

2020

ANNUAL REPORT



**Conifer
Holdings
Inc.**

TO OUR FELLOW SHAREHOLDERS:

As we reflect on 2020 and look to the future, we recognize that COVID-19 has influenced our lives and our business in varied and lasting ways.

We will forever remember those whose lives were lost during the global pandemic, and the way that COVID-19 changed all of us, and the very way we execute our business daily.

Prior to the pandemic, work from home was admittedly not a fully developed concept across our organization. But it is now. The advent of vaccines brings a sense of emergence into a post-pandemic new reality. As a company, we have always tried to recognize what is most important to our employees, our marketplace and our shareholders, and can now in turn establish even more innovative methods of productivity going forward.

While the impact of the pandemic affected Conifer, it did not change our commitment to write specialty premium for the benefit of our insureds. Nor did it change our longstanding commitment to provide excellent customer service in all aspects of our business, even in the most difficult and challenging of times. In fact, we remain steadfastly committed to uniquely serving our niche lines of business, through and across all markets and cycles.

We were extremely gratified to identify new ways to serve and engage our customers, new ways of writing specialty premium in our best performing lines, while growing our top line just under 10%, and most importantly, generating an overall profit for the year. A remarkable achievement given the unusual circumstances at home and abroad, and a testament to the strength of Conifer's employees benefitting from decades of industry experience and insight.

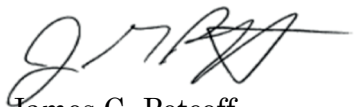
Since Conifer's founding, we have prioritized technological investment in adaptive systems; those systems allowed us to meet the challenge of sending virtually all of our employees home with minimal disruption to our service model. That technological commitment continues to lead today, as we see greater opportunities for growth in our target markets. Today, our people and our systems remain up to the task, as we successfully negotiate the continuing challenges of COVID-19 generated market uncertainty.

As we look forward to a return to normalcy somewhere in our near future, we will define ourselves by rising to meet our greatest challenges. Our entire team demonstrated dedication and fortitude, enabling the company to thrive in overcoming the many challenges presented last year.

As an organization, we are committed to profitably growing our specialty insurance companies, increasing our market penetration while refining our overall geographic spread, and achieving even greater scale and efficiency, as we seek to generate sustainable operating profits over time.

I remain very proud of all our employees, everywhere, who have kept us going, and performing at such a consistently high level. All of us at Conifer remain singularly focused on successfully growing our organization, and driving long-term shareholder value.

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Petcoff', with a stylized flourish at the end.

James G. Petcoff
Chairman and CEO

UNITED STATES
SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549

FORM 10-K

☒ **ANNUAL REPORT PURSUANT TO SECTION 13 OR 15(d) OF THE SECURITIES EXCHANGE ACT OF 1934**

For the Fiscal Year Ended December 31, 2020

OR

☐ **TRANSITION REPORT PURSUANT TO SECTION 13 OR 15(d) OF THE SECURITIES EXCHANGE ACT OF 1934**

For the transition period from _____ to _____
Commission file number 001-37536

Conifer Holdings, Inc.

(Exact name of registrant as specified in its charter)

Michigan

(State or other jurisdiction of
incorporation or organization)

550 West Merrill Street, Suite 200

Birmingham, Michigan

(Address of principal executive offices)

27-1298795

(I.R.S. Employer
Identification No.)

48009

(Zip code)

(248) 559-0840

(Registrant's telephone number, including area code)

Securities registered pursuant to Section 12(b) of the Act:

Title of each class	Trading Symbol(s)	Name of each exchange on which registered
Common Stock, no par value	CNFR	The Nasdaq Stock Market LLC

Indicate by check mark if the registrant is a well-known seasoned issuer, as defined in Rule 405 of the Securities Act. Yes ☐ No ☒

No ☒

Indicate by check mark if the registrant is not required to file reports pursuant to Section 13 or Section 15(d) of the Act. Yes ☐ No ☒

No ☒

Indicate by check mark whether the registrant (1) has filed all reports required to be filed by Section 13 or 15(d) of the Securities Exchange Act of 1934 during the preceding 12 months (or for such shorter period that the registrant was required to file such reports), and (2) has been subject to such filing requirements for the past 90 days. Yes ☒ No ☐

Indicate by check mark whether the registrant has submitted electronically every Interactive Data File required to be submitted pursuant to Rule 405 of Regulation S-T (§ 232.405 of this chapter) during the preceding 12 months (or for such shorter period that the registrant was required to submit such files). Yes ☒ No ☐

Indicate by check mark whether the registrant is a large accelerated filer, an accelerated filer, a non-accelerated filer, smaller reporting company, or an emerging growth company. See the definitions of "large accelerated filer," "accelerated filer," "smaller reporting company," and "emerging growth company" in Rule 12b-2 of the Exchange Act.

Large accelerated filer	Accelerated filer	Non-accelerated filer	Smaller reporting company	Emerging growth company
☐	☐	☐	☒	☐

If an emerging growth company, indicate by check mark if the registrant has elected not to use the extended transition period for complying with any new or revised financial accounting standards provided pursuant to Section 13(a) of the Exchange Act. ☐

Indicate by check mark whether the registrant is a shell company (as defined in Rule 12b-2 of the Exchange Act). Yes ☐ No ☒

The aggregate market value of the registrant's Common Stock held by non-affiliates at June 28, 2019 was approximately \$21.3 million, based on the Nasdaq closing price for such shares on that date. The registrant has no non-voting common equity.

The number of outstanding shares of the registrant's common stock, no par value, as of March 11, 2021, was 9,681,728.

CONIFER HOLDINGS, INC. AND SUBSIDIARIES

Form 10-K

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CONIFER HOLDINGS, INC. AND SUBSIDIARIES

PART I

ITEM 1. BUSINESS

Legal Organization

Conifer Holdings, Inc. (Nasdaq: CNFR) is a Michigan-domiciled insurance holding company formed in 2009. Our principal executive offices are located at 550 W. Merrill, Suite 200, Birmingham, MI 48009 (telephone number: (248) 559-0840). Our corporate website address is www.cnfrh.com.

As used in this Form 10-K, references to "Conifer," "Conifer Holdings," "the Company," "our Company," "we," "us," and "our" refer to Conifer Holdings, Inc., a Michigan corporation, and its wholly owned subsidiaries Conifer Insurance Company ("CIC"), Red Cedar Insurance Company ("RCIC"), White Pine Insurance Company ("WPIC"), American Colonial Insurance Services and Sycamore Insurance Agency, Inc. ("SIA"). CIC, RCIC and WPIC are collectively referred to as the "Insurance Company Subsidiaries." On a stand-alone basis Conifer Holdings, Inc. is referred to as the "Parent Company."

Business Overview

The Company is engaged in the sale of property and casualty insurance products and has organized its business model around three classes of insurance businesses: commercial lines, personal lines, and wholesale agency business. Within these three businesses, the Company offers various insurance products and insurance agency services.

Through our Insurance Company Subsidiaries, we offer insurance coverage in specialty commercial and specialty personal product lines. Currently, we are authorized to write insurance as an excess and surplus lines ("E&S") carrier in 45 states including the District of Columbia. We are also licensed to write insurance as an admitted carrier in 42 states, including the District of Columbia, and we offer our insurance products in all 50 states.

Our revenues are primarily derived from premiums earned from our insurance operations. We also generate other revenues through investment income and other income which mainly consists of: installment fees and policy issuance fees generally related to the policies we write, as well as commission revenue to our wholesale agency business from third-party insurers.

Many of our products are targeted to traditionally profitable classes of policyholders that we believe are under-served by other insurers. We market and sell these insurance products through a growing network of over 6,100 independent agents that distribute our policies through approximately 1,800 sales offices. We are focused on growing our business in non-commoditized property and casualty insurance markets, while maintaining underwriting discipline and a conservative investment strategy.

We have substantial expertise in serving the unique commercial insurance needs of owner-operated businesses in the following markets:

- Hospitality, such as restaurants, bars, taverns, and bowling centers (that require, among other lines, liquor liability insurance), as well as small grocery and convenience stores;
- Artisan contractors, such as plumbers, painters, carpenters, electricians and other independent contractors; and
- Security service providers, such as companies that provide security guard services, security alarm products and services, and private investigative services.

In our commercial lines business, we seek to differentiate ourselves and provide value to small business owner-operators by bundling different insurance products that meet a significant portion of their insurance needs. For example, in the hospitality market we offer property, casualty, and liquor liability, as well as, in some jurisdictions, workers' compensation coverage. The breadth of our specialty commercial insurance products enables our agents and their small business clients to avoid the administrative costs and time required to seek coverage for each of these items from separate insurers. As such, we

compete for commercial lines business based on our flexible product offerings and customer service, rather than on pricing alone. Our target commercial lines customer has an average account size of \$5,300 in premium.

We also have substantial expertise in providing specialty homeowners insurance products to targeted customers that are often under-served by other homeowners' insurance carriers. Our personal lines products primarily include low-value dwelling insurance tailored for owners of lower valued homes, which we currently offer in Illinois, Indiana, Louisiana and Texas.

In our personal lines business, we largely target homeowners in need of dwelling insurance that is currently under-served by the insurance market, due to the modest value of their homes or the exposure to natural catastrophes in their geographic area. Because these homeowners are under-served, this portion of the market is typically subject to less pricing pressure from larger nationwide insurers that offer a more commoditized product. We believe our underwriting expertise enables us to compete effectively in these markets by evaluating and appropriately pricing risk. In addition, we believe our willingness to meet these under-served segments of the personal lines insurance market fosters deeper relationships with, and increased loyalty from, the agents who distribute our products. Our target personal lines customer has an average account size of \$1,000 in premium.

Overall, we structure the multi-line distribution of our premium between commercial and personal lines to better diversify our business and mitigate the potential cyclical nature of either market. In serving these markets, we write business on both an "admitted" and "E&S" basis. As of December 31, 2020, approximately 44.4% of our gross written premiums were admitted, and approximately 55.6% were E&S. Insurance companies writing on an admitted basis are licensed by the states in which they sell policies and are required to offer policies using premium rates and forms that are typically filed with and approved by the state insurance regulators. Carriers writing in the E&S market are not bound by most of the rate and form regulations imposed on standard market companies, allowing them the flexibility to change the coverage offered and the rate charged without the time constraints and financial costs associated with the filing process. Our corporate structure allows us to offer both admitted and E&S products in select markets through either CIC or WPIC. Our experience with specialty insurance products enables us to react to new market opportunities and underwrite multiple specialty lines.

The wholesale agency business provides non-risk bearing revenue through commissions and policy fees. The wholesale agency business increases the product options to the Company's independent retail agents by offering both insurance products from the Insurance Company Subsidiaries as well as products offered by other insurers.

Geographic Diversity and Mix of Business

Over the past several years, we have increased our focus on specific core commercial lines of business. As part of this business strategy, we have deemphasized our Florida homeowners' business and other wind-exposed business in Texas and Hawaii. We plan to continue to shift focus to low-value dwelling lines of business in order to bring personal lines premium levels back up and to maintain a strategic balance of commercial and personal lines of business.

While we pursue top line premium growth, we do not do so at the expense of losing underwriting discipline. Our underwriters have the experience and institutional flexibility to recognize when to exit certain products in favor of more profitable opportunities as insurance market conditions dictate. The following tables summarize our gross written premiums by segment and state for the years indicated therein (dollars in thousands):

	Gross Written Premium by Segment					
	2020	%	2019	%	2018	%
Commercial	\$ 102,763	92%	\$ 94,391	93%	\$ 97,694	94%
Personal	8,572	8%	7,462	7%	6,674	6%
Total	<u>\$ 111,335</u>	<u>100%</u>	<u>\$ 101,853</u>	<u>100%</u>	<u>\$ 104,368</u>	<u>100%</u>

	Gross Written Premiums by State					
	2020	%	2019	%	2018	%
Michigan	\$ 23,304	20.9%	\$ 19,346	19.0%	\$ 19,822	19.0%
Florida	13,573	12.2%	16,993	16.7%	23,389	22.4%
Texas	10,243	9.2%	8,236	8.1%	6,509	6.2%
California	8,140	7.3%	7,037	6.9%	5,691	5.5%
New York	6,386	5.7%	7,955	7.8%	3,845	3.7%
Pennsylvania	4,846	4.4%	6,015	5.9%	6,503	6.2%
Mississippi	4,612	4.1%	639	0.6%	291	0.3%
Ohio	3,823	3.4%	4,129	4.1%	4,025	3.9%
Indiana	3,559	3.2%	3,937	3.9%	3,914	3.8%
New Jersey	3,156	2.8%	2,051	2.0%	4,884	4.7%
Colorado	2,832	2.5%	3,044	3.0%	2,835	2.7%
All Other States	26,861	24.3%	22,471	22.1%	22,660	21.7%
Total	<u>\$ 111,335</u>	<u>100.0%</u>	<u>\$ 101,853</u>	<u>100%</u>	<u>\$ 104,368</u>	<u>100%</u>

The Conifer Approach

We have built our business in a manner that is designed to adapt to changing market conditions and deliver predictable results over time. The following highlights key aspects of our model that contribute to our balanced approach:

- *Focus on under-served markets.* We focus on providing specialty insurance products to targeted policyholders in under-served markets. We believe that most of our small business customers, many of which are owner-operated, value the efficiency of dealing with a single insurer for multiple products. By targeting small- to medium-sized accounts, we add value to the business owner directly without competing solely on price.
- *Strong relationships with our agents.* We develop strong relationships with our independent agents providing them with responsive service, attractive commissions and competitive products to offer policyholders. We believe our agents understand that we view them as key partners in risk selection that help us serve our ultimate client-the insured.
- *Deep understanding of the business and regulatory landscapes of our markets.* The competition for insurance business and the regulatory operating environment vary significantly from state to state. We focus on tailoring our business to concentrate on the geographic markets and regulatory environments with the greatest opportunities for growth and profitability. Our business plan centers on identification of market opportunities in jurisdictions where our insurance products can profitably suit the needs of our potential customers.
- *Emphasis on flexibility.* We offer coverage to our insureds both on an E&S and admitted basis. We believe this flexibility enables us to pivot effectively between E&S and admitted policies as customer needs and regulatory conditions dictate.
- *Conservative risk management with an emphasis on lowering volatility.* We focus on the risk/reward of insurance underwriting, while maintaining a prudent investment policy. We employ conservative risk management practices and opportunistically purchase reinsurance to minimize our exposure to liability for individual risks. In addition, we seek to maintain a diversified liquid investment portfolio to reduce overall balance sheet volatility. As of December 31, 2020, our investments primarily consisted of fixed income investments with an average credit rating of “AA+” and an option adjusted duration of 3.6 years.

Our Competitive Strengths

We believe the following competitive strengths have allowed us to grow our business and will continue to support our strategic growth initiatives:

- *Talented underwriters with broad expertise.* Our underwriters have significant experience managing account profitability across market cycles. With an average of over 27 years of experience, our senior underwriters possess the required expertise to respond appropriately to market forces.
- *Controlled and disciplined underwriting.* We underwrite substantially all policies to our specific guidelines with our experienced, in-house underwriting team. We customize the coverages we offer, and continually monitor our markets and respond to changes in our markets by adjusting our pricing, product structures and underwriting guidelines. By tailoring the terms and conditions of our policies, we align our actual underwriting risk with the profit of each insurance account that we write.
- *Proactive claims handling.* We employ a proactive claims handling philosophy that utilizes an internal team of experienced in-house attorneys to manage and supervise our claims from inception until resolution. We pay what we owe, contest what we don't, and make sound judgment for those claims that fall in between. Our proactive handling of claims reinforces our relationships with our customers and agents by demonstrating our willingness to defend our insureds aggressively and help them mitigate losses.
- *Proven management team.* Our senior management team has an average of over 27 years of experience in the insurance industry. Our senior management team has successfully created, managed and grown numerous insurance companies and books of business, and has longstanding relationships with many independent agents and policyholders in our targeted markets.
- *Ability to leverage technology to drive efficiency.* We utilize a web-based information technology system that creates greater organizational efficiency in our company. Leveraging the infrastructure of programmers and support staff of third-party vendors allows our in-house business analysts to focus on new product development and roll-out. We believe this capability reduces our time to market for new products, enhances services for insureds, increases our ability to capture data, and reduces cost.

Marketing and Distribution

Independent agents are our main distribution source. The selection of an insurance company by a business or individual is strongly influenced by the business or individual's agent. We seek to maintain favorable relationships with our select group of agents. Our distribution philosophy is to treat our agents as partners, and we provide them with competitive products, personal service and attractive commissions. We believe these factors contribute to our positive agency retention.

In 2020, our top six independent agencies accounted for approximately 33% of our gross written premiums in our commercial lines, and our top four independent agencies accounted for approximately 26% of our gross written premiums in our personal lines. We have long term relationships with each of these agencies. We anticipate our concentration in these agencies will decrease in future periods as we establish relationships with additional agencies, as part of our strategic growth plan. Our Insurance Company Subsidiaries market and distribute their products mainly through an independent agency network, however we utilize managing general agents and certain key wholesalers when appropriate.

We recruit our producers through referrals from our existing network of agents, word-of-mouth, advertisement, as well as direct contacts initiated by potential agents. Our marketing efforts are directed through our offices in Michigan, Florida and Pennsylvania.

We view our agents as key partners in risk selection. We actively solicit their input regarding potential improvements to our business methods and consult with them in developing new products and entering new customer markets. At the same time, we take careful measure to appropriately control and monitor our agents' operations. Controls include frequent review of the quality of business, loss experience and other mechanisms. We retain sole binding authority on the majority of our business. Binding authority is only granted to select long-term agents. When binding authority is granted, we restrict this authority to a specific set of guidelines that are provided to each agent. Moreover, our experienced underwriters review each risk to ensure the guidelines are followed.

In addition to marketing to individual agents, our Sycamore Insurance Agency reviews specific opportunities to write select business on a direct basis. SIA also owns 50% of a small insurance agency that places small commercial risks, mainly for alarm and security guard markets.

Underwriting

We are focused on underwriting profitability and effective enterprise risk management. With an average of over 27 years of experience, our senior underwriters have the experience to properly manage account profitability across market cycles.

Our underwriting philosophy for our specialty commercial risks in the hospitality industry is to look at each risk individually and selectively before writing any policies. We remain focused on small- to medium-sized businesses where the owner is often on site and in a better position to efficiently and safely run the overall operations. We understand the risks associated with the smaller enterprises and, due to lighter competition, believe we can receive a fair premium to compensate for the risk taken.

With respect to commercial property coverages, we believe it is important to focus on the profitability of the insureds' business, as well as the traditional risk factors. Therefore, in addition to obtaining inspections on commercial risks, we strive to understand the insureds' business operations and bottom line to verify the underlying business is an acceptable risk.

All commercial and personal policy applications are underwritten according to established guidelines that have been provided to our independent agency force. These guidelines have been integrated into our information technology system framework and only policies that meet our guidelines are accepted by our system. Our underwriting staff has substantial industry experience in matching policy terms, conditions, and pricing to the risk profiles of our policyholders and therefore strengthens our ability to achieve profitability in the product lines we write.

Commercial Lines. In writing commercial lines policies, we frequently employ tailored limiting endorsements, rating surcharges and customized limits to align our product offerings to the risk profile of the class and the specific policyholder being underwritten. Furthermore, we consistently monitor our markets so that we are able to quickly implement changes in pricing, underwriting guidelines and product offerings as necessary to remain competitive. We do not pursue commercial product lines where competition is based primarily on price. We augment our own internally developed pricing models with benchmark rates and policy terms set forth by the Insurance Services Office, or ISO. The ISO system is a widely recognized industry resource for common and centralized rates and forms. It provides advisory ratings, statistical and actuarial services, sample policy provisions and other services to its members.

Personal Lines. We employ internal product managers to review our position relative to our competition, create better segmentation of pricing and originate premium rate changes as appropriate. Consistent with industry practice, we grant our personal lines agents limited binding authority within our specific guidelines. Once a completed application and premium payment are submitted to us, the application is placed in a bound status, and reviewed for final approval. If the agent has underwritten and submitted the account according to our guidelines, we process the application as complete. If our guidelines have not been followed, the application may be cancelled or updated and re-submitted for further underwriting review.

Claims

We believe that effective claims management is vitally important to our success, allowing us to cost effectively pay valid claims, while vigorously defending those claims that lack merit. Our claims department consists of experienced claims professionals located in Michigan, Florida, Pennsylvania and Texas. We utilize a proactive claims handling philosophy to internally manage or supervise all of our claims from inception through final disposition. By handling our claims internally, we can quickly assess claims, improve communication with our policyholders and claimants and better control our claims management costs.

We have several in-house attorneys with considerable legal experience in trying cases in the lines of business we write. Included among these attorneys is our head in-house litigator, who consults on all trials and has 26 years of litigation experience. We also have numerous seasoned property and liability adjusters which allow us to manage our claims exposures more carefully, across all markets. In addition, our claims professionals utilize a network of independent local adjusters and appraisers to assist with specific aspects of claims investigations, such as securing witness statements and conducting initial appraisals in states where it is practical to do so. These outside vendors are mainly compensated based on pre-negotiated fee schedules to control overall costs.

