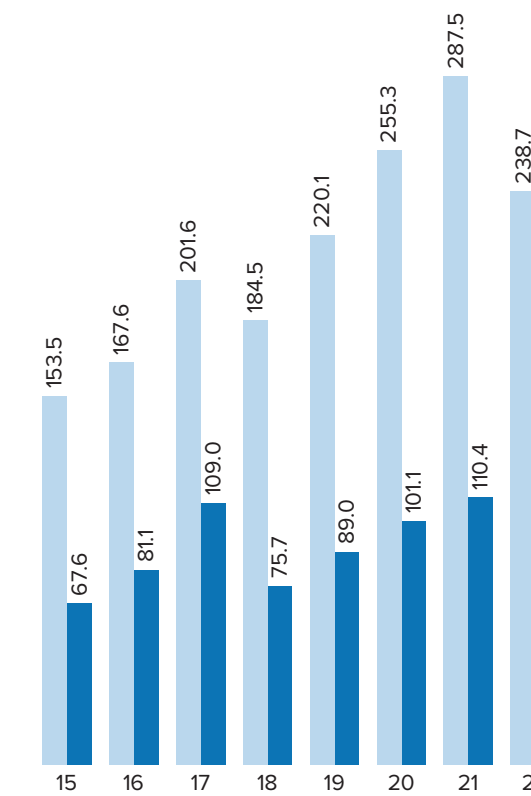
## STAFF SIZE



## AVERAGE 401(K) ACCOUNT BALANCE

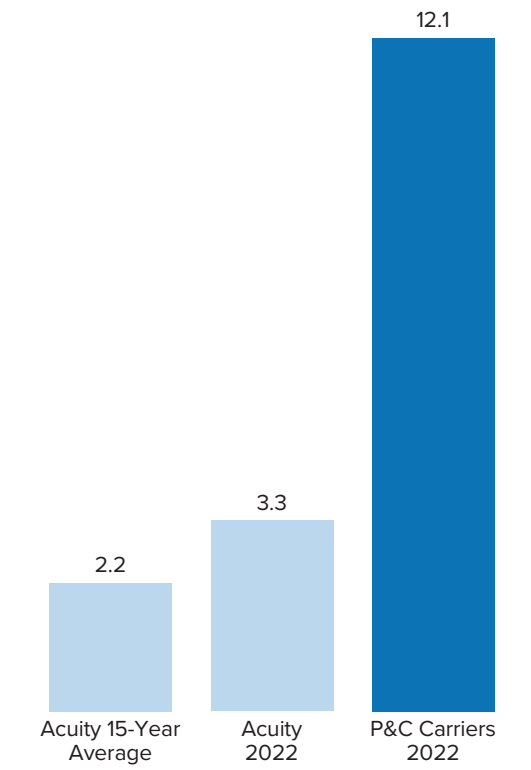
in thousands of dollars

Acuity U.S. Same-Size Peer Plans



## VOLUNTARY TURNOVER

percent





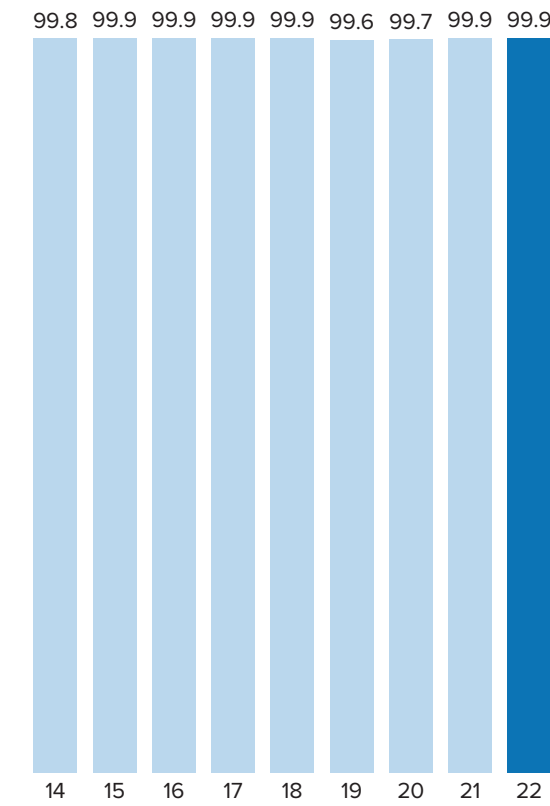
## WE KEPT OUR COOL BY DELIVERING EXCELLENT, ACCURATE SERVICE.