Claims personnel are organized by line of business, with specific managers assigned as supervisors for each line of business. Reserving and payment authority levels of claims personnel are set by our Senior Vice President of claims and our Executive Vice President. Those limits of authority are integrated into our claims information technology systems to ensure strict compliance.

Initial claim reserves are determined and set using our statistical averages of paid indemnity and loss adjustment expenses by line of business. After reviewing statistical data and consulting with our internal actuary, our Senior Vice President of claims, together with other members of management, set initial reserves by line of business. Once initial reserves have been set, reserves are evaluated periodically as specific claim information changes to generate management's overall best estimate of reserves. In addition, claim reviews with in-house adjusters and attorneys provide a regular opportunity to review the adequacy of reserves. Changes to claims reserves are made by senior management based on claim developments and input from these attorneys and adjusters. We utilize an in-house, experienced and fully credentialed actuary to support our financial efforts.

Reinsurance

We routinely purchase reinsurance for our commercial and personal lines to reduce volatility by limiting our exposure to large losses and to provide capacity for growth. In a reinsurance transaction, an insurance company transfers, or cedes, all or part of its exposure in return for a portion of the premium. We remain legally responsible for the entire obligation to policyholders, irrespective of any reinsurance coverage we may purchase.

On September 28, 2017, the Company entered into an adverse development cover (ADC) reinsurance agreement to cover loss development of up to \$17.5 million in excess of stated reserves as of June 30, 2017, for accident years 2005 through 2016. The agreement attaches when net losses exceed \$1.4 million of the \$36.6 million carried reserves at June 30, 2017, and extends to \$19.5 million in coverage up to \$57.5 million. The Company retains a 10% co-participation for any development in excess of the retention.

Information relating to our reinsurance structure and treaty information is included within Note 6 ~ *Reinsurance*.

Loss Reserve Development

The following table presents the development of our loss and loss adjustment expenses ("LAE") reserves from 2010 through 2020, net of reinsurance recoverables (dollars in thousands).

	Year Ended December 31,										
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Net liability for losses and loss expenses	\$ 18,795	\$ 17,164	\$ 17,547	\$ 24,956	\$ 28,307	\$ 30,017	\$ 47,993	\$ 67,830	\$ 63,122	\$ 84,667	\$ 87,052
Liability re-estimated as of:											
One year later	16,565	12,807	13,508	23,763	29,321	40,239	57,452	71,186	79,351	100,261	
Two years later	13,071	9,870	13,601	25,521	33,274	52,321	60,453	87,536	94,786		
Three years later	10,300	10,038	13,821	26,560	38,569	58,251	69,833	95,367			
Four years later	10,698	10,064	13,860	27,784	40,822	62,185	74,381				
Five years later	10,926	10,227	13,980	27,920	42,274	64,547					
Six years later	11,215	10,414	14,048	28,339	42,967						
Seven years later	11,402	10,471	13,982	28,655							
Eight years later	11,463	10,404	14,050								
Nine years later	11,396	10,450									
Ten years later	11,396										
Net cumulative redundancy (deficiency)	<u>\$ 7,399</u>	<u>\$ 6,714</u>	<u>\$ 3,497</u>	<u>\$ (3,699)</u>	<u>\$ (14,660)</u>	<u>\$ (34,530)</u>	<u>\$ (26,388)</u>	<u>\$ (27,537)</u>	<u>\$ (31,664)</u>	<u>\$ (15,594)</u>	
Cumulative amount of net liability paid as of:											
One year later	4,112	\$ 3,383	\$ 5,186	\$ 13,245	\$ 16,091	\$ 20,200	\$ 29,533	\$ 44,521	\$ 29,520	\$ 40,244	
Two years later	6,277	6,092	9,106	19,711	24,060	35,972	56,962	62,369	57,864		
Three years later	8,302	7,917	11,444	23,241	32,699	50,676	61,168	77,409			
Four years later	9,372	8,788	13,015	26,056	37,474	58,317	66,556				
Five years later	9,971	9,730	13,522	27,217	40,438	61,349					
Six years later	10,799	10,167	13,903	27,780	41,979						
Seven years later	11,219	10,398	13,878	28,384							
Eight years later	11,416	10,373	13,923								
Nine years later	11,387	10,380									
Ten years later	11,387										
Gross liability-end of year	32,047	29,574	24,843	28,909	31,532	35,423	54,651	87,896	92,807	107,246	111,270
Reinsurance recoverable on unpaid losses	13,252	12,410	7,296	3,952	3,225	5,405	6,658	20,066	29,685	22,579	24,218
Net liability-end of year	18,795	17,164	17,547	24,957	28,307	30,018	47,993	67,830	63,122	84,667	87,052
Gross liability re-estimated - latest	21,934	18,503	20,128	34,964	51,712	81,697	108,920	156,288	146,606	129,319	
Reinsurance recoverable on unpaid losses re-estimated - latest	10,538	8,054	6,078	6,310	8,745	17,150	34,539	60,921	51,820	29,058	
Net liability re-estimated - latest	<u>11,396</u>	<u>10,449</u>	<u>14,050</u>	<u>28,654</u>	<u>42,967</u>	<u>64,547</u>	<u>74,381</u>	<u>95,367</u>	<u>94,786</u>	<u>100,261</u>	
Gross cumulative redundancy (deficiency)	<u>\$ 10,113</u>	<u>\$ 11,071</u>	<u>\$ 4,715</u>	<u>\$ (6,055)</u>	<u>\$ (20,180)</u>	<u>\$ (46,274)</u>	<u>\$ (54,269)</u>	<u>\$ (68,392)</u>	<u>\$ (53,799)</u>	<u>\$ (22,073)</u>	

The first line of the table presents the unpaid loss and LAE reserves at December 31 for each year, including the incurred but not reported ("IBNR") reserve. The next section of the table sets forth the re-estimates of incurred losses from later years, including payments, for the years indicated. The increase/decrease from the original estimate would generally be a combination of factors, including, but not limited to:

- Claims being settled for amounts different from the original estimates;
- Reserves being increased or decreased for individual claims that remain open as more information becomes known about those individual claims; and
- More or fewer claims being reported after the related year end, than had been expected to be reported before that date.

As our historical data for a particular line of business increases, both in terms of the number of years of loss experience and the size of our data pool, we will increasingly rely upon our own loss experience rather than industry loss experience in establishing our loss and LAE reserves. We applied reserving practices consistent with historical methodologies and incorporated specific analyses where appropriate.

Additional information relating to our reserves is included within the *Losses and Loss Adjustment Expenses* section of Note 1 ~ *Summary of Significant Accounting Policies* and Note 5 ~ *Unpaid Losses and Loss Adjustment Expenses* of the Notes to the Consolidated Financial Statements, as well as in the *Critical Accounting Policies: Loss and Loss Adjustment Expense Reserves* section of Item 7, *Management's Discussion and Analysis*.

Regulation

Insurance Company Regulation

Our Insurance Company Subsidiaries are subject to regulation in the states where they conduct business. State insurance regulations generally are designed to protect the interests of policyholders, consumers or claimants rather than shareholders or other investors. The nature and extent of such state regulation varies by jurisdiction, but generally involves:

- Prior approval of the acquisition of control of an insurance company or of any company controlling an insurance company;
- Regulation of certain transactions entered into by such insurance company subsidiary with any of its affiliates;
- Approval of premium rates, forms and policies used for many lines of admitted insurance;
- Standards of solvency and minimum amounts of capital and surplus that must be maintained;
- Limitations on types and concentration of investments;
- Licensing of insurers and agents;
- Deposits of securities for the benefit of policyholders; and
- The filing of periodic reports with state insurance regulators with respect to financial condition and other matters.

In addition, state regulatory examiners perform periodic examinations of our Insurance Company Subsidiaries. The results of these examinations can give rise to regulatory orders requiring remedial, injunctive or other corrective action.

Insurance Holding Company Regulation

We operate as an insurance holding company and are subject to regulation in the jurisdictions in which we conduct business. These regulations require that each of our Insurance Company Subsidiaries register with the insurance department of its state of domicile and furnish information concerning the operations of companies within the holding company system that may materially affect the operations, management or financial condition of the insurers within the system. The insurance laws similarly provide that all transactions among members of a holding company system must be fair and reasonable. Certain types of transactions between our Insurance Company Subsidiaries and the Company and our other affiliates generally must be disclosed to the state regulators, and prior approval of the state insurance regulator generally is required for any material or extraordinary transaction. In addition, a change of control of a domestic insurer or of any controlling person requires the prior approval of the state of domicile insurance regulator.

Various State and Federal Regulations

Insurance companies are also affected by a variety of state and federal legislative and regulatory measures and judicial decisions that define and extend the risks and benefits for which insurance is sought and provided. In addition, for some classes of insureds individual state insurance departments may prevent premium rates for some classes of insureds from reflecting the level of risk assumed by the insurer for those classes. Such developments may adversely affect the profitability of various lines of insurance. In some cases, if permitted by applicable regulations, these adverse effects on profitability can be minimized through repricing of coverages or limitations or cessation of the affected business.

Reinsurance Intermediary

Our reinsurance intermediaries are also subject to regulation. Under applicable regulations, an intermediary is responsible, as a fiduciary, for funds received on account of the parties to the reinsurance transaction. The intermediaries are required to hold such funds in appropriate bank accounts subject to restrictions on withdrawals and prohibitions on commingling.

Licensing and Agency Contracts

We, or certain of our designated employees, must be licensed to act as agents by regulatory authorities in the states in which we conduct business. Regulations and licensing laws vary in each state and are often complex.

Insurance licenses are issued by state insurance regulators upon application and may be of perpetual duration or may require periodic renewal. There are often requirements to obtain appropriate new licenses before we can begin writing or offer new coverages in a new state. The requirements are more stringent when writing on an admitted basis, as opposed to on an E&S basis where there is greater form and rate flexibility.

Insurers operating on an admitted basis must file premium rate schedules and policy or coverage forms for review and approval by the insurance regulators. In many states, rates and policy forms must be approved prior to use, and insurance regulators have broad discretion in judging whether or not an insurer's rates are adequate, excessive and unfairly discriminatory.

The applicable licensing laws and regulations in all states are subject to amendment or reinterpretation by state regulatory authorities, and such authorities are vested in most cases with relatively broad discretion as to the granting, revocation, suspension and renewal of licenses. We, or our employees, could be excluded, or temporarily suspended, from continuing with some or all of our activities in, or otherwise subjected to penalties by, a particular state.

Membership in Insolvency Funds and Associations, Mandatory Pools and Insurance Facilities

Most states require admitted property and casualty insurers to become members of insolvency funds or associations, which generally protect policyholders against the insolvency of insurers. Members of the fund or association must contribute to the payment of certain claims made against insolvent insurers. The Company's assessments from insolvency funds were minimal for the years ended December 31, 2020, 2019, and 2018.

Our Insurance Company Subsidiaries are also required to participate in various mandatory insurance facilities or in funding mandatory pools, which are generally designed to provide insurance coverage for consumers who are unable to obtain insurance in the voluntary insurance market. Among the pools participated in are those established in certain states to provide windstorm and other similar types of property coverage. These pools typically require all companies writing applicable lines of insurance in the state for which the pool has been established to fund deficiencies experienced by the pool based upon each company's relative premium writings in that state, with any excess funding typically distributed to the participating companies on the same basis. To the extent that reinsurance treaties do not cover these assessments, they may have an adverse effect on the Company. For the years ended December 31, 2020, 2019, and 2018, total assessments paid to all such facilities were minimal.

Restrictions on Dividends and Risk-Based Capital

For information on Restrictions on Dividends and Risk-based Capital that affect us please refer to Note 9 ~ *Statutory Financial Data, Risk-Based Capital and Dividend Restrictions* of the Notes to the Consolidated Financial Statements and the *Regulatory and Rating Issues* section within Item 7, *Management's Discussion and Analysis*.

NAIC-IRIS Ratios

The National Association of Insurance Commissioners' ("NAIC") Insurance Regulatory Information System ("IRIS") was developed by a committee of state insurance regulators and is primarily intended to assist state insurance departments in executing their statutory mandates to oversee the financial condition of insurance companies operating in their respective states. IRIS identifies thirteen industry ratios and specifies "usual values" for each ratio. Departure from the usual values on four or more ratios generally leads to inquiries or possible further review from individual state insurance commissioners. However, the generation of ratios outside of the usual values does not necessarily indicate a financial problem. For example, premium growth, alone, can trigger one or more unusual values. Refer to the *Regulatory and Rating Issues* section within Item 7, *Management's Discussion and Analysis*.

Effect of Federal Legislation

The Terrorism Risk Insurance Act, ("TRIA"), was enacted in November 2002. After several extensions, Congress enacted the Terrorism Risk Insurance Program Reauthorization of 2015 ("Act"). The Act was extended through December 31, 2027 in December of 2019. The Act continues to require insurance companies to offer terrorism coverage. There is minimal exposure to this coverage as most of our policyholders decline this coverage option.

Employees

At December 31, 2020, we had 148 employees. Substantially all of our employees are full-time. Our employees are not subject to any collective bargaining agreement, and we are not aware of any current efforts to implement such an agreement. We believe we have good working relations with our employees.

Available Information

We maintain an internet website at <http://www.cnfrh.com>, where we make available, free of charge, our Annual Report on Form 10-K, Quarterly Reports on Form 10-Q, Current Reports on Form 8-K, Statements of Beneficial Ownership (Forms 3, 4, and 5), and any amendments to those reports, as soon as reasonably practicable after we electronically file such material with, or furnish to, the SEC. In addition, the SEC maintains an Internet site that contains reports, proxy statements, and other information that we file at www.sec.gov. The public may read and copy any materials we file with the Commission at the SEC's Public Reference Room at 100 F Street, NE., Washington, DC 20549, on official business days during the hours of 10 a.m. to 3 p.m. The public may obtain information on the operation of the Public Reference Room by calling the Commission at 1-800-SEC-0330. Information found on our website or any other website is not part of this annual report on Form 10-K or any other report we file with, or furnish to the SEC.

Glossary

Accident year	The annual calendar accounting period in which loss events occurred, regardless of when the losses are actually reported, booked or paid.
Accident year combined ratio	The accident year combined ratio is an insurance industry measure that excludes changes in net ultimate loss estimates from prior accident year loss reserves. The accident year combined ratio provides management with an assessment of the specific policy year's profitability (which matches policy pricing with related losses) and assists management in their evaluation of product pricing levels and quality of business written. Management uses accident year combined ratio as one component to assess the Company's current year performance and as a measure to evaluate, and if necessary, adjust current year pricing and underwriting.
Adjusted operating income (loss)	Net income (loss) excluding net realized investment and other gains (losses), net of tax, the effects of tax reform, the tax effect of changes in unrealized gains to the extent included in net income, the change in the fair value of equity securities, net of tax, and the capitalization and amortization of deferred gains from the ADC.
Adjusted operating income (loss), per share	Adjusted operating income (loss) on a per share basis.
Assignment of Benefits	A legal tool that allows a third party to assert a claim and be paid for services performed for an insured who would normally be reimbursed directly by the insurance company after making a claim themselves.
Book value per share	Total common shareholders' equity divided by the number of common shares outstanding.
Case reserves	Estimates of anticipated future payments to be made on each specific reported claim.
Combined Ratio based on accounting principles generally accepted in the United States of America ("GAAP")	The Combined Ratio is the sum of the Loss Ratio and the Expense Ratio. These ratios differ from statutory ratios to reflect GAAP accounting, as management evaluates the performance of our underwriting operations using the GAAP combined ratio.
Combined Ratio based on statutory accounting practices ("SAP")	The combined ratio based on SAP, expressed as a percentage, is the key measure of underwriting profitability traditionally used in the property and casualty insurance business. The combined ratio is a statutory accounting measurement, which represents the sum of (i) the ratio of losses and loss expenses to net earned premiums (loss ratio), plus (ii) the ratio of underwriting expenses to net written premiums (expense ratio).
Combined Ratio (Overall)	When the combined ratio is under 100%, underwriting results are generally considered profitable; when the combined ratio is over 100%, underwriting results are generally considered unprofitable.
Deferred policy acquisition costs	Primarily commissions and premium-related taxes that vary with, and are primarily related to, the production of new contracts and are deferred and amortized to achieve a matching of revenues and expenses when reported in financial statements prepared in accordance with GAAP.
Deficiency	With regard to reserves for a given liability, a deficiency exists when it is estimated or determined that the reserves are insufficient to pay the ultimate settlement value of the related liabilities. Where the deficiency is the result of an estimate, the estimated amount of deficiency (or even the finding of whether or not a deficiency exists) may change as new information becomes available.
Expense Ratio	For GAAP, it is the ratio of GAAP underwriting expenses incurred to net earned premiums plus other income. For SAP, it is the ratio of Statutory underwriting expenses incurred to net written premiums.

Incurred but not reported (IBNR) reserves	Reserves for estimated losses and LAE that have been incurred but not yet reported to the insurer. This includes amounts for unreported claims, development on known cases, and re-opened claims.
Loss	An occurrence that is the basis for submission and/or payment of a claim. Losses may be covered, limited or excluded from coverage, depending on the terms of the policy.
Loss adjustment expenses (LAE)	The expenses of settling claims, including legal and other fees and the portion of general expenses allocated to claim settlement costs.
Loss ratio	The ratio of incurred losses and loss adjustment expenses to net earned premiums plus other income.
Loss reserves	Liabilities established by insurers and reinsurers to reflect the estimated cost of claims incurred that the insurer or reinsurer will ultimately be required to pay in respect of insurance or reinsurance it has written. Reserves are established for losses and for LAE, and consist of case reserves and IBNR reserves. As the term is used in this document, “loss reserves” is meant to include reserves for both losses and LAE, unless stated otherwise.
Loss reserve development	The increase or decrease in Loss or LAE as a result of the re-estimation of claims and claim adjustment expense reserves at successive valuation dates for a given group of claims. Loss reserve development may be related to prior year or current year development.
Losses incurred	The total losses sustained by an insurance company under a policy or policies, whether paid or unpaid. Incurred losses include a provision for IBNR.
NAIC-IRIS ratios	Financial ratios calculated by the NAIC to assist state insurance departments in monitoring the financial condition of insurance companies.
Policyholders' surplus	As determined under SAP, the amount remaining after all liabilities are subtracted from all admitted assets. Admitted assets are assets of an insurer prescribed or permitted by a state to be recognized on the statutory balance sheet. Policyholders' surplus is also referred to as “surplus” or “statutory surplus” for statutory accounting purposes.
Premium leverage ratio	The ratio of written premium (gross or net) to consolidated statutory surplus.
Redundancy	With regard to reserves for a given liability, a redundancy exists when it is estimated or determined that the reserves are greater than what will be needed to pay the ultimate settlement value of the related liabilities. Where the redundancy is the result of an estimate, the estimated amount of redundancy (or even the finding of whether or not a redundancy exists) may change as new information becomes available.
Risk-Based Capital (RBC)	A measure adopted by the NAIC and enacted by states for determining the minimum statutory policyholders' surplus requirements of insurers. Insurers having total adjusted capital less than that required by the RBC calculation will be subject to varying degrees of regulatory action.
Statutory accounting practices (SAP)	The practices and procedures prescribed or permitted by domiciliary state insurance regulatory authorities in the United States for recording transactions and preparing financial statements.
Underwriting gain or loss	Net earned premiums plus other income, less losses, LAE, commissions, and operating expenses.

ITEM 1A. RISK FACTORS

Risk Factors

You should read the following risk factors carefully in connection with evaluating our business and the forward-looking information contained in this Annual Report on Form 10-K. Any of the following risks could materially and adversely affect our business, operating results, financial condition and the actual outcome of matters as to which forward-looking statements are made in this Annual Report on Form 10-K. While we believe we have identified and discussed below the key risk factors affecting our business, there may be additional risks and uncertainties that are not presently known or that are not currently believed to be significant that may adversely affect our business, operating results or financial condition in the future.

We have listed below the material risk factors applicable to us grouped into the following categories: Operational Risks; Investment Risks; Liquidity Risks; Legal and Regulatory Risks Rating Agency Risks; Ownership of Our Common Stock Risks; and Ownership of Our Publicly Traded Debt Risks.

Operational Risks

The effects of the COVID-19 pandemic and its economic and societal impact could adversely impact our businesses, assets and financial performance.

COVID-19 has caused significant disruption to public health, the global economy, financial markets, and commercial, social and community activity generally. The pandemic and the economic uncertainty may result in higher levels of loss and claims activity in certain lines of business and our premium revenue may reduce by a suppression of national and global commercial activity. If the ongoing pandemic continues to create disruptions or turmoil in the credit or financial markets, it could adversely affect our ability to access capital on favorable terms, or at all, and continue to meet our liquidity needs. Additionally, the financial markets were particularly volatile in the first half of 2020 resulting in a significant decline in our investment portfolio asset values and correspondingly our Insurance Company Subsidiaries' capital and surplus. While much of the market has rebounded, if there are further disruptions to the financial markets, they could again negatively impact the value and quality of our investment portfolio and impact our access to capital markets.

Governmental, regulatory and judicial actions in response to the COVID-19 pandemic may adversely affect our financial performance and our ability to conduct our businesses.

Insurance and financial regulators may attempt to impose new obligations on insurers in connection with the pandemic that could materially affect our business or profitability, including any retroactive change to the terms of existing insurance contracts that specifically exclude business interruption losses arising from the pandemic. While we believe that any retroactive attempt to rewrite the terms of existing contracts would be unconstitutional, we cannot be certain of ultimate judicial outcomes. In addition, there is a risk that novel litigation theories, in conjunction with a diverse range of potential jury and judicial venues across many jurisdictions, could give rise to unforeseen pandemic related liability.

The disruption and other effects caused by COVID-19 could adversely impact the efficiency and productivity of our Business operations.

To protect our employees and in response to the global and regional restrictions on interpersonal contact and travel because of the COVID-19 pandemic, much of our work force is working remotely, placing increased demands on our IT systems. There is no assurance that our ability to continue to function in this new environment will not be adversely affected by an extended period of limited access to our physical facilities or by other developments such as an extended disruption in the telecommunications and internet infrastructure that support our remote work capability.

Our actual incurred losses may be greater than our loss and loss adjustment expense reserves, which could have a material adverse effect on our financial condition and results of operations.

Insurance companies' financial condition and results of operations depend upon their ability to accurately assess the potential losses and loss adjustment expenses under the terms of the insurance policies they underwrite. Reserves do not represent an exact calculation of liability. Rather, reserves represent an estimate of what the expected ultimate settlement and administration of claims will cost, and the ultimate liability may be greater or less than the current estimate. In the insurance industry, there is always the risk that reserves may prove inadequate as it is possible for insurance companies to underestimate the cost of claims.

We base our estimates on our assessment of known facts and circumstances, as well as estimates of future trends in claim severity, claim frequency, judicial theories of liability and other factors. These variables are affected by both internal and external events that could increase our exposure to losses, including changes in actuarial projections, claims handling procedures, inflation, severe weather, climate change, economic and judicial trends, and legislative changes. We continually monitor reserves using new information on reported claims and a variety of statistical techniques to update our current estimate. Our estimates could prove to be inadequate, and this underestimation could have a material adverse effect on our financial strength.

The uncertainties we encounter in establishing our loss reserves include:

- For the majority of our policies, we are obligated to pay any covered loss that occurs while the policy is in force. Accordingly, claims may be reported and develop many years after a policy has lapsed;
- Even when a claim is received, it may take considerable time to fully appreciate the extent of the covered loss suffered by the insured and, consequently, estimates of loss associated with specific claims can increase over time;

- New theories of liability are enforced retroactively from time to time by courts;
- Volatility in the financial markets, economic events, weather events and other external factors may result in an increase in the number of claims and the severity of the claims reported. In addition, elevated inflationary conditions would, among other things, drive loss costs to increase;
- When we enter new lines of business, or encounter new theories of claims liability, we may encounter an increase in claims frequency and greater claims handling costs than we had anticipated; and
- Estimation of IBNR losses is a complex and inherently uncertain process which involves a considerable degree of judgment and expertise, which adds to the overall difficulty of estimating loss reserves.

If any of our insurance reserves should prove to be inadequate for the reasons discussed above, or for any other reason, we will be required to increase reserves, resulting in a reduction in our net income and shareholders' equity in the period in which the deficiency is identified.

If we are unable to underwrite risks accurately and charge competitive yet profitable rates to our policyholders, our business, financial condition and results of operations will be adversely affected.

In general, the premiums for our insurance policies are established at the time a policy is issued and, therefore, before all of our underlying costs are known. Like other insurance companies, we rely on estimates and assumptions in setting our premium rates. Establishing adequate premium rates is necessary, together with investment income, to generate sufficient revenue to offset losses, LAE and other underwriting costs and to earn a profit. If we do not accurately assess the risks that we underwrite, we may not charge adequate premiums to cover our losses and expenses, which would adversely affect our results of operations and our profitability. Alternatively, we could set our premiums too high, which could reduce our competitiveness and lead to lower revenues.

Pricing involves the acquisition and analysis of historical loss data and the projection of future trends, loss costs and expenses, and inflation trends, among other factors, for each of our products in multiple risk tiers and many different markets. In order to accurately price our policies, we must:

- Collect and properly analyze a substantial volume of data from our insureds;
- Develop, test and apply appropriate actuarial projections and rating formulas;
- Closely monitor and timely recognize changes in trends; and
- Project both frequency and severity of our insureds' losses with reasonable accuracy.

We seek to implement our pricing accurately in accordance with our assumptions. Our ability to undertake these efforts successfully and, as a result, accurately price our policies, is subject to a number of risks and uncertainties, including:

- Insufficient or unreliable data;
- Incorrect or incomplete analysis of available data;
- Uncertainties generally inherent in estimates and assumptions;
- Our failure to implement appropriate actuarial projections and rating formulas or other pricing methodologies;
- Regulatory constraints on rate increases; and
- Our failure to accurately estimate investment yields and the duration of our liability for loss and loss adjustment expenses, as well as unanticipated court decisions, legislation or regulatory action.

In addition, as a result of current industry non-weather factors, such as the increase in litigation surrounding the Assignment of Benefits claims and lawsuits in Florida, in particular, we may experience additional losses that could adversely affect our financial position and results of operations.

We may not be able to manage our growth effectively.

We intend to continue to grow our business, which could require additional capital, systems development and skilled personnel. We cannot assure you that we will be able to locate profitable business opportunities, meet our capital needs, expand our systems and our internal controls effectively, allocate our human resources optimally, identify qualified employees or agents or incorporate effectively the components of any businesses we may acquire in our effort to achieve growth. The failure to manage our growth effectively and maintain underwriting discipline could have a material adverse effect on our business, financial condition and results of operations.

We operate in a highly competitive environment and we may not continue to be able to compete effectively against larger or more well-established business rivals.

We compete with a large number of other companies in our selected lines of business. Many of our competitors are substantially larger and may enjoy better name recognition, substantially greater financial resources, higher financial strength ratings by rating agencies, broader and more diversified product lines and more widespread agency relationships than we do. Insurers in our markets generally compete on the basis of price, consumer recognition, coverages offered, claims handling, financial stability, customer service and geographic coverage. Although pricing is influenced to some degree by that of our competitors, it is not in our best interests to compete solely on price, and we may from time-to-time experience a loss of market share during periods of intense price competition. A number of new, proposed or potential legislative or industry developments could further increase competition in our industry including, but not limited to:

- An increase in capital-raising by companies in our lines of business, which could result in new entrants to our markets and an excess of capital in the industry;
- The deregulation of commercial insurance lines in certain states and the possibility of federal regulatory reform of the insurance industry, which could increase competition from standard carriers for our E&S lines of insurance business; and
- Changing practices caused by the Internet may lead to greater competition in the insurance business. Among the possible changes are shifts in the way insurance is purchased. If our distribution model were to be significantly altered by changes in the way products are marketed, including, without limitation, through use of the Internet, it could have a material adverse effect on our premiums, underwriting results and profits.

There is no assurance that we will be able to continue to compete successfully in the insurance markets in which we participate. Increased competition in our market could result in a change in the supply and/or demand for insurance, affect our ability to price our products at risk-adequate rates and retain existing business, or underwrite new business on favorable terms. If this increased competition so limits our ability to transact business, our operating results could be adversely affected.

Increased information technology security threats and more sophisticated computer crimes pose a risk to our systems, networks, products and services.

Our business is dependent upon the uninterrupted functioning of our information technology and telecommunication systems. We rely upon our systems, as well as the systems of our vendors, to underwrite and process our business; make claim payments; provide customer service; provide policy administration services, such as endorsements, cancellations and premium collections; comply with insurance regulatory requirements; and perform actuarial and other analytical functions necessary for pricing and product development.

Our systems may be damaged, disrupted, or shut down due to unauthorized access, malicious software, undetected intrusion, hardware failures, or other events, and in these circumstances our disaster recovery planning may be ineffective or inadequate. Information technology security threats from user error to cybersecurity attacks are increasing in frequency and sophistication. These threats pose a risk to the security of our systems and networks and the confidentiality, availability and integrity of our data. The potential consequences of a material cybersecurity attack include reputational damage, litigation with third parties, and increased cybersecurity protection and remediation costs. A sustained business interruption or system failure could adversely impact our ability to process our business, provide customer service, pay claims in a timely manner or

perform other necessary business functions. We could also be subject to fines and penalties related to a security breach. The cost to remedy a severe breach could be substantial.

Severe weather conditions and other catastrophes are inherently unpredictable and may have a material adverse effect on our financial results and financial condition.

Our property insurance business is exposed to the risk of severe weather conditions and other catastrophes. Catastrophes can be caused by various events, including natural events such as hurricanes, winter weather, tornadoes, windstorms, earthquakes, hailstorms, severe thunderstorms, fires and other non-natural events such as explosions or riots.

The incidence and severity of catastrophes and severe weather conditions are inherently unpredictable. The extent of losses from a catastrophe is a function of both the total amount of insured exposure in the area affected by the event and the severity of the event. Severe weather conditions and catastrophes can cause greater losses in our property lines and cause our liquidity and financial condition to deteriorate. In addition, our inability to obtain reinsurance coverage at reasonable rates and in amounts adequate to mitigate the risks associated with severe weather conditions and other catastrophes could have a material adverse effect on our business and results of operations.

We may be unable to obtain reinsurance coverage at reasonable prices or on terms that provide us adequate protection.

We purchase reinsurance in many of our lines of business to help manage our exposure to insurance risks that we underwrite and to reduce volatility in our results.

The availability and cost of reinsurance are subject to prevailing market conditions, both in terms of price and available capacity, each of which can affect our business volume and profitability. The availability of reasonably affordable reinsurance is a critical element of our business plan. One important way we utilize reinsurance is to reduce volatility in claims payments by limiting our exposure to losses from large risks. Another way we use reinsurance is to purchase substantial protection against concentrated losses when we enter new markets. As a result, our ability to manage volatility and avoid significant losses, expand into new markets or grow by offering insurance to new kinds of enterprises may be limited by the unavailability of reasonably priced reinsurance. We may not be able to obtain reinsurance on acceptable terms or from entities with satisfactory creditworthiness. Under such circumstances, we may have to reduce the level of our underwriting commitments, which would reduce our revenues.

Many reinsurance companies have begun to exclude certain coverages from, or alter terms in, the reinsurance contracts we enter into with them. Some exclusions relate to risks that we cannot exclude from the policies we write due to business or regulatory constraints. In addition, reinsurers are imposing terms, such as lower per occurrence and aggregate limits, on direct insurers that do not wholly cover the risks written. As a result, we, like other direct insurance companies, write insurance policies which, to some extent, do not have the benefit of reinsurance protection. These gaps in reinsurance protection expose us to greater risk and greater potential losses. For example, certain reinsurers have excluded coverage for terrorist acts or priced such coverage at unreasonably high rates.

We distribute our insurance products through a select group of agents, several of which account for a significant portion of our business, and there can be no assurance that such relationships will continue, or if they do continue, that the relationship will be on favorable terms to us. In addition, reliance on agents subjects us to their credit risk.

Our distribution model depends almost entirely on the agencies that distribute our products. In 2020, six independent agencies accounted for approximately 33% of our gross written premiums in our commercial lines, and four independent agencies, accounted for approximately 26% of our gross written premiums in our personal lines. We cannot assure you that these relationships, or our relationships with any of our agencies will continue. Even if the relationships do continue, they may not be on terms that are profitable for us. The termination of a relationship with one or more significant agents could result in lower premium revenue and could have a material adverse effect on our results of operations or business prospects.

Certain premiums from policyholders, where the business is produced by agents, are collected directly by the agents and forwarded to our Insurance Company Subsidiaries. In certain jurisdictions, when the insured pays its policy premium to these agents for payment on behalf of our Insurance Company Subsidiaries, the premiums might be considered to have been

paid under applicable insurance laws and regulations. Accordingly, the insured would no longer be liable to us for those amounts, whether or not we have actually received the premiums from that agent. Consequently, we assume a degree of credit risk associated with agents. There may be instances where agents collect premiums but do not remit them to us and we may be required to provide the coverage set forth in the policy despite the absence of premiums. If we are unable to collect premiums from agents, underwriting profits may decline and our financial condition and results of operations could be materially and adversely affected.

The property and casualty insurance business is historically cyclical in nature, and we may experience periods with excess underwriting capacity and unfavorable premium rates, which could adversely affect our business.

Historically, insurers have experienced significant fluctuations in operating results due to competition, frequency and severity of catastrophic events, levels of capacity, adverse litigation trends, regulatory constraints, general economic conditions and other factors. The supply of insurance is related to prevailing prices, the level of insured losses and the level of capital available to the industry that, in turn, may fluctuate in response to changes in rates of return on investments being earned in the insurance industry. As a result, the insurance business historically has been a cyclical industry characterized by periods of intense price competition due to excessive underwriting capacity as well as periods when shortages of capacity increased premium levels. Demand for insurance depends on numerous factors, including the frequency and severity of catastrophic events, levels of capacity, the introduction of new capital providers, and general economic conditions. All of these factors fluctuate and may contribute to price declines generally in the insurance industry.

We cannot predict with certainty whether market conditions will improve, remain constant or deteriorate. Negative market conditions may impair our ability to underwrite insurance at rates we consider appropriate and commensurate relative to the risk assumed. If we cannot underwrite insurance at appropriate rates, our ability to transact business will be materially and adversely affected. Any of these factors could lead to an adverse effect on our business, financial condition and results of operations.

Adverse economic factors, including recession, inflation, periods of high unemployment or lower economic activity could result in the sale of fewer policies than expected or an increase in the infrequency or severity of claims and premium defaults or both, which, in turn, could affect our growth and profitability.

Factors, such as business revenue, economic conditions, the volatility and strength of the capital markets and inflation can all affect the business and economic environment in which we operate. These same factors affect our ability to generate revenue and profits. In an economic downturn that is characterized by higher unemployment, declining spending and reduced corporate revenues, the demand for insurance products is adversely affected, which directly affects our premium levels and profitability. Negative economic factors may also affect our ability to receive the appropriate rate for the risk we insure with our policyholders and may adversely affect the number of policies we can write, including with respect to our opportunities to underwrite profitable business. In an economic downturn, our customers may have less need for insurance coverage, cancel existing insurance policies, modify their coverage or not renew with us. Existing policyholders may exaggerate or even falsify claims to obtain higher claims payments. These outcomes would reduce our underwriting profit to the extent these factors are not reflected in the rates we charge.

The failure of any of the loss limitations or exclusions we employ, or changes in other claims or coverage issues, could have a material adverse effect on our financial condition or results of operations.

Our policies include provisions to limit our exposure to known risks. In addition, we design our policy terms to manage our exposure to expanding theories of legal liability like those which have given rise to claims for lead paint, asbestos, mold, construction defects and environmental matters. Many of the policies we issue also include conditions requiring the prompt reporting of claims to us and entitle us to decline coverage in the event of a violation of that condition. Also, many of our policies limit the period during which a policyholder may bring a claim under the policy, which in many cases is shorter than the statutory period under which such claims can be brought against our policyholders.

As industry practices and legal, judicial, social and other conditions change, unexpected and unintended issues related to claims and coverage may emerge. These issues may adversely affect our business by either extending coverage beyond the underwriting intent or by increasing the size or number of claims.

It is possible that a court or regulatory authority could nullify or void any number of the provisions we put in place to limit our exposure. Regulatory authorities or courts may not interpret the limitations or exclusions that we included in the policies in the manner we intended. Or legislation could be enacted modifying or barring the use of such endorsements and limitations. These types of governmental actions could result in higher than anticipated losses and loss adjustment expenses, which could have a material adverse effect on our financial condition or results of operations. In some instances, these changes may not become apparent until sometime after we have issued insurance policies that are affected by the changes. As a result, the full extent of liability under our insurance contracts may not be known for many years after a contract is issued.

If we are unable to retain key management and employees or recruit other qualified personnel, we may be adversely affected.

We believe that our future success depends, in large part, on our ability to retain our experienced management team and key employees, particularly our chairman and chief executive officer, James G. Petcoff. There can be no assurance that we can attract and retain the necessary employees to conduct our business activities on a timely basis or at all. Our competitors may offer more favorable compensation arrangements to our key management or employees to incentivize them to leave our Company. Furthermore, our competitors may make it more difficult for us to hire their personnel by offering excessive compensation arrangements to certain employees to induce them not to leave their current employment and bringing litigation against employees who do leave (and possibly us as well) to join us. The loss of any of our executive officers or other key personnel, or our inability to recruit and retain additional qualified personnel as we grow, could materially and adversely affect our business and results of operations, and could prevent us from fully implementing our growth strategies.

We rely on our systems and employees, and those of certain third-party vendors and service providers in conducting our operations, and certain failures, including internal or external fraud, operational errors, or systems malfunctions, could materially adversely affect our operations.

We are exposed to many types of operational risk, including the risk of fraud by employees and outsiders, clerical and recordkeeping errors and computer or telecommunications systems malfunctions. Our business depends on our ability to process a large number of increasingly complex transactions. If any of our operational, accounting, or other data processing systems fail or have other significant shortcomings, we could be materially adversely affected. Similarly, we depend on our employees. We could be materially adversely affected if one or more of our employees cause a significant operational breakdown or failure, either as a result of human error or intentional sabotage or fraudulent manipulation of our operations or systems.

Third parties with whom we do business, including vendors that provide services or security solutions for our operations, could also be sources of operational and information security risk to us, including from breakdowns, failures, or capacity constraints of their own systems or employees. Any of these occurrences could diminish our ability to operate our business, or cause financial loss, potential liability to insureds, inability to secure insurance, reputational damage or regulatory intervention, which could materially adversely affect us.

Litigation and legal proceedings against our Subsidiaries could have a material adverse effect on our business, financial condition and/or results of operations.

As an insurance holding company, our Subsidiaries are named as defendants in various legal actions in the ordinary course of business. We believe that the outcome of presently pending matters, individually and in the aggregate, will not have a material adverse effect on our consolidated financial position, operating results or liquidity. However, the outcomes of lawsuits cannot be predicted and, if determined adversely, could require us to pay significant damage amounts or to change aspects of our operations, which could have a material adverse effect on our financial results.

Our geographic concentration ties our performance to the business, economic, natural perils, man-made perils, and regulatory conditions within our most concentrated region.

Our revenues and profitability are subject to the prevailing regulatory, legal, economic, political, demographic, competitive, weather and other conditions in the principal states in which we do business. Changes in any of these conditions could make it less attractive for us to do business in such states and would have a more pronounced effect on us compared to companies that are more geographically diversified. In addition, our exposure to severe losses from localized perils, such as earthquakes, hurricanes, tropical storms, tornadoes, wind, ice storms, hail, fires, terrorism, riots and explosions, is increased in those areas where we have written significant numbers of insurance policies.

We are subject to credit risk with regard to our reinsurance counterparties.

Although reinsurance makes the assuming reinsurer liable to us to the extent of the risk ceded, we are not relieved of our primary liability to our insureds as the direct insurer. We cannot be sure that our reinsurers will pay all reinsurance claims on a timely basis or at all. For example, reinsurers may default in their financial obligations to us as the result of insolvency, lack of liquidity, operational failure, fraud, asserted defenses based on agreement wordings or the principle of utmost good faith, asserted deficiencies in the documentation of agreements or other reasons. The failure of a reinsurer to pay us does not lessen our contractual obligations to insureds. If a reinsurer fails to pay the expected portion of a claim or claims, our net losses might increase substantially and adversely affect our financial condition. Any disputes with reinsurers regarding coverage under reinsurance contracts could be time-consuming, costly and uncertain of success.

Downgrades to the credit ratings of our reinsurance counterparties may result in the reduction of rating agency capital credit provided by those reinsurance contracts and could, therefore, result in a downgrade of our own credit ratings. We evaluate each reinsurance claim based on the facts of the case, historical experience with the reinsurer on similar claims and existing case law and include any amounts deemed uncollectible from the reinsurer in our reserve for uncollectible reinsurance.

Changes to reference rates could materially adversely affect our earnings.