While other companies cut back on service, we believe there is no compromise for a personal touch. Acuity's care shows through every interaction, keeping customer and agent satisfaction high.

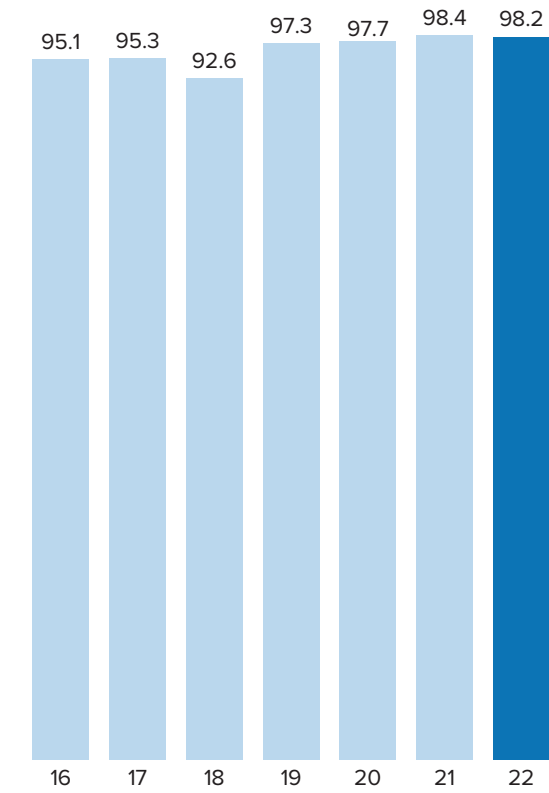
**SHERI MURPHY**  
VICE PRESIDENT -  
SERVICES AND  
ADMINISTRATION



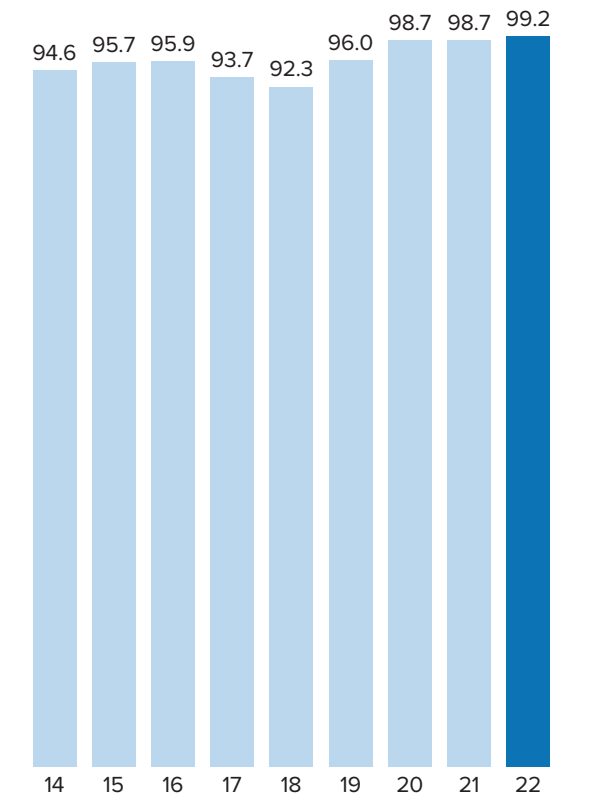
### ACCURACY percent



### CALLS ANSWERED IN 16 SECONDS OR LESS percent



### TURNAROUND WITHIN 16 HOURS percent





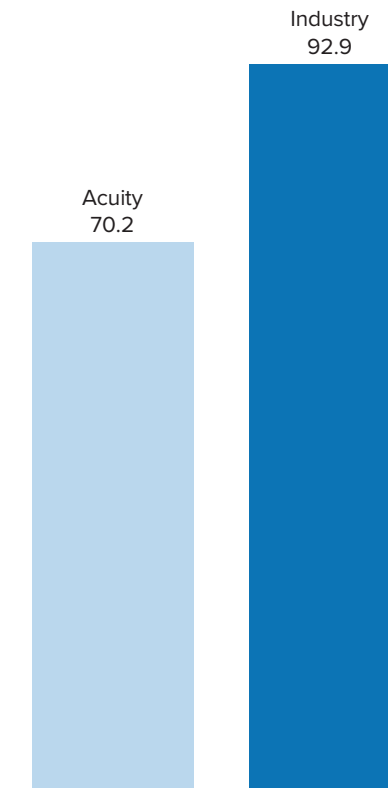
## WE KEPT OUR COOL BY PLANNING FOR A PROSPEROUS FUTURE.

Acuity never stops looking for ways to do things better and continues to invest in an award-winning strategic planning process that drives success.

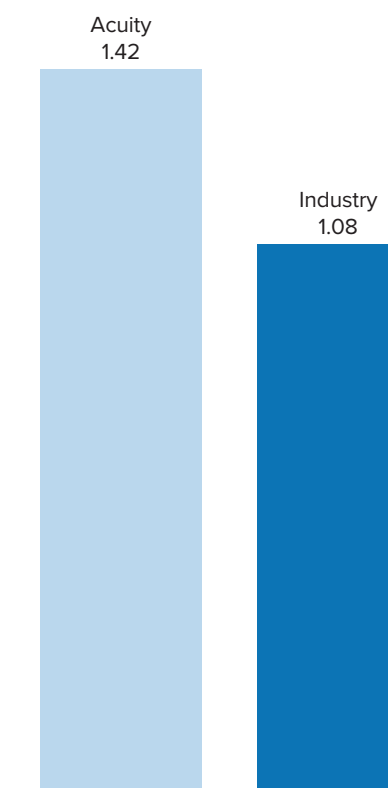


MELISSA WINTER  
VICE PRESIDENT -  
BUSINESS  
CONSULTING

### EMPLOYEES PER \$100 MILLION OF REVENUE



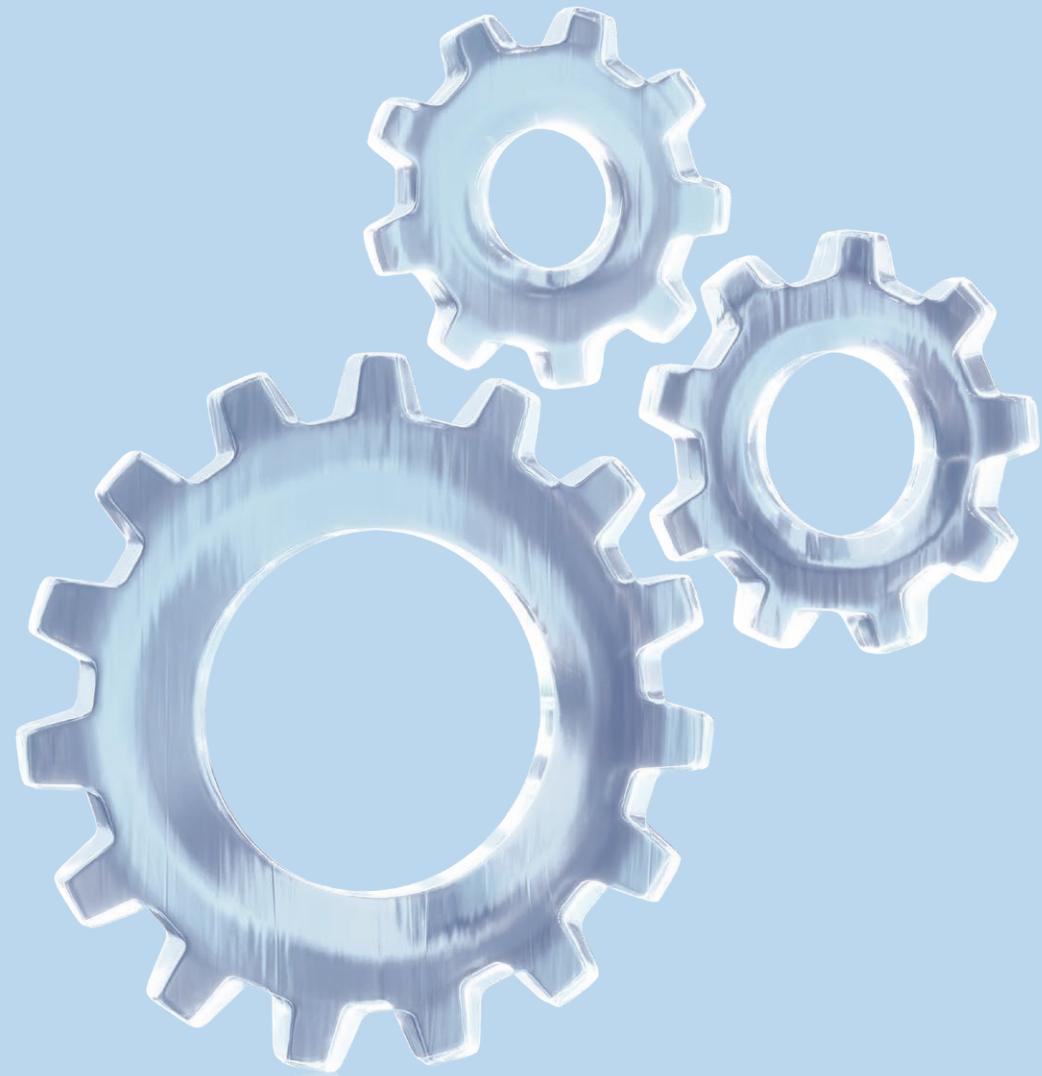
### REVENUE PER EMPLOYEE in millions of dollars