LIBOR, the interest rate benchmark used as a reference rate on our variable rate debt, including our credit agreement, is expected to be phased out after 2021, when private-sector banks are no longer required to report the information used to set the rate. Without this data, LIBOR may no longer be published, or the lack of quality and quantity of data may cause the rate to no longer be representative of the market. At this time, no consensus exists as to what rate or rates will become accepted alternatives to LIBOR, although the U.S. Federal Reserve, in connection with the Alternative Reference Rates Committee, a steering committee comprised of large U.S. financial institutions, is considering replacing U.S. dollar LIBOR with the Secured Overnight Financing Rate (“SOFR”). SOFR is a more generic measure than LIBOR and considers the cost of borrowing cash overnight, collateralized by U.S. Treasury securities. Given the inherent differences between LIBOR and SOFR or any other alternative benchmark rate that may be established, there are many uncertainties regarding a transition from LIBOR, including but not limited to the need to amend all contracts with LIBOR as the referenced rate and how this will impact the Company’s cost of variable rate debt and certain derivative financial instruments. The Company will also need to consider new contracts and if they should reference an alternative benchmark rate or include suggested fallback language, as published by the Alternative Reference Rates Committee. The consequences of these developments with respect to LIBOR cannot be entirely predicted and span multiple future periods but could result in an increase in the cost of our variable rate debt which may be detrimental to our financial position or operating results.

Damage to our reputation could have a material adverse effect on our business.

Our reputation is one of our key assets. Our ability to attract and retain policyholders is highly dependent upon the external perceptions of our level of service, trustworthiness, business practices, financial condition and other subjective qualities. Negative perceptions or publicity regarding these or other matters, including from actual or alleged conduct by us or our employees, could damage our reputation. Any resulting erosion of trust and confidence among existing and potential policyholders, regulators and other parties important to the success of our business could make it difficult for us to attract new policyholders and maintain existing ones, which could have a material adverse effect on our business, financial condition and results of operations.

Investment Risks

Our investment portfolio is subject to significant market and credit risks, which could result in an adverse impact on our financial conditions or results of operations.

Our results of operations depend, in part, on the performance of our investment portfolio. We seek to hold a diversified portfolio of investments that is managed by professional investment advisory management firms in accordance with our investment policy and routinely reviewed by our Investment Committee. However, our investments are subject to general economic conditions and market risks as well as risks inherent to particular securities.

The value of our investment portfolio is subject to the risk that certain investments may default or become impaired due to deterioration in the financial condition of one or more issuers of the securities held, or due to deterioration in the financial condition of an entity that guarantees an issuer's payments of such investments. Such defaults and impairments could reduce our net investment income and result in realized investment losses.

A severe economic downturn could cause us to incur substantial realized and unrealized investment losses in future periods, which would have an adverse impact on our financial condition, results of operations, debt and financial strength ratings, Insurance Company Subsidiaries' capital liquidity and ability to access capital markets. In addition, losses in our investment portfolio may occur at the same time as underwriting losses and, therefore, exacerbate the adverse effect of the losses on us.

We may be adversely affected by interest rate changes.

Our investment portfolio is predominantly comprised of fixed income securities. These securities are sensitive to changes in interest rates. An increase in interest rates typically reduces the fair market value of fixed income securities. In addition, if interest rates decline, investment income earned from future investments in fixed income securities will be lower. Rising interest rates could result in a significant reduction of our book value. A low investment yield environment could adversely impact our net earnings, as a result of fixed income securities maturing and being replaced with lower yielding securities which impact investing results.

Interest rates are highly sensitive to many factors beyond our control including general economic conditions, governmental monetary policy, and political conditions. See Item 7A ~ *Qualitative and Quantitative Disclosures About Market Risk* for further discussion on interest rate risk.

Liquidity Risks

Any debt service obligations will reduce the funds available for other business purposes, and the terms and covenants relating to our current and future indebtedness could adversely impact our financial performance and liquidity.

As of December 31, 2020, we had \$24.4 million of senior unsecured notes (the “Notes”) outstanding, \$10.5 million of subordinated notes (the “Subordinated Notes”) outstanding, and \$7.7 million outstanding on our line of credit. The \$7.7 million includes a \$2.7 million loan from the line of credit Lender pursuant to the Paycheck Protection Program (“PPP loan”) of the Coronavirus Aid, Relief, and Economic Security (CARES) Act administered by the U.S. Small Business Administration (“SBA”). See Note 7 ~ *Debt* for additional details. We are subject to risks typically associated with debt financing, such as insufficient cash flow to meet required debt service payment obligations and the inability to refinance existing indebtedness. Our ability to make payments on our indebtedness is subject to general economic, financial, competitive, legislative, regulatory and other factors that are beyond our control. If we are unable to generate sufficient cash flow to service our debt and meet our other commitments, we may need to restructure or refinance all or a portion of our debt, sell material assets or operations or raise additional debt or equity capital. We may not be able to effect any of these actions on a timely basis, on commercially reasonable terms or at all, and these actions may not be sufficient to meet our capital requirements. In addition, the terms of our existing or future debt arrangements may restrict us from effecting any of these alternatives. In addition, the line of credit and the Subordinated Notes contain various restrictive covenants that relate to the Company’s tangible net worth, fixed-charge coverage ratios, dividend paying capacity, reinsurance retentions, and risk-based capital ratios. If we are unable to meet debt covenant requirements or to obtain future waivers regarding such failures, we could be in breach of our credit agreement. Any such breach could cause significant disruption to our operations, including a requirement to immediately repay our indebtedness, and would have severe adverse effects on our liquidity and financial flexibility.

Our ability to meet ongoing cash requirements, service debt and pay dividends may be limited by our holding company structure and regulatory constraints restricting dividends or other distributions by our Insurance Company Subsidiaries.

We are a holding company that transacts the majority of our business through our Insurance Company Subsidiaries and, as a result, our principal sources of funds are payments from our Insurance Company Subsidiaries, including intercompany service fees and dividends. Our ability to meet our obligations on our outstanding debt and pay our expenses, depends on continuing to receive sufficient funds from our Insurance Company Subsidiaries. We have met our outstanding cash flow obligations at the holding company level primarily through intercompany service fees we receive as well as direct expense reimbursements. We may also use dividends from our Insurance Company Subsidiaries, however, insurance regulations limit such dividend payments. At this time any dividend payment from our Insurance Company Subsidiaries would need prior regulatory approval. Any significant reduction in the intercompany service fees we receive, and any regulatory or other limitations on the payment of dividends to us from our Insurance Company Subsidiaries, may adversely affect our ability to meet our debt obligations and pay our expenses.

Legal and Regulatory Risks

We are subject to extensive regulation, which may adversely affect our ability to achieve our business objectives. In addition, if we fail to comply with these regulations, we may be subject to penalties, including fines and suspensions, which may adversely affect our financial condition and results of operations.

As a holding company which owns insurance companies domiciled in the United States, we and our admitted Insurance Company Subsidiaries are subject to extensive regulation, primarily by Michigan (the domiciliary state for CIC and WPIC) and to a lesser degree, the other jurisdictions in which we operate. Most insurance regulations are designed to protect the interests of insurance policyholders, as opposed to the interests of shareholders. These regulations generally are administered by a department of insurance in each state and relate to, among other things, authorizations to write certain lines of business, capital and surplus requirements, reserve requirements, rate and form approvals, investment and underwriting limitations, affiliate transactions, dividend limitations, cancellation and non-renewal of policies, changes in control, solvency and a variety of other financial and non-financial aspects of our business. These laws and regulations are regularly re-examined and any changes in these laws and regulations or new laws may be more restrictive, could make it more expensive to conduct business or otherwise adversely affect our operations. State insurance departments also conduct periodic examinations of the affairs of insurance companies and require the filing of annual and other reports relating to financial condition, holding company issues and other matters. These regulatory requirements may impose timing and expense or other constraints that could adversely affect our ability to achieve some or all of our business objectives.

In addition, regulatory authorities have broad discretion to deny or revoke licenses for various reasons, including the violation of regulations. In some instances, where there is uncertainty as to applicability, we follow practices based on our interpretations of regulations or practices that we believe are generally followed by the industry. These practices may turn out to be different from the interpretations of regulatory authorities. If we do not have the requisite licenses and approvals or do not comply with applicable regulatory requirements, insurance regulatory authorities could preclude or temporarily suspend us from carrying on some or all of our activities or otherwise penalize us. This could adversely affect our ability to operate our business.

The admitted market is subject to more state regulation than the E&S market, particularly with regard to rate and form filing requirements, restrictions on the ability to exit lines of business, premium tax payments and membership in various state associations, such as guaranty associations. Some states have deregulated their commercial insurance markets. We cannot predict the effect that further deregulation would have on our business, financial condition or results of operations.

The State of Michigan has adopted the NAIC's calculation to measure the adequacy of statutory capital of U.S.-based insurers, known as Risk-Based Capital ("RBC"). The RBC calculation establishes the minimum amount of capital necessary for a company to support its overall business operations. Insurers falling below a calculated threshold may be subject to varying degrees of regulatory action, including supervision, rehabilitation or liquidation. Failure to maintain adequate RBC at the required levels could adversely affect the ability of our Insurance Company Subsidiaries to maintain regulatory authority to conduct their business.

The State of Michigan has adopted the NAIC's holding company act and regulations. This act requires, among other things, that:

- An insurance holding company system's ultimate controlling person submit an annual enterprise risk report to its domiciliary state insurance regulator which identifies activities, circumstances or events involving one or more affiliates of an insurer that may have a material adverse effect upon the financial condition or liquidity of the insurer or its insurance holding company system as a whole,
- A controlling person to submit prior notice to its domiciliary insurance regulator of a divestiture of control, and
- Insurers comply with certain minimum requirements for cost sharing and management agreements between the insurer and its affiliates.

The State of Michigan also adopted the NAIC's Risk Management and Own Risk and Solvency Assessment Model Act (the "ORSA Model Act"). The ORSA Model Act requires that an insurance holding company system's Chief Risk Officer to submit annually to its domiciliary regulator an Own Risk and Solvency Assessment Summary Report ("ORSA"). The ORSA is a confidential internal assessment conducted by that insurer of the material and relevant risks identified by the insurer associated with the insurer's current business plan and the sufficiency of capital resources to support those risks. The Company is currently exempt from providing an ORSA summary report as it does not meet the minimum premium requirements. We may be required to comply with this requirement in the future if our premium revenue increases.

We cannot predict the impact these requirements or any other regulatory requirements may have on our business, financial condition or results of operations.

Our Insurance Company Subsidiaries are subject to minimum capital and surplus requirements. Failure to meet these requirements could subject us to regulatory action.

Our Insurance Company Subsidiaries are subject to minimum capital and surplus requirements imposed under the laws of their respective states of domicile and each state in which they issue policies. As of December 31, 2020, our Insurance Company Subsidiaries were in compliance with all such reserves. Any failure by one of our Insurance Company Subsidiaries to meet minimum capital and surplus requirements will subject it to corrective action. This may include requiring the adoption of a comprehensive financial plan, revocation of its license to sell insurance products or placing the subsidiary under state regulatory control. It may also result in our Insurance Company Subsidiaries being limited in their ability to make a dividend to us and could be a factor in causing rating agencies to downgrade our ratings. Any new minimum capital and surplus requirements adopted in the future may require us to increase the capital and surplus of our Insurance Company Subsidiaries, which we may not be able to do.

We may become subject to additional government or market regulation which may have a material adverse impact on our business.

Market disruptions like those experienced during the credit-driven financial market collapse in 2008, as well as the dramatic increase in the capital allocated to alternative asset management during recent years, have led to increased governmental as well as self-regulatory scrutiny of the insurance industry in general. In addition, certain legislation proposing greater regulation of the industry is periodically considered by governing bodies of some jurisdictions.

Our business could be adversely affected by changes in state laws, including those relating to asset and reserve valuation requirements, surplus requirements, limitations on investments and dividends, enterprise risk and RBC requirements and, at the federal level, by laws and regulations that may affect certain aspects of the insurance industry, including proposals for preemptive federal regulation. The U.S. federal government generally has not directly regulated the insurance industry except for certain areas of the market, such as insurance for flood, nuclear and terrorism risks. However, the federal government has undertaken initiatives or considered legislation in several areas that may affect the insurance industry, including tort reform and corporate governance. The Dodd-Frank Wall Street Reform and Consumer Protection Act (the "Dodd-Frank Act") also established the Federal Insurance Office, which is authorized to study, monitor and report to Congress on the insurance industry and to recommend that the Financial Stability Oversight Council (the "FSOC") designate an insurer as an entity posing risks to U.S. financial stability in the event of the insurer's material financial distress or failure. In December 2013, the Federal Insurance Office issued a report on alternatives to modernize and improve the system of insurance regulation in the United States, including increasing national uniformity through either a federal charter or effective action by the states. Any additional regulations established as a result of the Dodd-Frank Act or actions in response to the Federal Insurance Office Report could increase our costs of compliance or lead to disciplinary action. In addition, legislation has been introduced from time to time that, if enacted, could result in the federal government assuming a more direct role in the regulation of the insurance industry, including federal licensing in addition to or in lieu of state licensing and reinsurance for natural catastrophes. We are unable to predict whether any legislation will be enacted or any regulations will be adopted, or the effect any such developments could have on our business, financial condition or results of operations.

It is impossible to predict what, if any, changes in the regulations applicable to us, the markets in which we operate, trade and invest or the counterparties with which we do business may be instituted in the future. Any such regulation could have a material adverse impact on our business.

The effect of emerging claim and coverage issues on our business is uncertain.

As industry practices and legal, judicial, social and other environmental conditions change, unexpected and unintended issues related to claims and coverage may emerge. These issues may adversely affect our business by either broadening coverage beyond our underwriting intent or by increasing the number or size of claims. In some instances, these changes may not become apparent until sometime after we have issued insurance contracts that are affected by the changes. As a result, the full extent of liability under our insurance contracts may not be known for many years after a contract is issued.

Rating Agency Risks

A decline in our financial strength rating may result in a reduction of new or renewal business.

Participants in the insurance industry use ratings from independent ratings agencies, such as A.M. Best Company, Inc. ("A.M. Best") and Kroll Bond Rating Agency ("Kroll") as an important means of assessing the financial strength and quality of insurers. In setting their ratings, A.M. Best and Kroll utilize a quantitative and qualitative analysis of a company's balance sheet strength, operating performance and business profile. These analyses include comparisons to peers and industry standards as well as assessments of operating plans, philosophy and management. For A.M. Best, the ratings range from A++, or superior, to F for in liquidation. Kroll's ratings range from AAA (extremely strong) to R (under regulatory supervision). As of the filing date of this Annual Report on Form 10-K, A.M. Best has assigned financial strength ratings of B++ with a stable outlook for CIC and WPIC. A rating of B++ means A.M. Best considers both companies to have a "good" ability to meet ongoing financial obligations. Kroll has given CIC and WPIC an insurance financial strength rating of BBB+ with a stable outlook as of the date of this Annual Report on Form 10-K. A BBB+ rating indicates that the insurer's financial condition is adequate.

A.M. Best and Kroll assign ratings that are intended to provide an independent opinion of an insurance company's ability to meet its financial obligations to policyholders and such ratings are not evaluations directed to investors. A.M. Best and Kroll periodically review our ratings and may revise ratings downward or revoke them at their sole discretion based primarily on their analyses of our balance sheet strength (including capital adequacy and loss and loss adjustment expense reserve adequacy), operating performance and business profile. Factors that could affect such analyses include but are not limited to:

- If unfavorable financial, regulatory or market trends affect us, including excess market capacity;
- If we incur operating losses or significant investment portfolio losses;
- If we have unresolved issues with government regulators;
- If we are unable to retain our senior management or other key personnel;
- If A.M. Best or Kroll alters its capital adequacy assessment methodology in a manner that would adversely affect our rating.

In addition, with a heightened level of scrutiny placed on many financial institutions (including insurance companies) in recent years, rating agencies may increase the capital and other requirements to maintain certain ratings levels. These and other factors could result in a downgrade of our rating. A downgrade of our rating could cause our current and future agents, retail brokers and insureds to choose other, more highly-rated competitors. A downgrade of this rating could also increase the cost or reduce the availability of reinsurance to us. A downgrade or withdrawal of any rating could severely limit or prevent us from writing new and renewal insurance contracts and would have a material adverse effect on our financial condition and results of operations.

We are subject to assessments and other surcharges from state guaranty funds, and mandatory state insurance facilities, which may reduce our profitability.

Our Insurance Company Subsidiaries are subject to assessments in most states where we are licensed for the provision of funds necessary for the settlement of covered claims under certain policies provided by impaired, insolvent or failed insurance companies. These assessments are levied by guaranty associations within the state in proportion to the premiums written by member insurers in the lines of business in which the impaired, insolvent or failed insurer was engaged. Maximum contributions required by law in any one year vary by state, and have historically been less than one percent of annual premiums written. We cannot predict with certainty the amount of future assessments because they depend on factors outside our control, such as insolvencies of other insurance companies. Significant assessments could have a material adverse effect on our financial condition and results of operations.

Ownership of Our Common Stock Risks

The price of our common stock may be volatile and limited public float and low trading volume for our shares may have an adverse impact on the share price or make it difficult to liquidate.

The trading price of our common stock may be highly volatile and could be subject to wide fluctuations in response to various factors, some of which are beyond our control and may not be related to our operating performance. These fluctuations could be significant and could cause a loss in the amount invested in our shares of common stock.

In addition, the stock market in general, and the market for insurance companies in particular, has experienced extreme price and volume fluctuations that have often been unrelated or disproportionate to the operating performance of those companies. At times, securities class action litigation has been instituted against companies following periods of volatility in the overall market and in the market price of a company's securities. This litigation, if instituted against us, could result in substantial costs, divert our management's attention and resources, and harm our business, operating results, and financial condition.

As a result of these factors, investors in our common stock may not be able to resell their shares at or above their purchase price or may not be able to resell them at all. These market and industry factors may materially reduce the market price of our common stock, regardless of our operating performance. In addition, price volatility may be greater if the public float and the trading volume of our common stock remain low.

We may require additional capital in the future, which may not be available or available only on unfavorable terms.

Our future capital requirements depend on many factors, including our ability grow premium volume and underwrite the business profitably. To the extent that our existing capital is insufficient, we may need to raise additional capital in the future through offerings of debt or equity securities or otherwise to:

- Fund liquidity needs caused by underwriting or investment losses;
- Replace capital lost in the event of significant losses or adverse reserve development;
- Satisfy letters of credit or guarantee bond requirements that may be imposed by our clients or by regulators;
- Meet rating agency or regulatory capital requirements; or
- Respond to competitive pressures.

Any equity or debt financing, if available at all, may be on terms that are unfavorable to us. Furthermore, any additional capital raised through the sale of equity could dilute your ownership interest in the Company and may cause the value of our shares to decline. Additional capital raised through the issuance of debt may result in creditors having rights, preferences and privileges senior or otherwise superior to those of the holders of our shares and may limit our flexibility in operating our business and make it more difficult to obtain capital in the future. Disruptions, uncertainty, or volatility in the capital and credit markets may also limit our access to capital required to operate our business. If we are not able to obtain adequate capital, our business, financial condition and results of operations could be materially adversely affected.

We cannot assure you that we will declare or pay dividends on our common shares in the future so any returns may be limited to the value of our stock.

We currently anticipate that we will retain future earnings for the development, operation and expansion of our business and do not anticipate declaring or paying any cash dividends for the foreseeable future. Any return to shareholders will therefore be limited to appreciation in value of their stock, if any.

In addition, any determination to declare or pay future dividends to our shareholders will be at the discretion of our Board and will depend on a variety of factors, including (1) our financial condition, liquidity, results of operations (including our ability to generate cash flow in excess of expenses and our expected or actual net income), retained earnings and collateral and capital requirements, (2) general business conditions, (3) legal, tax and regulatory limitations, (4) contractual

prohibitions and other restrictions, (5) the effect of a dividend or dividends upon our financial strength ratings and (6) any other factors that our Board deems relevant.

Our principal shareholders and management own a significant percentage of our stock and are able to exert significant control over matters subject to shareholder approval.

As of December 31, 2020, our executive officers, directors, 5% shareholders and their affiliates owned approximately 70.0% of our voting stock. Therefore, these shareholders have the ability to influence us through their ownership position. These shareholders may be able to significantly influence all matters requiring shareholder approval. For example, these shareholders may be able to significantly influence elections of directors, amendments of our organizational documents, or approval of any merger, sale of assets, or other major corporate transaction. This may prevent or discourage unsolicited acquisition proposals or offers for our common stock that you may feel are in your best interest as one of our shareholders.

We incur significant costs as a result of operating as a public company, and our management is required to devote substantial time to related compliance initiatives.

As a public company, we incur significant legal, accounting and other expenses that we did not incur as a private company. In addition, we are subject to the reporting requirements of the Exchange Act, which require, among other things, that we file with the SEC, annual, quarterly and current reports with respect to our business and financial condition. We are also subject to other reporting and corporate governance requirements, including certain requirements of Nasdaq and provisions of the Sarbanes-Oxley Act and the regulations promulgated thereunder, which imposes significant compliance obligations upon us.

The Sarbanes-Oxley Act and the Dodd-Frank Act, as well as rules subsequently implemented by the SEC and Nasdaq, have increased regulation of, and imposed enhanced disclosure and corporate governance requirements on, public companies. Our efforts to comply with these laws, regulations and standards have increased our operating costs and may divert management's time and attention from revenue-generating activities.