### STAFF TRAINING

Total Staff  
Training  
**40,406  
HOURS**

Training per  
New Hire  
**34.4  
DAYS**



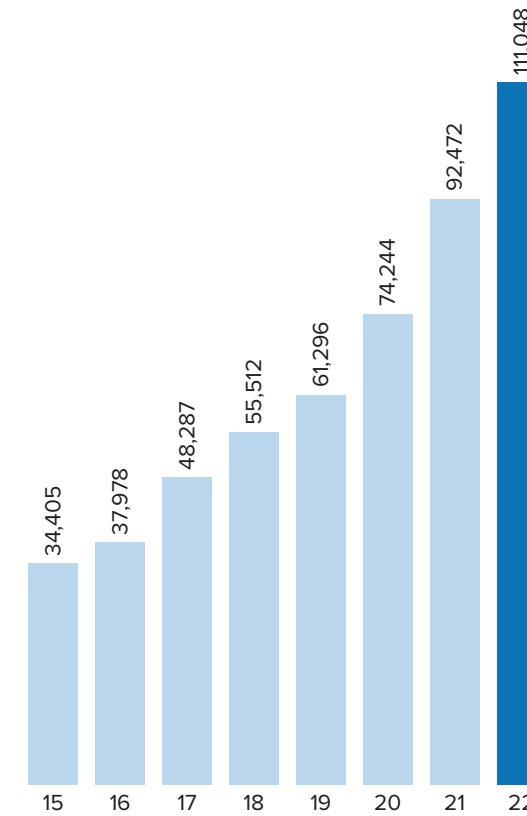
## WE KEPT OUR COOL BY FOCUSING ON DOING BUSINESS BETTER.

In the face of rapid technological change, our focus is clear: building systems that make it easy to do business, seamlessly integrating with your systems of choice, and delivering efficiency and quality.