Other expenses associated with being a public company include increases in auditing, accounting and legal fees and expenses, investor relations expenses, increased directors' fees and director and officer liability insurance costs, registrar and transfer agent fees and listing fees, as well as other expenses.

Certain provisions of our corporate governance documents and Michigan law could discourage, delay or prevent a merger or acquisition at a premium price.

Our amended and restated articles of incorporation and bylaws will contain provisions that may make the acquisition of our Company more difficult without the approval of our board of directors (our "Board"). These include provisions that, among other things:

- Permit the Board to issue up to 10 million shares of preferred stock, with any rights, preferences and privileges as they may determine (including the right to approve an acquisition or other change in control);
- Provide that the authorized number of directors may be fixed only by the Board in accordance with our amended and restated bylaws;
- Do not provide for cumulative voting rights (therefore allowing the holders of a majority of the shares entitled to vote in any election of directors to elect all of the directors standing for election);
- Provide that all vacancies and newly created directorships may be filled by the affirmative vote of a majority of directors then in office, even if less than a quorum;
- Prohibit removal of directors without cause;
- Prohibit shareholders from calling special meetings of shareholders;

- Requires unanimous consent for shareholders to take action by written consent without approval of the action by our Board;
- Provide that shareholders seeking to present proposals before a meeting of shareholders or to nominate candidates for election as directors at a meeting of shareholders must provide advance notice in writing and also comply with specified requirements related to the form and content of a shareholder's notice;
- Require at least 80% supermajority shareholder approval to alter, amend or repeal certain provisions of our amended and restated articles of incorporation; and
- Require at least 80% supermajority shareholder approval in order for shareholders to adopt, amend or repeal our amended and restated bylaws.

These provisions may frustrate or prevent any attempts by our shareholders to replace or remove our current management by making it more difficult for shareholders to replace members of the Board, which is responsible for appointing members of our management.

In addition, our 2015 Omnibus Incentive Plan permits the Board or a committee thereof to accelerate, vest or cause the restrictions to lapse with respect to outstanding equity awards, in the event of, or immediately prior to, a change in control. Such vesting or acceleration could discourage the acquisition of our Company.

We could also become subject to certain anti-takeover provisions under Michigan law which may discourage, delay or prevent someone from acquiring us or merging with us, whether or not an acquisition or merger is desired by or beneficial to our shareholders. If a corporation's board of directors chooses to "opt in" to certain provisions of Michigan Law, such corporation may not, in general, engage in a business combination with any beneficial owner, directly or indirectly, of 10% of the corporation's outstanding voting shares unless the holder has held the shares for five years or more or, among other things, the board of directors has approved the business combination. Our Board has not elected to be subject to this provision, but could do so in the future. Any provision of our amended and restated articles of incorporation or bylaws or Michigan law that has the effect of delaying or deterring a change in control could limit the opportunity for our shareholders to receive a premium for their shares, and could also affect the price that some investors are willing to pay for our common stock otherwise.

Ownership of Our Publicly Traded Debt Risks

Our ability to meet our obligations on our outstanding debt, including making principal and interest payments on the Notes and the Subordinated Notes, may be limited by our holding company structure and regulatory constraints restricting dividends or other distributions by our Insurance Company Subsidiaries.

We are a holding company that transacts the majority of our business through our Insurance Company Subsidiaries and, as a result, our principal sources of funds are payments from our Insurance Company Subsidiaries, including intercompany service fees and dividends. Our ability to meet our obligations on our outstanding debt obligations, including making principal and interest payments on the Notes, depends on continuing to receive sufficient funds from our Insurance Company Subsidiaries. We have met our outstanding debt obligations primarily through intercompany service fees we receive. We may also use dividends from our Insurance Company Subsidiaries, however, insurance regulations limit such dividend payments. Dividend payments may be further constrained by rating agency capital requirements or other business considerations. As a result, our ability to use dividends as a source of funds to meet our debt obligations may be significantly limited. Any significant reduction in the intercompany service fees we receive, and any regulatory and other limitations on the payment of dividends to us by our Insurance Company Subsidiaries, may adversely affect our ability to pay interest on the Notes as it comes due and the principal of the Notes at their maturity.

Although the Notes are currently listed on Nasdaq, the trading market for the Notes may be limited, which could affect the market price of the Notes or your ability to sell them.

Although the Notes are currently listed on Nasdaq, we cannot provide any assurances that it will remain on Nasdaq or that an active trading market will exist for the Notes or that you will be able to sell your Notes. The Notes may trade at a discount to their face value depending on access to markets, prevailing interest rates, the market for similar securities, our credit ratings, general economic conditions, our financial condition, performance and prospects and other factors. We cannot assure you that a liquid trading market will be available for the Notes, that you will be able to sell the Notes at a particular time or that the price you receive when you sell will be favorable. To the extent an active trading market does not exist, the liquidity and trading price for the Notes may be harmed.

If we default on our obligations to pay our other indebtedness, we may not be able to make payments on the Notes.

Any default under the agreements governing our indebtedness, including other indebtedness to which we may be a party that is not waived by the required lenders, and the remedies sought by the holders of such indebtedness could make us unable to pay principal and interest on the Notes and substantially decrease the market value of the Notes. If we are unable to generate sufficient cash flow and are otherwise unable to obtain funds necessary to meet required payments of principal and interest on our indebtedness, or if we otherwise fail to comply with the various covenants, including financial and operating covenants, in the instruments governing our indebtedness, we could be in default under the terms of the agreements governing such indebtedness. In the event of such default, the holders of such indebtedness could elect to declare all the funds borrowed thereunder to be due and payable, together with accrued and unpaid interest, the lenders under any other debt we may incur in the future could elect to terminate their commitments, cease making further loans and institute foreclosure proceedings against our assets, and we could be forced into bankruptcy or liquidation.

There are limited covenants in the Indenture relating to our Notes.

In addition to our currently outstanding indebtedness and other liabilities, the Indenture does not restrict us or our subsidiaries from incurring additional debt or other liabilities, including additional senior debt or secured debt under our secured credit facilities. If we incur additional debt or liabilities, our ability to pay the obligations on the Notes could be adversely affected.

Our indebtedness, including the indebtedness we or our subsidiaries may incur in the future, could have important consequences for the holders of the Notes, including:

- limiting our ability to satisfy our obligations with respect to the Notes;
- increasing our vulnerability to general adverse economic and industry conditions;

- limiting our ability to obtain additional financing to fund future working capital, capital expenditures, and other general corporate requirements;
- requiring a substantial portion of our cash flow from operations for the payment of principal of, and interest on, our indebtedness and thereby reducing our ability to use our cash flow to fund working capital, capital expenditures and general corporate requirements; and
- limiting our flexibility in planning for, or reacting to, changes in our business and the industry; and putting us at a disadvantage compared to competitors with less indebtedness.

In addition, we have limited restrictions under the Indenture from granting security interests in our assets, paying dividends or issuing or repurchasing securities.

Moreover, the Indenture does not require us to maintain any financial ratios or specific levels of net worth, revenues, income, cash flow or liquidity and, accordingly, does not protect holders of the Notes in the event that we experience material adverse changes in our financial condition or results of operations. Holders of the Notes have limited protection under the Indenture in the event of a highly leveraged transaction, reorganization, default under our existing indebtedness, restructuring, merger or similar transaction.

For these reasons, you should not consider the covenants in the Indenture a significant factor in evaluating whether to invest in the Notes.

The Notes are structurally subordinated to the indebtedness and other liabilities of our subsidiaries.

The Notes are obligations exclusively of Conifer Holdings, Inc. and not of any of our subsidiaries. None of our subsidiaries is a guarantor of the Notes and the Notes are not guaranteed by any subsidiary we may acquire or create in the future. Any assets of our subsidiaries will not be directly available to satisfy the claims of our creditors, including holders of the Notes. Even if we are recognized as a creditor of one or more of our subsidiaries, our claims would still be effectively subordinated to any security interests in the assets of any such subsidiary and to any indebtedness or other liabilities of any such subsidiary senior to our claims. Consequently, the Notes are structurally subordinated to all indebtedness and other liabilities of any of our subsidiaries and any subsidiaries that we may in the future acquire or establish. Our subsidiaries may incur substantial indebtedness in the future, all of which would be structurally senior to the Notes.

Volatility in the market price and trading volume of our common stock could adversely impact the trading price of the Notes.

The market price of our common stock could fluctuate significantly for many reasons, including in response to the risks described in this section or any number of our financial filings or disclosures or for reasons unrelated to our operations, such as reports by industry analysts, investor perceptions or negative announcements by our customers, competitors or suppliers regarding their own performance, as well as industry conditions and general financial, economic and political instability. A decrease in the market price of our common stock could adversely impact the trading price of the Notes.

We may redeem the Notes before maturity, and holders of the redeemed Notes may be unable to reinvest the proceeds at the same or a higher rate of return.

We may redeem all or a portion of the Notes. If redemption does occur, holders of the redeemed Notes may be unable to reinvest the money received in the redemption at a rate that is equal to or higher than the rate of return on the Notes.

ITEM 1B. UNRESOLVED STAFF COMMENTS

None.

ITEM 2. PROPERTIES

We lease office space in Birmingham, Michigan, where our principal executive office is located. We also lease offices in Southfield, Michigan; Jacksonville, Orlando and Miami, Florida; and Somerset, Pennsylvania. We believe that our facilities are adequate for our current needs and that suitable additional or substitute space will be available as needed.

ITEM 3. LEGAL PROCEEDINGS

We are party to legal proceedings which arise in the ordinary course of business. We believe that the outcome of such matters, individually and in the aggregate, will not have a material adverse effect on our consolidated financial position, operating results or liquidity.

ITEM 4. MINE SAFETY DISCLOSURES

Not Applicable.

PART II

ITEM 5. MARKET FOR REGISTRANT'S COMMON EQUITY, RELATED STOCKHOLDER MATTERS AND ISSUER PURCHASES OF EQUITY SECURITIES.

Shareholder Information

Corporate Headquarters

550 W. Merrill Street
Birmingham, MI 48009
Phone: (248) 559-0840

Transfer Agent & Registrar

American Stock Transfer & Trust Co, LLC
6201 15th Avenue
Brooklyn, NY 11219

Corporate Counsel

Honigman Miller Schwartz and Cohn, LLP
600 Woodward Avenue
2290 First National Building
Detroit, MI 48226-3506

Shareholder Relations and Form 10-K

A copy of our 2020 Annual Report and Form 10-K, as filed with the Securities and Exchange Commission, may be obtained upon written request to our Financial Reporting Department at our corporate headquarters at ir@cnfrh.com.

Share Price and Dividend Information

Our common stock is traded on the Nasdaq under the symbol "CNFR." The following table sets forth the high and low sale prices of our common shares as reported by the Nasdaq for each period shown:

	High	Low
<u>2019</u>		
First Quarter	4.86	3.70
Second Quarter	4.80	3.42
Third Quarter	4.00	3.20
Fourth Quarter	4.50	3.50
<u>2020</u>		
First Quarter	4.14	2.00
Second Quarter	3.87	2.18
Third Quarter	4.00	2.19
Fourth Quarter	5.00	2.16

Neither Michigan law nor our amended and restated articles of incorporation requires our board of directors to declare dividends on our common stock. Conifer Holdings, Inc. is a holding company that has no substantial revenues of its own, and relies primarily on intercompany service fees, cash dividends or distributions from its subsidiaries to pay operating expenses, service debts, and pay dividends to shareholders. The payment of dividends by the Insurance Company Subsidiaries is limited under the laws and regulations of their respective state of domicile. These regulations stipulate the maximum amount of annual dividends or other distributions available to shareholders without prior approval of the relevant regulatory authorities. Any future determination to declare cash dividends on our common stock will be made at the discretion of the board of directors and will depend on the financial condition, results of operations, capital requirements, general business conditions and other factors that the board of directors may deem relevant. The Parent Company has not historically paid dividends and does not anticipate paying cash dividends on its common stock for the foreseeable future.

For additional information regarding dividend restrictions, refer to the *Liquidity and Capital Resources* section of *Management's Discussion and Analysis*.

Shareholders of Record

As of March 11, 2021, there were 26 shareholders of record of our common stock. A substantially greater number of holders are beneficial owners whose shares are held of record by banks, brokers and other nominees.

Repurchases of Company's Stock

On December 5, 2018, the Company's Board of Directors authorized a stock repurchase program, under which the Company may repurchase up to one million shares of the Company's common stock. Shares may be purchased in the open market or through negotiated transactions. The program may be terminated or suspended at any time, at the discretion of the Company. The Company may in the future enter into a Rule 10b5-1 trading plan to effect a portion of the authorized purchases, if criteria set forth in the plan are met. Such a plan would enable the Company to repurchase its shares during periods outside of its normal trading windows, when the Company typically would not be active in the market. The timing of purchases, and the exact number of any shares to be purchased, will depend on market conditions. The repurchase program does not include specific price targets or timetables. For the year ended December 31, 2020, the Company repurchased 2,398 shares of stock valued at approximately \$8,000 related to the stock repurchase program. The Company also repurchased 9,188 shares of stock valued at approximately \$28,000 related to the vesting of the Company's restricted stock units. Upon the repurchase of the Company's shares, the shares remain authorized, but not issued or outstanding.

Recent Sales of Unregistered Securities

In the past three years, we have sold and issued the following unregistered securities:

In June 2019, the Company issued \$5.0 million of common equity through a private placement for 1,176,471 shares priced at \$4.25 per share. The participants in the private placement consisted of members of the Company's Board of Directors. The Company used the proceeds for growth capital in the Company's specialty core business segments.

No underwriters were involved in the foregoing sale of securities. The issuances of the securities described above were deemed to be exempt from registration under the Securities Act in reliance on Section 4(2) of the Securities Act as transactions by an issuer not involving a public offering.

ITEM 6. SELECTED CONSOLIDATED FINANCIAL DATA

The following tables set forth selected consolidated historical financial information of Conifer Holdings, Inc. and Subsidiaries as of the dates and for the periods indicated. The selected financial data for the years ended December 31, 2020, 2019, 2018, 2017, and 2016 were derived from our audited consolidated financial statements and related notes thereto.

These historical results are not necessarily indicative of results to be expected for any future period. The following financial information should be read in conjunction with "Management's Discussion and Analysis of Financial Condition and

Results of Operations” and our consolidated financial statements and the related notes thereto included elsewhere in this report (dollars in thousands, except for per share data).

	Year Ended December 31,				
	2020	2019	2018	2017	2016
Operating Results:					
Gross written premiums	\$ 111,335	\$ 101,853	\$ 104,368	\$ 114,284	\$ 114,923
Ceded written premiums	(18,395)	(14,129)	(15,282)	(23,044)	(14,994)
Net written premiums	<u>\$ 92,940</u>	<u>\$ 87,724</u>	<u>\$ 89,086</u>	<u>\$ 91,240</u>	<u>\$ 99,929</u>
Net earned premiums	\$ 89,103	\$ 89,089	\$ 93,811	\$ 91,729	\$ 89,627
Net investment income	3,156	4,031	3,336	2,728	2,173
Net realized investment gains	8,126	1,196	61	70	1,365
Change in fair value of equity securities	228	(427)	121	—	—
Other gains (losses) (1)	260	—	—	750	(400)
Other income	2,615	2,109	1,582	1,560	1,118
Total revenue	103,488	95,998	98,911	96,837	93,883
Losses and loss adjustment expenses, net	56,228	59,744	62,515	73,917	59,003
Policy acquisition costs	26,105	24,911	25,534	26,245	25,280
Operating expenses	18,468	17,582	17,683	17,367	17,596
Interest expense	2,925	2,882	2,644	1,362	647
Total expenses	103,726	105,119	108,376	118,891	102,526
Income (loss) before income taxes	(238)	(9,121)	(9,465)	(22,054)	(8,643)
Equity earnings (losses) in affiliates, net of tax	839	386	290	65	129
Income tax expense (benefit)	6	(913)	52	(447)	(77)
Net income (loss)	<u>595</u>	<u>(7,822)</u>	<u>(9,227)</u>	<u>(21,542)</u>	<u>(8,437)</u>
Net income (loss) allocable to common shareholders	<u>\$ 595</u>	<u>\$ (7,822)</u>	<u>\$ (9,227)</u>	<u>\$ (21,542)</u>	<u>\$ (8,437)</u>
Net income (loss) per share allocable to common shareholders, basic and diluted	<u>\$ 0.06</u>	<u>\$ (0.88)</u>	<u>\$ (1.08)</u>	<u>\$ (2.74)</u>	<u>\$ (1.11)</u>
Weighted average common shares outstanding, basic and diluted	<u>9,625,059</u>	<u>8,880,107</u>	<u>8,543,876</u>	<u>7,867,344</u>	<u>7,618,588</u>

	Year Ended December 31,				
	2020	2019	2018	2017	2016
Balance Sheet Data:					
Cash and invested assets	\$ 191,400	\$ 177,196	\$ 150,894	\$ 169,518	\$ 141,023
Reinsurance recoverables	26,356	27,734	34,745	24,539	7,498
Total assets	261,597	247,265	232,752	239,032	203,701
Unpaid losses and loss adjustment expenses	111,270	107,246	92,807	87,896	54,651
Unearned premiums	56,224	51,503	52,852	57,672	58,126
Debt	40,997	35,824	33,502	29,027	17,750
Total liabilities	217,184	204,540	190,589	186,206	135,907
Total shareholders' equity attributable to Conifer	44,413	42,725	42,163	52,826	67,794

Other Data:					
Shareholders' equity per common share outstanding	\$ 4.59	\$ 4.45	\$ 4.97	\$ 6.20	\$ 8.88
Regulatory capital and surplus (2)	64,066	59,561	63,993	62,451	62,189

	2020	2019	2018	2017	2016
Underwriting Ratios:					
Loss ratio	62.8%	66.8%	66.4%	79.9%	65.0%
Expense ratio	45.6%	44.0%	45.9%	44.8%	47.2%
Combined ratio	108.4%	110.8%	112.3%	124.7%	112.2%

- (1) In 2017, the Company recognized a \$750,000 gain on the sale of the renewal rights of a portion of the low value dwelling book of business to another insurer. In 2016, the value of intangible assets recorded for insurance licenses were written off when two affiliated insurance subsidiaries were merged.
- (2) Regulatory and capital surplus is the excess of assets over liabilities of our Insurance Company Subsidiaries and is determined in accordance with statutory accounting principles as determined by the domiciliary state for each Insurance Company Subsidiary. In 2018, CIC issued a surplus note to WPIC for \$10.0 million. The \$10.0 million surplus note is eliminated from the combined regulatory capital and surplus balance as of December 31, 2020, 2019, and 2018.

ITEM 7. MANAGEMENT'S DISCUSSION AND ANALYSIS OF FINANCIAL CONDITION AND RESULTS OF OPERATIONS

The following Management's Discussion and Analysis of financial condition and results of operations should be read in conjunction with the Consolidated Financial Statements, related notes and other financial information appearing elsewhere in this Annual Report on Form 10-K, filed with the U. S. Securities and Exchange Commission ("SEC").

Forward-Looking Statements

Certain statements contained in this Annual Report on Form 10-K, which are not statements of historical fact, are forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, as amended, as Section 21E of the Securities Exchange Act of 1934, as amended. Forward-looking statements give current expectations or forecasts of future events or our future financial or operating performance. Words such as "anticipate," "believe," "estimate," "expect," "will," "intend," "may," "plan," "seek" and similar terms and phrases, or the negative thereof, may be used to identify forward-looking statements.

The forward-looking statements contained in this report are based on management's good-faith belief and reasonable judgment based on current information. The forward-looking statements are qualified by important factors, risks and uncertainties, many of which are beyond our control, which could cause our actual results to differ materially from those in the forward-looking statements, including those described above in Item 1A Risk Factors and subsequent reports filed with or furnished to the SEC. Any forward-looking statement made by us in this report speaks only as of the date hereof or as of the date specified herein. We undertake no obligation to publicly update any forward-looking statement, whether as a result of new information, future developments or otherwise, except as may be required by any applicable laws or regulations.

Recent Developments

COVID-19 (the "Pandemic") is causing significant disruption to public health, the global economy, financial markets, and commercial, social and community activity generally. Our exposure to the Pandemic is manifold. The majority of our employees are now working remotely in observance of "shelter-in-place" or "stay-at-home" government orders. A significant portion of our revenues are generated from the hospitality sector of the U.S. economy, which has seen unprecedented contraction, at least in the near term, in an effort to mitigate the effects of the Pandemic. We have continued to provide customer service, process new and renewal business, handle claims and otherwise manage all operations even though the vast majority of the staff is working remotely. At this time, however, we are not able to provide additional forward-looking guidance as there is significant uncertainty regarding the ultimate impact of the Pandemic.

Business Overview

We are an insurance holding company that markets and services our product offerings through specialty commercial and specialty personal insurance business lines. Our growth has been significant since our founding in 2009. Currently, we are authorized to write insurance as an excess and surplus lines carrier in 45 states, including the District of Columbia. We are licensed to write insurance as an admitted carrier in 42 states, including the District of Columbia, and we offer our insurance products in all 50 states.

Our revenues are primarily derived from premiums earned from our insurance operations. We also generate other revenues through investment income and other income which mainly consists of: installment fees and policy issuance fees generally related to the policies we write.

Our expenses consist primarily of losses and loss adjustment expenses, agents' commissions, and other underwriting and administrative expenses. We organize our operations in three insurance businesses: commercial insurance lines, personal lines, and agency business. Together, the commercial and personal lines refer to "underwriting" operations that take insurance risk, and the agency business refers to non-risk insurance business.

Through our commercial insurance lines, we offer coverage for both commercial property and commercial liability. We also offer coverage for commercial automobiles and workers' compensation. Our insurance policies are sold to targeted small and mid-sized businesses on a single or multiple-coverage basis.

Through our personal insurance lines, we offer homeowners insurance and dwelling fire insurance products to individuals in several states. Our specialty homeowners insurance product line is primarily comprised of low-value dwelling

insurance tailored for owners of lower valued homes, which we offer in Illinois, Indiana and Texas. Due to ongoing Florida-based industry events, we have been de-emphasizing our Florida homeowners' business and reducing our exposures in that state, as well as other wind-exposed states like Texas and Hawaii.

Through our wholesale agency business segment, we offer commercial and personal lines insurance products for our Insurance Company Subsidiaries as well as third-party insurers. We have expanded the wholesale agency business to develop more non-risk revenue streams, and to provide our agents with more insurance product options.

Critical Accounting Policies and Estimates

General

We identified the accounting estimates below as critical to the understanding of our financial position and results of operations. Critical accounting estimates are defined as those estimates that are both important to the portrayal of our financial condition and results of operations and which require us to exercise significant judgment. We use significant judgment concerning future results and developments in applying these critical accounting estimates and in preparing our consolidated financial statements. These judgments and estimates affect the reported amounts of assets, liabilities, revenues and expenses and the disclosure of material contingent assets and liabilities. Actual results may differ materially from the estimates and assumptions used in preparing the consolidated financial statements. We evaluate our estimates regularly using information that we believe to be relevant. See the Consolidated Financial Statements Note 1 ~ *Summary of Significant Accounting Policies*, for further details.

Loss and Loss Adjustment Expense Reserves

Our recorded loss and loss adjustment expenses ("LAE") reserves represent management's best estimate of unpaid loss and LAE at each balance sheet date, based on information, facts and circumstances known at such time. Our loss and LAE reserves reflect our estimates at the balance sheet date of:

- Case reserves, which are unpaid loss and LAE amounts that have been reported; and
- Incurred but not reported ("IBNR") reserves, which are (1) unpaid loss and LAE amounts that have been incurred but not yet reported; and (2) the expected development on case reserves.

We do not discount the loss and LAE reserves for the time value of money.

Case reserves are initially set by our claims personnel. When a claim is reported to us, our claims department completes a case-basis valuation and establishes a case reserve for the estimated amount of the probable ultimate losses and LAE associated with that claim. Our claims department updates their case-basis valuations upon receipt of additional information and reduces case reserves as claims are paid. The case reserve is based primarily upon an evaluation of the following factors:

- The type of loss;
- The severity of injury or damage;
- Our knowledge of the circumstances surrounding the claim;
- The jurisdiction of the occurrence;
- Policy provisions related to the claim;
- Expenses intended to cover the ultimate cost of settling claims, including investigation and defense of lawsuits resulting from such claims, costs of outside adjusters and experts, and all other expenses which are identified to the case; and
- Any other information considered pertinent to estimating the indemnity and expense exposure presented by the claim.

IBNR reserves are determined by subtracting case reserves and paid loss and LAE from the estimated ultimate loss and LAE. Our actuarial department develops estimated ultimate loss and LAE on a quarterly basis. Our Reserve Review

Committee (which includes our Chief Executive Officer, President, Chief Financial Officer, other members of executive management, and key actuarial, underwriting and claims personnel) meets each quarter to review our actuaries' estimated ultimate expected loss and LAE.

We use several generally accepted actuarial methods to develop estimated ultimate loss and LAE estimates by line of business and accident year. This process relies on the basic assumption that past experience, adjusted for the effects of current developments and likely trends, is a reasonable basis for predicting future outcomes. These methods utilize various inputs, including:

- Written and earned premiums;
- Paid and reported losses and LAE;
- Expected initial loss and LAE ratio, which is the ratio of incurred losses and LAE to earned premiums; and
- Expected claim reporting and payout patterns based on our own loss experience and supplemented with insurance industry data where applicable.

The principal standard actuarial methods used by our actuaries for their comprehensive reviews include:

- Loss ratio method—This method uses loss and LAE ratios for prior accident years, adjusted for current trends, to determine an appropriate expected loss and LAE ratio for a given accident year;
- Loss development methods—Loss development methods assume that the losses and LAE yet to emerge for an accident year are proportional to the paid or reported loss and LAE amounts observed to-date. The paid loss development method uses losses and LAE paid to date, while the reported loss development method uses losses and LAE reported to date;
- Bornheutter-Ferguson method—This method is a combination of the loss ratio and loss development methods, where the loss development factor is given more weight as an accident year matures; and
- Frequency/severity method—This method projects claim counts and average cost per claim on a paid or reported basis for high frequency, low severity products.

Our actuaries give different weights to each of these methods based upon the amount of historical experience data by line of business and by accident year, and based on judgment as to what method is believed to result in the most accurate estimate. The application of each method by line of business and by accident year may change in the future if it is determined that a different emphasis for each method would result in more accurate estimates.

Our actuaries also analyze several diagnostic measures by line of business and accident year, including but not limited to: reported and closed frequency and severity, claim reporting and claim closing patterns, paid and incurred loss ratio development, and ratios of paid loss and LAE to incurred loss and LAE. After the actuarial methods and diagnostic measures have been performed and analyzed, our actuaries use their judgment and expertise to select an estimated ultimate loss and LAE by line of business and by accident year.

Our actuaries estimate an IBNR reserve for our unallocated LAE not specifically identified to a particular claim, namely our internal claims department salaries and associated general overhead and administrative expenses associated with the adjustment and processing of claims. These estimates, which are referred to as unallocated loss adjustment expense ("ULAE") reserves, are based on internal cost studies and analyses reflecting the relationship of ULAE paid to actual paid and incurred losses. We select factors that are applied to case reserves and IBNR reserve estimates in order to estimate the amount of ULAE reserves applicable to estimated loss reserves at the balance sheet date.

We allocate the applicable portion of our estimated loss and LAE reserves to amounts recoverable from reinsurers under reinsurance contracts and report those amounts separately from our loss and LAE reserves as an asset on our balance sheet.

The estimation of ultimate liability for losses and LAE is a complex, imprecise and inherently uncertain process, and therefore involves a considerable degree of judgment and expertise. Our loss and LAE reserves do not represent an exact measurement of liability, but are estimates based upon various factors, including but not limited to:

- Actuarial projections of what we, at a given time, expect to be the cost of the ultimate settlement and administration of claims reflecting facts and circumstances then known;
- Estimates of future trends in claims severity and frequency;
- Assessment of asserted theories of liability; and
- Analysis of other factors, such as variables in claims handling procedures, economic factors, and judicial and legislative trends and actions.

Most or all of these factors are not directly or precisely quantifiable, particularly on a prospective basis, and are subject to a significant degree of variability over time. In addition, the establishment of loss and LAE reserves makes no provision for the broadening of coverage by legislative action or judicial interpretation or for the extraordinary future emergence of new types of losses not sufficiently represented in our historical experience or which cannot yet be quantified. As a result, an integral component of our loss and LAE reserving process is the use of informed subjective estimates and judgments about our ultimate exposure to losses and LAE. Accordingly, the ultimate liability may vary significantly from the current estimate. The effects of change in the estimated loss and LAE reserves are included in the results of operations in the period in which the estimate is revised.

Our reserves consist entirely of reserves for property and liability losses, consistent with the coverages provided for in the insurance policies directly written or assumed by us under reinsurance contracts. Several years may elapse between the occurrence of an insured loss, the reporting of the loss to us and our payment of the loss. The level of IBNR reserves in relation to total reserves depends upon the characteristics of the specific line of business, particularly related to the speed with which claims are reported and outstanding claims are paid. Lines of business for which claims are reported slowly will have a higher percentage of IBNR reserves than lines of business that report and settle claims more quickly.

The following table shows the ratio of IBNR reserves to total reserves net of reinsurance recoverables as of December 31, 2020 (dollars in thousands):

Line of Business	Case Reserves	IBNR Reserves	Total Reserves	Ratio of IBNR to Total Reserves
Commercial Lines	\$ 48,576	\$ 36,316	\$ 84,892	42.8%
Personal Lines	1,511	649	2,160	30.0%
Total Lines	<u>\$ 50,087</u>	<u>\$ 36,965</u>	<u>\$ 87,052</u>	42.5%

Although we believe that our reserve estimates are reasonable, it is possible that our actual loss and LAE experience may not conform to our assumptions and may, in fact, vary significantly from our assumptions. Accordingly, the ultimate settlement of losses and the related LAE may vary significantly from the estimates included in our financial statements. We continually review our estimates and adjust them as we believe appropriate as our experience develops or new information becomes known to us. Such adjustments are included in current operations.

Our loss and LAE reserves do not represent an exact measurement of liability, but are estimates. The most significant assumptions affecting our IBNR reserve estimates are the loss development factors applied to paid losses and case reserves to develop IBNR by line of business and accident year. Although historical loss development provides us with an indication of future loss development, it typically varies from year to year. Thus, for each accident year within each line of business we select one loss development factor out of a range of historical factors.

We generated a sensitivity analysis of our net reserves which represents reasonably likely levels of variability in our selected loss development factors. We believe the most meaningful approach to the sensitivity analysis is to vary the loss development factors that drive the ultimate loss and LAE estimates. We applied this approach on an accident year basis, reflecting the reasonably likely differences in variability by level of maturity of the underlying loss experience for each accident year. Generally, the most recent accident years are characterized by more unreported losses and less information available for settling claims, and have more inherent uncertainty than the reserve estimates for more mature accident years. Therefore, we used variability factors of plus or minus 10% for the most recent accident year, 5% for the preceding accident year, and 2.5% for the second preceding accident year. There is minimal expected variability for accident years at four or more years' maturity.

The following table displays ultimate net loss and LAE and net loss and LAE reserves by accident year for the year ended December 31, 2020. We applied the sensitivity factors to each accident year amount and have calculated the amount of potential net loss and LAE reserve change and the impact on 2020 reported pre-tax income and on net income and shareholders' equity at December 31, 2020. We believe it is not appropriate to sum the illustrated amounts as it is not reasonably likely that each accident year's reserve estimate assumptions will vary simultaneously in the same direction to the full extent of the sensitivity factor. We also believe that such changes to our reserve balance would not have a material impact on our operating results, financial position, or liquidity. The net income and shareholders' equity amounts include an income tax rate assumption of 21%. The dollar amounts in the table are in thousands.

		December 31, 2020		Potential Impact on 2020	
	Ultimate Loss and LAE Sensitivity Factor	Net Ultimate Loss and LAE	Net Loss and LAE Reserves	Pre- Tax Income	Shareholders' Equity
Increased Ultimate Losses & LAE					
Accident Year 2020	10.0%	\$ 40,625	\$ 27,035	\$ 4,062	\$ 3,209
Accident Year 2019	5.0%	49,270	23,095	2,463	1,946
Accident Year 2018	2.5%	60,671	18,964	1,517	1,198
Prior to 2018 Accident Years	—%	—	17,958	—	—
Decreased Ultimate Losses & LAE					
Accident Year 2020	(10.0)%	40,625	27,035	(4,062)	(3,209)
Accident Year 2019	(5.0)%	49,270	23,095	(2,463)	(1,946)
Accident Year 2018	(2.5)%	60,671	18,964	(1,517)	(1,198)
Prior to 2018 Accident Years	—%	—	17,958	—	—

Investment Valuation and Impairment

We carry debt securities classified as available-for-sale at fair value, and unrealized gains and losses on such securities, net of any deferred taxes, are reported as a separate component of accumulated other comprehensive income. Our equity securities that do not result in consolidation and are not accounted for under the equity method are measured at fair value and any changes in fair value are recognized in net income. We carry other equity investments that do not have a readily determinable fair value at cost, less impairment and adjusted for observable price changes under the measurement alternative provided under GAAP. We review these investments for impairment during each reporting period. We do not have any securities classified as trading or held-to-maturity.

We evaluate our available-for-sale investments regularly to determine whether there have been declines in value that are other-than-temporary. Our outside investment managers assist us in this evaluation. When we determine that a security has experienced an other-than-temporary impairment, the impairment loss is recognized as a realized investment loss.

We consider a number of factors in assessing whether an impairment is other-than-temporary, including (1) the amount and percentage that current fair value is below cost or amortized cost, (2) the length of time that the fair value has been below cost or amortized cost and (3) recent corporate developments or other factors that may impact an issuer's near term prospects. In addition, for debt securities, we consider the credit quality ratings for the securities, with a special emphasis on securities downgraded to below investment grade. We also consider our intent to sell available-for-sale debt securities in an unrealized loss position, and if it is more likely than not that we will be required to sell these securities before a recovery in fair value to their cost or amortized cost basis.

Fair values are measured in accordance with ASC 820, *Fair Value Measurements*. The guidance establishes a framework for measuring fair value and a three-level hierarchy based upon the quality of inputs used to measure fair value. The three levels of the fair value hierarchy are: (1) Level 1: inputs are based on quoted prices (unadjusted) in active markets for identical assets or liabilities, (2) Level 2: inputs are other than quoted prices that are observable for the asset or liabilities, either directly or indirectly, for substantially the full term of the asset or liability and (3) Level 3: unobservable inputs that are supported by little or no market activity. The unobservable inputs represent the Company's best assumption of how market participants would price the assets or liabilities. The Company also has investment company limited partnership investments, which are measured at net asset value (NAV). The fair value of these investments is based on the capital account balances reported by the investment funds subject to their management review and adjustment. The capital account balances reflect the fair value of the investment funds.

The fair values of debt and equity securities have been determined using fair value prices provided by our investment managers, who utilize internationally recognized independent pricing services. The prices provided by the independent pricing services are generally based on observable market data in active markets (e.g., broker quotes and prices observed for comparable securities).

The values for publicly-traded equity securities are generally based on Level 1 inputs which use the market approach valuation technique. The values for debt securities generally incorporate significant Level 2 inputs. The carrying value of cash and short-term investments approximate their fair values due to their short-term maturity.

We review fair value prices provided by our outside investment managers for reasonableness by comparing the fair values provided by the managers to those provided by our investment custodian. We also review and monitor changes in unrealized gains and losses. We obtain an understanding of the methods, models and inputs used by our investment managers and independent pricing services, and controls are in place to validate that prices provided represent fair values. Our control process includes initial and ongoing evaluation of the methodologies used, a review of specific securities and an assessment for proper classification within the fair value hierarchy.

Income Taxes

Our income tax expense, deferred tax assets and liabilities, and liabilities for unrecognized tax benefits reflect management's best assessment of estimated current and future taxes to be paid. We are subject to income taxes in the United States and numerous state jurisdictions. Significant judgment is required in determining the consolidated income tax expense.

In 2018, the Company recognized a measurement period adjustment of \$42,735 related to loss reserve discounting, which reduced deferred tax expense. The Company also recognized a measurement period adjustment of \$42,735 related to the loss reserve discounting transitional adjustment, which increased deferred tax expense. The measurement period adjustments were based upon obtaining additional information about facts and circumstances that existed as of the enactment date that, if known, would have affected the income tax effects initially reported as provisional amounts under the Act. The measurement period adjustments had no effect on the effective tax rate for the year ending December 31, 2018. The accounting for the income tax effects of the Act pursuant to SAB 118 has been completed as of the end of the December 22, 2018, measurement period and for the year ended December 31, 2018.

Deferred income taxes arise from temporary differences between the tax basis of assets and liabilities and their reported amounts in the financial statements, which will result in taxable or deductible amounts in the future. In evaluating our ability to recover our deferred tax assets within the jurisdiction from which they arise, we consider all available positive and negative evidence, including scheduled reversals of deferred tax liabilities, projected future taxable income, tax-planning strategies, and results of recent operations. In projecting future taxable income, we begin with historical results and incorporate assumptions about the amount of future state and federal pretax operating income adjusted for items that do not have tax consequences. The assumptions about future taxable income require significant judgment and are consistent with the plans and estimates we are using to manage the underlying businesses. In evaluating the objective evidence that historical results provide, we consider three years of cumulative operating income or loss.

As of December 31, 2020, we have federal and state income tax net operating loss (“NOL”) carryforwards of \$59.2 million and \$17.1 million, respectively. Of the NOL carryforwards, \$49.3 million will expire in tax years 2028 through 2039 and \$9.9 million will never expire. Of the federal NOL amount, \$14.1 million are subject to limitations under Section 382 of the Internal Revenue Code. These net NOL carryforwards are limited in the amount that can be utilized in any one year and may expire before they are realized. At this time we do not expect that any of the remaining NOL carryforwards will expire before utilized.

The carrying value of our gross deferred tax asset for the NOL carryforwards is equal to the total NOL carryforward amount times the applicable federal and state tax rates, and was \$13.3 million and \$13.5 million as of December 31, 2020 and 2019, respectively. Total gross deferred tax assets were \$17.2 million as of December 31, 2020 and 2019. A valuation allowance of \$13.3 million and \$13.6 million has been recorded against the gross deferred tax assets as of December 31, 2020 and 2019, respectively, as the Company has recognized a three-year cumulative loss as of December 31, 2020 which is significant negative evidence to support the lack of recoverability of those deferred tax assets in accordance with ASC 740, *Income Taxes*. If the \$13.3 million valuation allowance as of December 31, 2020 were reversed in the future, it would increase book value by \$1.37 per share. The net deferred tax liabilities were zero as of December 31, 2020 and 2019.

If, in the future, we determine we can support the recoverability of a portion or all of the deferred tax assets under the guidance, the tax benefits relating to any reversal of the valuation allowance on deferred tax assets will be accounted for as a reduction of income tax expense and result in an increase in equity. Changes in tax laws and rates may affect recorded deferred tax assets and liabilities and our effective tax rate in the future.

Non-GAAP Financial Measures

Adjusted Operating Income (Loss) and Adjusted Operating Income (Loss) Per Share

Adjusted operating income (loss) and adjusted operating income (loss) per share are non-GAAP measures that represent net income allocable to common shareholders excluding net realized investment and other gains (losses), net of tax, the effects of tax reform, the tax effect of changes in unrealized gains to the extent included in net income, the change in the fair value of equity securities, net of tax, and the capitalization and amortization of deferred gains from the ADC. The most directly comparable financial GAAP measures to adjusted operating income and adjusted operating income per share are net income and net income per share, respectively. Adjusted operating income and adjusted operating income per share are intended as supplemental information and are not meant to replace net income or net income per share. Adjusted operating income and adjusted operating income per share should be read in conjunction with the GAAP financial results. Our definition of adjusted operating income may be different from that used by other companies. The following is a

reconciliation of net income to adjusted operating income (dollars in thousands), as well as net income per share to adjusted operating income per share:

	For the Years Ended December 31,		
	2020	2019	2018
Net income (loss)	\$ 595	\$ (7,822)	\$ (9,227)
Less:			
Net realized investment gains and other gains, net of tax	8,386	1,196	61
Tax effect of unrealized gains and losses on investments	—	824	0
Change in fair value of equity securities, net of tax	228	(427)	121
Net (increase) decrease in deferred gain on losses ceded to ADC, net of tax	—	5,677	(5,677)
Adjusted operating income (loss)	<u>\$ (8,019)</u>	<u>\$ (15,092)</u>	<u>\$ (3,732)</u>
Weighted average common shares, diluted	9,625,059	8,880,107	8,543,876
Diluted income (loss) per common share:			
Net income (loss)	\$ 0.06	\$ (0.88)	\$ (1.08)
Net realized investment gains and other gains, net of tax	0.87	0.13	0.01
Tax effect of unrealized gains and losses on investments	—	—	—
Change in fair value of equity securities, net of tax	0.02	(0.05)	0.01
Net (increase) decrease in deferred gain on losses ceded to ADC, net of tax	—	0.64	(0.66)
Adjusted operating income (loss) per share	<u>\$ (0.83)</u>	<u>\$ (1.69)</u>	<u>\$ (0.44)</u>

We use adjusted operating income and adjusted operating income per share, in conjunction with other financial measures, to assess our performance and to evaluate the results of our business. We believe these measures provide investors with valuable information relating to our ongoing performance that may be obscured by the effect of investment gains and losses as a result of our market risk sensitive instruments, which primarily relate to fixed income securities that are available-for-sale and not held for trading purposes. Realized investment gains and losses may vary significantly between periods and are generally driven by external economic developments, such as capital market conditions. Accordingly, adjusted operating income excludes the effect of items that tend to be highly variable from period to period and highlights the results from our ongoing business operations and the underlying loss or profitability of our business. We believe that it is useful for investors to evaluate adjusted operating income and adjusted operating income per share, along with net income and net income per share, when reviewing and evaluating our performance.