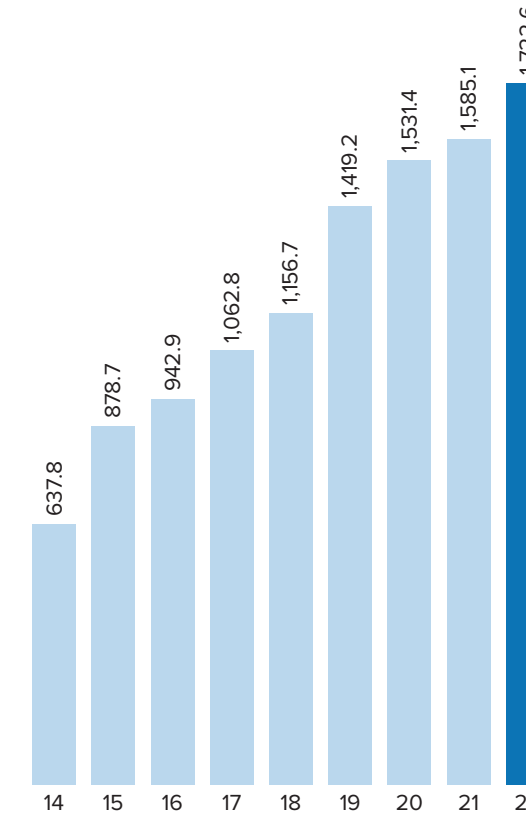
**MARCUS KNUTH**  
VICE PRESIDENT -  
ENTERPRISE  
TECHNOLOGY

### POLICYHOLDERS REGISTERED FOR ONLINE ACCOUNT ACCESS



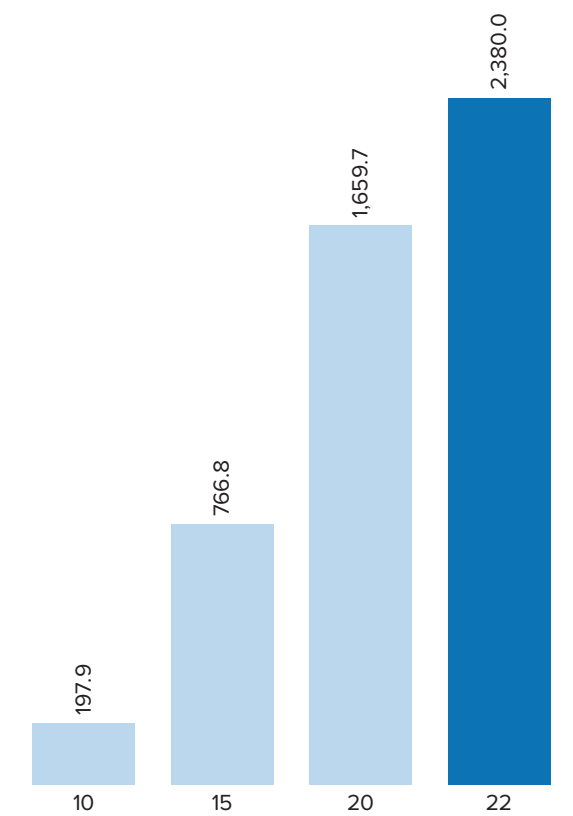
### AGENT DOWNLOAD TRANSACTIONS

in thousands



### REAL-TIME QUOTES PROVIDED

in thousands



# STATEMENT OF INCOME

For the year ending December 31, 2022

Underwriting income		\$2,003,807,332
Underwriting deductions		
Losses incurred	\$1,322,258,588	
Loss expenses incurred	208,708,389	
Underwriting expenses incurred	593,759,518	
Total underwriting deductions		2,124,726,495
Net underwriting gain (loss)		(120,919,163)
Investment income		
Net investment income earned	143,154,731	
Net realized capital gains (losses)	(7,851,861)	
Total net investment income		135,302,870
Other income (loss)		(409,426)
Net income (before dividends and taxes)		13,974,281
Policyholders' dividends		16,154,150
Net income (loss) (after dividends and before taxes)		(2,179,869)
Income tax benefit (including deferred)		(7,318,702)
<b>NET INCOME</b>		<b>\$5,138,833</b>

AM Best Rated A+, Superior / Standard & Poor's Rated A+

Statements are presented on the basis of consolidated generally accepted accounting principles (GAAP). However, changes in unrealized gains/losses on equity securities, net of tax, are not included in net income but are reflected directly in policyholders' surplus.

# COMPARATIVE STATEMENT OF CONDITION

December 31,	2022	2021
<b>ASSETS</b>		
Bonds	\$2,802,649,769	\$3,155,669,361
Stocks	1,571,885,800	1,845,191,217
Premiums receivable	654,951,114	604,391,704
Cash and short term investments	71,212,674	47,188,558
Accrued interest and dividends	28,092,766	26,638,169
Property and equipment, net	292,930,236	298,829,982
Reinsurance recoverables	283,577,832	236,759,882
Deferred acquisition costs	195,421,048	181,798,710
Other miscellaneous assets	105,135,399	30,818,512
Total Assets	\$6,005,856,638	\$6,427,286,095
<b>LIABILITIES AND SURPLUS</b>		
Loss reserves	\$1,726,153,202	\$1,495,023,772
Unearned premium reserves	1,052,140,993	953,340,767
Loss adjustment expense reserves	372,097,606	326,784,902
Accrued expenses	214,745,081	238,479,314
Deferred income tax liability	--	145,112,831
Other miscellaneous liabilities	10,060,078	10,077,027
Total Liabilities	3,375,196,960	3,168,818,613
Policyholders' Surplus	2,630,659,678	3,258,467,482
Total Liabilities and Surplus	\$6,005,856,638	\$6,427,286,095

# THE COOLEST BOARD OF DIRECTORS

BACK ROW:

Dick Riley, Jackie Joseph-Silverstein, Ben Salzmann, Paul Hoffman, Mike Duckett, and Steve Jaberg

FRONT ROW:

Jack Schwalbach, Badri Ganju, Kurt Olson, Bob Willis (Chairman), Rhonda Kirkwood, Hal Trescott, and Lisa Mauer



acuitylove  
REWARDS

**Earn 15 Acuity Love Points!**

We have an extremely cool mission waiting for you.

[acuity.com/2022](https://acuity.com/2022)





**WE KEPT  
OUR COOL  
IN 2022**