Executive Overview

For the year ended December 31, 2020, we continued to see growth in our commercial and personal lines in areas where we have had the most success. Our commercial lines gross written premiums increased by \$8.4 million, or 8.9%, to \$102.8 million in 2020, compared to \$94.4 million in 2019. Personal lines gross written premiums increased by \$1.1 million, or 14.9% to \$8.6 million in 2020, compared to \$7.5 million in 2019.

The Company's commercial lines experienced low claims activity during 2020 due to COVID-19. While substantially all businesses maintained their insurance, liability losses were lower as restaurants, bars, and other small businesses were required to limit business or totally shut down for a period of time. This reduced the potential to incur liability losses and contributed to the lower current accident year loss ratio. Potential exposures to COVID-19 losses were minimal as we include strict exclusions to business interruption coverage related to bacterial or viral causes on most policies and require physical property damage for the business interruption coverage to be effective on all policies. We also do not provide coverage relating to event cancellations, travel insurance or other coverages that could directly generate such losses. We believe we also have limited exposures relating to our workers compensation coverages which are generally companion coverages with our existing commercial policies, which represents a small amount of our overall premiums and does not appear to be heavily exposed to COVID-19-related losses.

The Company reported net income of \$595,000, or \$0.06 per share, in 2020, compared to a net loss of \$7.8 million, or \$0.88 per share, in 2019.

Adjusted operating loss, a non-GAAP measure, was \$8.0 million, or \$0.83 per share, for the year ended December 31, 2020, compared to an adjusted operating loss of \$15.1 million, or \$1.69 per share, for the year ended December 31, 2019.

The 2020 results were mainly driven by net realized investment gains, and net investment income of \$8.1 million and \$3.2 million, respectively. The largest difference between net income and the adjusted operating loss is related to the \$8.4 million of net realized investment gains, and other gains, net of tax.

The impact from Hurricanes Harvey and Irma continued to recede in 2020. Loss development on Hurricane Harvey was \$89,000 in 2020 compared to \$313,000 in 2019. Catastrophe reinstatement costs from Irma were \$195,000 in 2020, compared to \$495,000 in 2019.

In an effort to reduce interest costs, we restructured our debt during 2018 by issuing \$25.3 million of public senior unsecured notes (the "Notes") and paid down \$19.5 million of our subordinated notes to \$10.5 million.

Results of Operations - 2020 Compared to 2019

The following table summarizes our operating results for the years indicated (dollars in thousands):

Summary Operating Results

	Years Ended December 31,			
	2020	2019	\$ Change	% Change
Gross written premiums	\$ 111,335	\$ 101,853	\$ 9,482	9.3%
Net written premiums	\$ 92,940	\$ 87,724	\$ 5,216	5.9%
Net earned premiums	\$ 89,103	\$ 89,089	\$ 14	0.02%
Other income	2,615	2,109	506	24.0%
Losses and loss adjustment expenses, net	56,228	59,744	(3,516)	(5.9%)
Policy acquisition costs	26,105	24,911	1,194	4.8%
Operating expenses	18,468	17,582	886	5.0%
Underwriting gain (loss)	(9,083)	(11,039)	1,956	17.7%
Net investment income	3,156	4,031	(875)	(21.7%)
Net realized investment gains	8,126	1,196	6,930	*
Change in fair value of equity securities	228	(427)	655	*
Other gains (losses)	260	—	260	*
Interest expense	2,925	2,882	43	1.5%
Income (loss) before income taxes	(238)	(9,121)	8,883	*
Equity earnings (losses) in Affiliate, net of tax	839	386	453	117.4%
Income tax expense (benefit)	6	(913)	919	*
Net income (loss)	\$ 595	\$ (7,822)	\$ 8,417	*
Underwriting Ratios:				
Loss ratio (1)	62.8%	66.8%		
Expense ratio (2)	45.6%	44.0%		
Combined ratio (3)	108.4%	110.8%		

- (1) The loss ratio is the ratio, expressed as a percentage, of net losses and loss adjustment expenses to net earned premiums and other income from underwriting operations.
- (2) The expense ratio is the ratio, expressed as a percentage, of policy acquisition costs and operating expenses to net earned premiums and other income from underwriting operations.
- (3) The combined ratio is the sum of the loss ratio and the expense ratio. A combined ratio under 100% indicates an underwriting profit. A combined ratio over 100% indicates an underwriting loss.

* Percentage change is not meaningful

Premiums

Premiums are earned ratably over the term of the policy, whereas written premiums are reflected on the effective date of the policy. Almost all commercial lines and homeowners products have annual policies, under which premiums are earned evenly over one year. The resulting net earned premiums are impacted by the gross and ceded written premiums, earned ratably over the terms of the policies.

Our premiums are presented below for the years ended December 31, 2020 and 2019 (dollars in thousands):

Summary of Premium Revenue

	Years Ended December 31,			
	2020	2019	\$ Change	% Change
Gross written premiums				
Commercial lines	\$ 102,763	\$ 94,391	\$ 8,372	8.9%
Personal lines	8,572	7,462	1,110	14.9%
Total	<u>\$ 111,335</u>	<u>\$ 101,853</u>	<u>\$ 9,482</u>	9.3%
Net written premiums				
Commercial lines	\$ 85,385	\$ 81,966	\$ 3,419	4.2%
Personal lines	7,555	5,758	1,797	31.2%
Total	<u>\$ 92,940</u>	<u>\$ 87,724</u>	<u>\$ 5,216</u>	5.9%
Net Earned premiums				
Commercial lines	\$ 82,409	\$ 83,858	\$ (1,449)	(1.7%)
Personal lines	6,694	5,231	1,463	28.0%
Total	<u>\$ 89,103</u>	<u>\$ 89,089</u>	<u>\$ 14</u>	0.02%

Gross written premiums increased by \$9.5 million, or 9.3%, to \$111.3 million for the year ended December 31, 2020, as compared to \$101.9 million for the year ended December 31, 2019. The increase was attributable to an increase in written premium in our small business programs, which was slightly offset by a decrease in written premium in our hospitality programs.

Commercial lines gross written premiums increased \$8.4 million, or 8.9%, to \$102.8 million for the year ended December 31, 2020, as compared to \$94.4 million for the year ended December 31, 2019. Gross written premiums for our small business programs increased by \$19.1 million, or 41.5%, to \$65.1 million for the year ended December 31, 2020, compared to \$46.0 million for the year ended December 31, 2019. This increase was offset by our hospitality programs gross written premiums, which decreased by \$10.7 million, or 22.1%, to \$37.7 million for the year ended December 31, 2020, compared to \$48.4 million for the year ended December 31, 2019.

Personal lines gross written premiums increased \$1.1 million, or 14.9%, to \$8.6 million for the year ended December 31, 2020, compared to \$7.5 million for the same period in 2019. This increase was largely driven by our low value dwelling business.

Net written premiums increased \$5.2 million, or 5.9%, to \$92.9 million, for the year ended December 31, 2020, as compared to \$87.7 million for the year ended December 31, 2019. The increase was primarily due to the growth experienced in the commercial lines business. However, increased reinsurance rates tempered the growth of gross written premiums.

Other Income

Other income consists primarily of fees charged to policyholders by the Company for services outside of the premium charge, such as installment billings or policy issuance costs. Commission income is also received by the Company's insurance agencies for writing policies for third party insurance companies. Other income increased by \$506,000, or 24.0%, to \$2.6 million for the year ended December 31, 2020, as compared to \$2.1 million in 2019. The increase in other income was primarily due to commissions from the growing wholesale agency business as well as increased fees charged on existing business.

Losses and Loss Adjustment Expenses

The tables below detail our losses and LAE and loss ratios for the years ended December 31, 2020 and 2019 (dollars in thousands).

<u>Year Ended December 31, 2020</u>	Commercial Lines	Personal Lines	Total
Accident year net losses and LAE	\$ 38,021	\$ 2,613	\$ 40,634
Net (favorable) adverse development	15,242	352	15,594
Calendar year net loss and LAE	<u>\$ 53,263</u>	<u>\$ 2,965</u>	<u>\$ 56,228</u>
Accident year loss ratio	46.0%	38.2%	45.4%
Net (favorable) adverse development	18.4%	5.1%	17.4%
Calendar year loss ratio	<u>64.4%</u>	<u>43.3%</u>	<u>62.8%</u>

<u>Year Ended December 31, 2019</u>	Commercial Lines	Personal Lines	Total
Accident year net losses and LAE	\$ 45,690	\$ 3,502	\$ 49,192
Net (favorable) adverse development	7,566	2,986	10,552
Calendar year net loss and LAE	<u>\$ 53,256</u>	<u>\$ 6,488</u>	<u>\$ 59,744</u>
Accident year loss ratio	54.3%	65.2%	55.0%
Net (favorable) adverse development	9.0%	55.5%	11.8%
Calendar year loss ratio	<u>63.3%</u>	<u>120.7%</u>	<u>66.8%</u>

Net losses and LAE decreased by \$3.5 million, or 5.9%, for the year ended December 31, 2020, as compared to the same period in 2019. The calendar year loss ratios were 62.8% and 66.8% for the years ended December 31, 2020 and 2019, respectively.

The \$15.6 million of adverse development in 2020 consisted of \$15.2 million from commercial lines and \$352,000 from personal lines and mostly related to the 2018 and 2017 accident years.

The \$10.6 million of adverse development in 2019 consisted of \$7.6 million from commercial lines and \$3.0 million from personal lines and mostly related to the 2017 and 2016 accident years.

Expense Ratio

Our expense ratio is a measure of the efficiency and performance of the commercial and personal lines of business (our risk-bearing underwriting operations). It is calculated by dividing the sum of policy acquisition costs and other underwriting expenses by the sum of net earned premiums and other income of the underwriting business. Costs that cannot be readily identifiable as a direct cost of a segment or product line remain in Corporate for segment reporting purposes. The expense ratio excludes wholesale agency and Corporate expenses.

The table below provides the expense ratio by major component:

	Years Ended December 31,	
	2020	2019
Commercial Lines		
Policy acquisition costs	30.3%	28.0%
Operating expenses	15.3%	15.3%
Total	<u>45.6%</u>	<u>43.3%</u>
Personal Lines		
Policy acquisition costs	29.9%	32.4%
Operating expenses	15.6%	23.0%
Total	<u>45.5%</u>	<u>55.4%</u>
Total Underwriting		
Policy acquisition costs	30.3%	28.2%
Operating expenses	15.3%	15.8%
Total	<u>45.6%</u>	<u>44.0%</u>

Our expense ratio increased by 1.6%, to 45.6% for the year ended December 31, 2020, as compared to the same period in 2019.

Policy acquisition costs are costs we incur to issue policies, which include commissions, premium taxes, underwriting reports and underwriter compensation costs. The Company offsets direct commissions with ceded commissions from reinsurers. The percentage of policy acquisition costs to net earned premiums and other income increased by 2.1%, from 28.2 in 2019 to 30.3% in 2020. The acquisition cost ratio was higher mostly due to higher ceded premium rates in 2020 compared to 2019.

Operating expenses consist primarily of employee compensation, information technology and occupancy costs, such as rent and utilities. Operating expenses as a percent of net earned premiums and other income was 15.3% and 15.8% for the years ended December 31, 2020 and 2019, respectively. The operating expense ratio was lower due to our expense reduction efforts, partially offset by higher ceded premium rates discussed above.

Underwriting Results

We measure the performance of our consolidated results, in part, based on our underwriting gain or loss. The following table provides the underwriting gain or loss for the years ended December 31, 2020 and 2019 (dollars in thousands):

Underwriting Gain (Loss)

	Years Ended December 31,		
	2020	2019	Change
Commercial Lines	\$ (8,307)	\$ (5,574)	\$ (2,733)
Personal Lines	766	(4,091)	4,857
Total Underwriting	(7,541)	(9,665)	2,124
Wholesale Agency	(474)	830	(1,304)
Corporate	(1,403)	(1,064)	(339)
Eliminations	335	(1,140)	1,475
Total underwriting income (loss)	<u>\$ (9,083)</u>	<u>\$ (11,039)</u>	<u>\$ 1,956</u>

Investment Income

Net investment income decreased by \$875,000, or 21.7%, to \$3.1 million for the year ended December 31, 2020, compared to \$4.0 million for the year ended December 31, 2019. This decrease was due to a decrease in interest income in our debt securities. This occurred because of the decreasing yields driven by the decrease in prevailing market interest rates. Average invested assets as of December 31, 2020 were \$176.5 million compared to \$154.9 million for the same period in 2019. The averaged invested asset balance was comprised 80.2% debt securities, 7.1% equity securities and 12.7% short-term investments as of December 31, 2020. The average invested asset balance was comprised of 81.1% debt securities, 5.8% equity securities and 13.1% short-term investments as of December 31, 2019.

The portfolio's average quality was AA+ and AA at December 31, 2020 and 2019, respectively. The portfolio produced a tax-equivalent book yield of 1.6% and 2.6% for the years ended December 31, 2020 and 2019, respectively. The option adjusted duration of the debt securities portfolio was 3.6 years and 2.8 years at December 31, 2020 and 2019, respectively.

The Company received a one-time dividend from an investment for \$213,000 in the third quarter of 2019.

Realized Investment Gains

Net realized investment gains increased by \$6.9 million, or 579%, to \$8.1 million for the year ended December 31, 2020, as compared to \$1.2 million for the year ended December 31, 2019. The increase was attributed to the company harvesting gains from the increase in value of its bond portfolio in 2020. The Company also experienced gains in its equity securities with the market increasing in value during the second half of 2020. Some of these equity gains were realized upon sale.

Interest Expense

Interest expense was \$2.9 million for the years ended December 31, 2020 and 2019. We issued \$25.3 million of public senior unsecured notes (the "Notes") in 2018. Proceeds from the Notes were used to pay down \$19.5 million of the \$30.0 million of subordinated notes that were issued in the third quarter of 2017. The Company repurchased 36,761 units of the Notes in the public market in 2020. Interest expense includes the amortization of debt issuance costs relating to the Notes which is \$260,000 per annum over the 5-year life of the Notes. The interest expense relating to the amortization of debt issuance costs for the existing \$10.5 million of the subordinated notes is \$51,000 per annum over the 20-year life of the subordinated notes.

The Company has a \$10.0 million line of credit, which it drew upon and paid down at various times throughout 2020, and which contributed to interest expense.

Income Tax Expense (Benefit)

For the year ended December 31, 2020, the Company reported \$6,000 of current federal income tax expense and \$0 of current state income tax expense. The Company reported a deferred tax benefit of \$0 and \$940,000 for the years ended December 31, 2020 and 2019, respectively. The deferred tax benefit in 2019 was a result of the change in the net deferred tax asset valuation allowance related to the changes in unrealized gains. No such impact occurred in 2020. The Company in 2020 had \$808,000 of taxable income, which was fully offset by the utilization of the net operating losses carried forward from previous years.

There is a \$13.3 million valuation allowance against 100% of the net deferred tax assets at December 31, 2020, which would increase book value by \$1.37 per share if reversed in the future. The valuation allowance was \$13.6 million as of December 31, 2019. As of December 31, 2020, the Company has net operating loss carryforwards for federal income tax purposes of \$59.2 million, of which \$49.3 million expire in tax years 2028 through 2039 and \$9.9 million never expire. Of this amount, \$14.1 million are limited in the amount that can be utilized in any one year and may expire before they are realized under Section 382 of the Internal Revenue Code. The Company has state net operating loss carryforwards of \$17.1 million, which expire in tax years 2021 through 2040.

Results of Operations - 2019 Compared to 2018

The following table summarizes our operating results for the years indicated (dollars in thousands):

Summary Operating Results

	Years Ended December 31,			
	2019	2018	\$ Change	% Change
Gross written premiums	\$ 101,853	\$ 104,368	\$ (2,515)	(2.4%)
Net written premiums	\$ 87,724	\$ 89,086	\$ (1,362)	(1.5%)
Net earned premiums	\$ 89,089	\$ 93,811	\$ (4,722)	(5.0%)
Other income	2,109	1,582	527	33.3%
Losses and loss adjustment expenses, net	59,744	62,515	(2,771)	(4.4%)
Policy acquisition costs	24,911	25,534	(623)	(2.4%)
Operating expenses	17,582	17,683	(101)	(0.6%)
Underwriting gain (loss)	(11,039)	(10,339)	(700)	*
Net investment income	4,031	3,336	695	20.8%
Net realized investment gains	1,196	61	1,135	*
Change in fair value of equity securities	(427)	121	(548)	*
Other gains (losses)	—	—	0	*
Interest expense	2,882	2,644	238	9.0%
Income (loss) before income taxes	(9,121)	(9,465)	344	*
Equity earnings (losses) in Affiliate, net of tax	386	290	96	33.1%
Income tax expense (benefit)	(913)	52	(965)	*
Net income (loss)	\$ (7,822)	\$ (9,227)	\$ 1,405	*
Underwriting Ratios:				
Loss ratio (1)	66.8%	66.4%		
Expense ratio (2)	44.0%	45.9%		
Combined ratio (3)	110.8%	112.3%		

- (1) The loss ratio is the ratio, expressed as a percentage, of net losses and loss adjustment expenses to net earned premiums and other income from underwriting operations. The 2018 ratios have been recast to reflect the new presentation. Refer to Note 17 ~ *Segment Information* for further details.
- (2) The expense ratio is the ratio, expressed as a percentage, of policy acquisition costs and operating expenses to net earned premiums and other income from underwriting operations. The 2018 ratios have been recast to reflect the new presentation. Refer to Note 17 ~ *Segment Information* for further details.
- (3) The combined ratio is the sum of the loss ratio and the expense ratio. A combined ratio under 100% indicates an underwriting profit. A combined ratio over 100% indicates an underwriting loss.

* Percentage change is not meaningful

Premiums

Premiums are earned ratably over the term of the policy, whereas written premiums are reflected on the effective date of the policy. Almost all commercial lines and homeowners products have annual policies, under which premiums are earned evenly over one year. The resulting net earned premiums are impacted by the gross and ceded written premiums, earned ratably over the terms of the policies.

Our premiums are presented below for the years ended December 31, 2019 and 2018 (dollars in thousands):

Summary of Premium Revenue

	Years Ended December 31,			
	2019	2018	\$ Change	% Change
Gross written premiums				
Commercial lines	\$ 94,391	\$ 97,694	\$ (3,303)	(3.4)%
Personal lines	7,462	6,674	788	11.8%
Total	<u>\$ 101,853</u>	<u>\$ 104,368</u>	<u>\$ (2,515)</u>	(2.4)%
Net written premiums				
Commercial lines	\$ 81,966	\$ 87,038	\$ (5,072)	(5.8)%
Personal lines	5,758	2,048	3,710	181.2%
Total	<u>\$ 87,724</u>	<u>\$ 89,086</u>	<u>\$ (1,362)</u>	(1.5)%
Net Earned premiums				
Commercial lines	\$ 83,858	\$ 83,352	\$ 506	0.6%
Personal lines	5,231	10,459	(5,228)	(50.0)%
Total	<u>\$ 89,089</u>	<u>\$ 93,811</u>	<u>\$ (4,722)</u>	(5.0)%

Gross written premiums decreased by \$2.5 million, or 2.4%, to \$101.9 million for the year ended December 31, 2019, as compared to \$104.4 for the year ended December 31, 2018. The decrease was attributable to a reduction in written premium in our hospitality programs, which was slightly offset by an increase in written premium in our small business programs.

Commercial lines gross written premiums decreased \$3.3 million, or 3.4%, to \$94.4 million for the year ended December 31, 2019, as compared to \$97.7 million for the year ended December 31, 2018. Our hospitality programs' gross written premiums decreased \$6.6 million, or 12.0%, to \$48.4 million for the year ended December 31, 2019, as compared to \$55.0 million for the year ended December 31, 2018. However, gross written premiums for our small business programs increased by \$3.3 million, or 7.7%, to \$46.0 million for the year ended December 31, 2019, as compared to \$42.7 million for the year ended December 31, 2018.

Personal lines gross written premiums increased \$788,000, or 11.8%, to \$7.5 million for the year ended December 31, 2019, as compared to \$6.7 million for the same period in 2018. This was largely driven by an increase in our low value dwelling business.

Net written premiums decreased \$1.4 million, or 1.5%, to \$87.7 million, for the year ended December 31, 2019, as compared to \$89.1 million for the year ended December 31, 2018. The decrease was primarily due to the reduction in the commercial lines business.

Other Income

Other income consists primarily of fees charged to policyholders by the Company for services outside of the premium charge, such as installment billings or policy issuance costs. Commission income is also received by the Company's insurance agencies for writing policies for third party insurance companies. Other income increased by \$527,000, or 33.3%, to \$2.1 million for the year ended December 31, 2019, as compared to \$1.6 million in 2018. The increase in other income was primarily due to additional commission income in the wholesale agency operations as well as increased fees charged on existing business.

Losses and Loss Adjustment Expenses

The tables below detail our losses and LAE and loss ratios for the years ended December 31, 2019 and 2018 (dollars in thousands).

We have changed the calculation to remove wholesale agency operations and corporate headquarters operations to provide a better measure of the underwriting operations' efficiency. The loss ratio calculation excludes other income from wholesale agency and Corporate. The 2018 ratios have been recast to reflect the new presentation. Refer to Note 17 ~ *Segment Information* for further details.

<u>Year Ended December 31, 2019</u>	<u>Commercial Lines</u>	<u>Personal Lines</u>	<u>Total</u>
Accident year net losses and LAE	\$ 45,690	\$ 3,502	\$ 49,192
Net (favorable) adverse development	7,566	2,986	10,552
Calendar year net loss and LAE	<u>\$ 53,256</u>	<u>\$ 6,488</u>	<u>\$ 59,744</u>
Accident year loss ratio	54.3%	65.2%	55.0%
Net (favorable) adverse development	9.0%	55.5%	11.8%
Calendar year loss ratio	<u>63.3%</u>	<u>120.7%</u>	<u>66.8%</u>

<u>Year Ended December 31, 2018</u>	<u>Commercial Lines</u>	<u>Personal Lines</u>	<u>Total</u>
Accident year net losses and LAE	\$ 46,816	\$ 6,665	\$ 53,481
Net (favorable) adverse development	6,249	2,785	9,034
Calendar year net loss and LAE	<u>\$ 53,065</u>	<u>\$ 9,450</u>	<u>\$ 62,515</u>
Accident year loss ratio	56.1%	62.3%	56.8%
Net (favorable) adverse development	7.5%	26.1%	9.6%
Calendar year loss ratio	<u>63.6%</u>	<u>88.4%</u>	<u>66.4%</u>

Net losses and LAE decreased by \$2.7 million, or 4.4%, for the year ended December 31, 2019, as compared to the same period in 2018. The calendar year loss ratios were 66.8% and 66.4% for the years ended December 31, 2019 and 2018, respectively.

The \$10.6 million of adverse development in 2019 consisted of \$7.6 million from commercial lines and \$3.0 million from personal lines and mostly related to the 2017 and 2016 accident years.

The \$9.0 million of adverse development in 2018 consisted of \$6.2 million from commercial lines and \$2.8 million from personal lines and mostly related to the 2016 and 2015 accident years.

Expense Ratio

Our expense ratio is a measure of the efficiency and performance of the commercial and personal lines of business (our risk-bearing underwriting operations). It is calculated by dividing the sum of policy acquisition costs and other underwriting expenses by the sum of net earned premiums and other income of the underwriting business. Costs that cannot be readily identifiable as a direct cost of a segment or product line remain in Corporate for segment reporting purposes. The expense ratio excludes wholesale agency and Corporate expenses. In prior periods the wholesale agency operations and Corporate expenses were included in the expense ratio calculation. We have changed the calculation to remove wholesale agency operations and Corporate expenses to provide a better measure of the underwriting operations' efficiency. The 2018 ratios have been recast to reflect the new presentation. Refer to Note 17 ~ *Segment Information* for further details.

The table below provides the expense ratio by major component:

	Years Ended December 31,	
	2019	2018
Commercial Lines		
Policy acquisition costs	28.0%	28.2%
Operating expenses	15.3%	17.6%
Total	43.3%	45.8%
Personal Lines		
Policy acquisition costs	32.4%	36.0%
Operating expenses	23.0%	10.2%
Total	55.4%	46.2%
Total Underwriting		
Policy acquisition costs	28.2%	29.2%
Operating expenses	15.8%	16.7%
Total	44.0%	45.9%

Our expense ratio decreased by 1.9%, to 44.0% for the year ended December 31, 2019, as compared to the same period in 2018. The decrease in the expense ratio was primarily due to lower operating and reinsurance costs in 2019 compared to 2018. The reduction in the expense ratio was partially offset by lower net earned premium in 2019 compared to 2018.

Policy acquisition costs are costs we incur to issue policies, which include commissions, premium taxes, underwriting reports and underwriter compensation costs. The Company offsets direct commissions with ceded commissions from reinsurers. The percentage of policy acquisition costs to net earned premiums and other income decreased by 1.0%, from 29.2% in 2018, to 28.2% in 2019.

Operating expenses consist primarily of employee compensation, information technology and occupancy costs, such as rent and utilities. Operating expenses as a percent of net earned premiums and other income was 15.8% and 16.7% for the years ended December 31, 2019 and 2018, respectively.

Underwriting Results

We measure the performance of our consolidated results, in part, based on our underwriting gain or loss. The following table provides the underwriting gain or loss for the years ended December 31, 2019 and 2018 (dollars in thousands):

Underwriting Gain (Loss)

	Years Ended December 31,		
	2019	2018	Change
Commercial Lines	\$ (5,574)	\$ (7,858)	\$ 2,284
Personal Lines	(4,091)	(3,700)	(391)
Total Underwriting	(9,665)	(11,558)	1,893
Wholesale Agency	830	1,432	(602)
Corporate	(1,064)	(213)	(851)
Eliminations	(1,140)	—	(1,140)
Total underwriting income (loss)	<u>\$ (11,039)</u>	<u>\$ (10,339)</u>	<u>\$ (700)</u>

Investment Income

Net investment income increased by \$695,000, or 20.8%, to \$4.0 million for the year ended December 31, 2019, as compared to \$3.3 million for the year ended December 31, 2018. This increase was mainly due to an increase in average invested assets during 2019. Average invested assets as of December 31, 2019 were \$154.9 million, compared to \$148.9 million as of December 31, 2018, an increase of \$6.0 million, or 4.0%. As of December 31, 2019, the average invested asset balance was comprised of 81.1% debt securities, 5.8% equity securities and 13.1% short-term investments, compared to the December 31, 2018 mix of 86.3% debt securities, 6.9% equity securities and 6.8% short term investments.

The portfolio's average quality was AA at December 31, 2019 and 2018. The portfolio produced a tax-equivalent book yield of 2.6% and 2.8% for the years ended December 31, 2019 and 2018, respectively. The duration-to-worst average of the debt securities portfolio was 3.0 years and 3.1 years at December 31, 2019 and 2018, respectively.

The Company received a one-time dividend from an investment for \$213,000 in the third quarter of 2019.

Realized Investment Gains

Net realized investment gains increased by \$1.1 million to \$1.2 million for the year ended December 31, 2019, compared to \$61,000 for the year ended December 31, 2018. The increase was mostly attributed to the increase in value of the Company's equity securities in 2019.

Interest Expense

Interest expense was \$2.9 million and \$2.6 million for the years ended December 31, 2019 and 2018, respectively. We issued \$25.3 million of Notes in 2018. Proceeds from the Notes were used to pay down \$19.5 million of the \$30.0 million of subordinated notes that were issued in the third quarter of 2017. Interest expense includes the amortization of debt issuance costs relating to the new Notes which is \$260,000 per annum over the 5-year life of the Notes. The interest expense relating to the amortization of debt issuance costs for the existing \$10.5 million of the subordinated notes is \$50,000 per annum over the 20-year life of the subordinated notes.

The Company has a \$10.0 million line of credit, which it drew upon and paid down at various times throughout 2019, and which contributed to interest expense.

Income Tax Expense (Benefit)

For the year ended December 31, 2019, the Company reported \$0 of current federal income tax expense and \$27,000 of current state income tax expense. The Company reported a deferred tax benefit of \$940,000 and \$0 for the years ended December 31, 2019 and 2018, respectively. The increase in the deferred tax benefit in 2019 was a result of the change in the net deferred tax asset valuation allowance related to the changes in unrealized gains.

There is a \$13.6 million valuation allowance against 100% of the net deferred tax assets at December 31, 2019, which would increase book value by \$1.41 per share if reversed in the future. The valuation allowance was \$12.6 million as of December 31, 2018. As of December 31, 2019, the Company has net operating loss carryforwards for federal income tax purposes of \$60.0 million, of which \$50.0 million expire in tax years 2020 through 2039 and \$10.0 million never expire. Of this amount, \$14.1 million are limited in the amount that can be utilized in any one year and may expire before they are realized under Section 382 of the Internal Revenue Code. The Company has state net operating loss carryforwards of \$17.7 million, which expire in tax years 2021 through 2039.

In 2018, the Company recognized a measurement period adjustment of \$42,735 related to loss reserve discounting, which reduced deferred tax expense. The Company also recognized a measurement period adjustment of \$42,735 related to the loss reserve discounting transitional adjustment, which increased deferred tax expense. The measurement period adjustments were based upon obtaining additional information about facts and circumstances that existed as of the enactment date that, if known, would have affected the income tax effects initially reported as provisional amounts under the Act. The measurement period adjustments had no effect on the effective tax rate for the year ended December 31, 2018. The

accounting for the income tax effects of the Act pursuant to SAB 118 has been completed as of the end of the December 22, 2018, measurement period and for the year ended December 31, 2018.

Liquidity and Capital Resources

Sources and Uses of Funds

At December 31, 2020, we had \$21.5 million in cash, cash equivalents, and short-term investments. Our principal sources of funds are insurance premiums, investment income, proceeds from maturity and sale of invested assets and other income. These funds are primarily used to pay claims, commissions, employee compensation, taxes and other operating expenses, and service debt.

We believe that our existing cash, cash equivalents, short-term investments and investment securities balances will be adequate to meet our capital and liquidity needs and the needs of our subsidiaries on a short-term and long-term basis.

We conduct our business operations primarily through our Insurance Company Subsidiaries. Our ability to service debt, and pay administrative expenses is primarily reliant upon our intercompany service fees paid by the Insurance Company Subsidiaries to the holding company for management, administrative, and information technology services provided to the Insurance Company Subsidiaries by the Parent Company. Secondarily, the Parent Company may receive dividends from the Insurance Company Subsidiaries; however, this is not the primary means in which the holding company supports its funding as state insurance laws restrict the ability of our Insurance Company Subsidiaries to declare dividends to the Parent Company. Generally, the limitations are based on the greater of statutory net income for the preceding year or 10% of statutory surplus at the end of the preceding year. No dividends were paid from our Insurance Company Subsidiaries in 2020, 2019 or 2018.

We contributed \$1.2 million to our Insurance Company Subsidiaries in 2020. We contributed \$3.9 million to our Insurance Company Subsidiaries in 2019. No contributions to our Insurance Company Subsidiaries were made in 2018. We believe that the current statutory surplus levels and the funds available at the holding company level will provide the necessary statutory capital to support our premium volume growth over the next two years.

We are aware that our outstanding debt securities are currently trading at a discount to their face amount. In order to reduce future cash interest payments, as well as future amounts due at maturity or upon redemption, we may, from time to time, purchase such debt for cash, in exchange for common stock, or for a combination of cash and common stock, in open market or privately negotiated transactions. We will evaluate any such transactions in light of then-existing market conditions, taking into account our current liquidity and prospects for future access to capital. The amounts involved in such transactions, individually or in the aggregate, may be material.

Cash Flows

Operating Activities. Cash provided by operating activities for the year ended December 31, 2020 was \$3.0 million, compared to \$15.4 million for the same period in 2019. The decrease in cash provided by operating activities was primarily due to a \$6.0 million increase in paid claims, a decrease of \$3.0 million of cash received from agencies, and a \$2.1 million decrease in cash received under certain fronting arrangements. These reductions in cash flow provided by operating activities were partially offset by a \$3.1 million increase in premiums collected, net of reinsurance premiums.

Cash provided by operating activities for the year ended December 31, 2019, was \$15.4 million as compared to cash used in operating activities of \$17.0 million for the year ended December 31, 2018. The \$32.4 million increase in cash from operations was mostly due to a \$28.4 million increase in cash received from reinsurers due to ceded losses, including \$12.5 million of cash received in 2019 from the ADC. Also, ceded premiums paid to reinsurers decreased by \$2.6 million in 2019 compared to 2018.

Investing Activities. Cash used in investing activities for the years ended December 31, 2020 and 2019, was \$7.3 million and \$25.0 million, respectively. The \$17.7M increase in the use of cash from investing activities over the prior year is due to increased activity across the Company's investment portfolio to take advantage of 2020 market conditions.

Cash used in investing activities for the year ended December 31, 2019, was \$25.0 million as compared to cash provided by investing activities of \$12.2 million for the year ended December 31, 2018. The increase in funds used in investing activities was due to an increase in funds available to be invested in our investment portfolio in the insurance subsidiaries.

Financing Activities. Cash provided by financing activities for the years ended December 31, 2020 and 2019, was \$5.1 million and \$6.3 million, respectively. The decrease of \$1.2 million in 2020 of cash provided by financing activities was due to no issuance of common stock in 2020, and \$5.0 million issuance of common stock in 2019. This decrease was offset by an increase in borrowings from the Company's line of credit.

Cash provided by financing activities for the years ended December 31, 2019 and 2018, was \$6.3 million and \$3.7 million, respectively. The \$2.6 million increase in 2019 compared to 2018 was largely due to a \$5.0 million issuance of common stock in 2019, and no issuance of common stock in 2018.

Outstanding Debt

On April 24, 2020, the Company received a \$2.7 million PPP loan from the line of credit Lender pursuant to the Paycheck Protection Program of the CARES Act administered by the SBA. The PPP loan was incorporated into the existing line of credit facility and utilizes a portion of the line of credit's limit. However, the PPP loan has a different maturity date (April 24, 2022) in accordance with the SBA requirements and bears interest at a rate of 1.0% per annum. The Company amended its \$10.0 million line of credit facility with the Lender to incorporate this loan as a reduction of the available line of credit. The loan may be prepaid by the Company at any time prior to maturity with no prepayment penalties. This loan may be subject to forgiveness under the CARES Act provisions. The Company applied for forgiveness of the loan in 2020, at which point the principal and interest payments were deferred until the SBA remits the loan forgiveness amount to the Lender. No assumptions were made relative to potential forgiveness as of December 31, 2020.

In 2018, the Company issued \$25.3 million of Notes. The Notes bear an interest rate of 6.75% annum, payable quarterly at the end of March, June, September and December and mature on September 30, 2023. Proceeds from the Notes were used to pay down \$19.5 million of the \$30.0 million of subordinated notes that were issued in the third quarter of 2017. The Company repurchased 36,761 units of the Notes in the public market during 2020 with a face value of \$919,000. The Notes were repurchased at a discount to face value, which resulted in a \$260,000 gain on extinguishment in 2020. This gain is reflected in the Consolidated Statement of Operations as Other gains.

The Company also has outstanding \$10.5 million of subordinated notes maturing on September 30, 2038. The subordinated notes bear an interest rate of 7.5% per annum until September 30, 2023, and 12.5% thereafter, and allow for four quarterly interest payment deferrals. Interest is payable quarterly at the end of March, June, September and December. Beginning September 30, 2021, the Company may redeem the subordinated notes, in whole or in part, for a call premium of \$1.1 million. The call premium escalates each quarter to ultimately \$1.75 million on September 30, 2023, then steps up to \$3.05 million on December 31, 2023, and increases quarterly at a 12.5% per annum rate thereafter.

The carrying value of the Notes and subordinated notes are offset by \$1.6 million of debt issuance costs that will be amortized through interest expense over the life of the loans. Refer to Note 7 ~ *Debt* of the Notes to the Consolidated Financial Statements, for additional information regarding our outstanding debt.

The Company maintains a \$10.0 million line of credit with a national bank (the "Lender"). The line of credit bears interest at the London Interbank rate ("LIBOR") plus 2.75% per annum, payable monthly. The agreement includes several financial debt covenants, including a minimum tangible net worth, a minimum fixed-charge coverage ratio, and minimum statutory risk-based capital levels. As of December 31, 2020, the Company had \$7.75 million outstanding on the line of credit (including the PPP loan described above), and was in compliance with all of its financial debt covenants. On June 19, 2020, the line of credit was renewed with a maturity of June 18, 2021.

Contractual Obligations and Commitments

The following table is a summary of our contractual obligations and commitments as of December 31, 2020 (dollars in thousands):

	Total	Payments due by period			
		Less than one year	One to three years	Three to five years	More than five years
Senior unsecured notes	\$ 24,381	\$ —	\$ 24,381	\$ —	\$ —
Interest on senior unsecured notes	4,526	1,646	2,880	—	—
Subordinated notes	10,500	—	—	—	10,500
Interest on subordinated notes	22,182	788	1,706	2,625	17,063
Lease obligations	2,634	849	1,396	389	—
Line of credit	7,745	5,000	2,745	—	—
Loss and loss adjustment expense (1)	111,270	44,157	49,093	14,371	3,647
Purchase Obligations (2)	630	360	270	—	—
Total	\$ 183,868	\$ 52,800	\$ 82,471	\$ 17,385	\$ 31,210

- (1) The estimated unpaid loss and loss adjustment expense payments were made using estimates based on historical payment patterns. However, future payments may be different than historical payment patterns.
- (2) Includes estimated future payments under the software license agreement relating to our policy issuance system. This agreement requires minimum monthly payments of \$30,000, and is variable with premium volume. The future payment assumptions are based on the minimum monthly payments. The software license agreement expires on September 30, 2022.

Regulatory and Rating Issues

The NAIC has a RBC formula to be applied to all property and casualty insurance companies. The formula measures required capital and surplus based on an insurance company's products and investment portfolio and is used as a tool to evaluate the capital adequacy of regulated companies. The RBC formula is used by state insurance regulators to monitor trends in statutory capital and surplus for the purpose of initiating regulatory action. In general, an insurance company must submit a calculation of its RBC formula to the insurance department of its state of domicile as of the end of the previous calendar year. These laws require increasing degrees of regulatory oversight and intervention as an insurance company's RBC declines.

At December 31, 2020, all of our Insurance Company Subsidiaries were in excess of any minimum threshold at which corrective action would be required.

Insurance operations are subject to various leverage tests (e.g., premium-to-statutory surplus ratios), which are evaluated by regulators and rating agencies. As of December 31, 2020, on a trailing twelve-month statutory combined basis, the gross written and net written premium leverage ratios were 1.7 to 1.0 and 1.5 to 1.0, respectively.

The NAIC's Insurance Regulatory Information System ("IRIS") was developed to assist state insurance departments in executing their statutory mandates to oversee the financial condition of insurance companies operating in their respective states. IRIS identifies thirteen industry ratios and specifies "usual values" for each ratio. State insurance regulators review the IRIS ratio results to determine if an insurer is in need of further regulatory scrutiny or action. While the ratios, individually and collectively, are useful tools for identifying companies that may be experiencing financial difficulty, they are only a guide for regulators and should not be considered an absolute indicator of a Company's financial condition. While inquiries from regulators are not uncommon, our Insurance Company Subsidiaries have not experienced any regulatory actions due to their IRIS ratio results or otherwise.

Recently Issued Accounting Pronouncements

Refer to Note 1 ~ *Summary of Significant Accounting Policies: Recently Issued Accounting Guidance* of the Notes to the Consolidated Financial Statements for detailed information.

ITEM 7A. QUANTITATIVE AND QUALITATIVE DISCLOSURES ABOUT MARKET RISK

Market risk is the risk of loss arising from adverse changes in market rates and prices such as interest rates, other relevant market rates or price changes. The volatility and liquidity in the markets in which the underlying assets are traded directly influence market risk. The following is a discussion of our primary risk exposures and how those exposures are currently managed as of December 31, 2020. Our market risk sensitive instruments are primarily related to fixed income securities, which are available-for-sale and not held for trading purposes.

Interest Rate Risk

At December 31, 2020 and 2019, the fair value of our investment portfolio, excluding cash and cash equivalents, was \$183.2 million and \$169.7 million, respectively. Our investment portfolio consists principally of investment-grade, fixed-income securities, classified as debt securities. Accordingly, the primary market risk exposure to our debt portfolio is interest rate risk. In general, the fair market value of a portfolio of fixed-income securities increases or decreases inversely with changes in market interest rates, while net investment income realized from future investments in fixed-income securities increases or decreases along with interest rates. We attempt to mitigate interest rate risks by investing in securities with varied maturity dates and by managing the duration of our investment portfolio to a defined range of three to four years. The option adjusted duration of the debt securities portfolio was 3.6 and 2.8 years as of December 31, 2020 and 2019, respectively.

The table below summarizes our interest rate risk. The table also illustrates the sensitivity of the fair value of our investments, classified as debt securities and short-term investments, to selected hypothetical changes in interest rates as of December 31, 2020. The selected scenarios are not predictions of future events, but rather illustrate the effect that events may have on the fair value of the fixed-income portfolio and shareholders' equity (dollars in thousands).

Hypothetical Change in Interest Rates As of December 31, 2020	Estimated Fair Value	Estimated Change in Fair Value	Hypothetical Percentage Increase (Decrease) in	
			Fair Value	Shareholders' Equity
200 basis point increase	\$ 152,719	\$ (12,597)	(7.6)%	(28.4)%
100 basis point increase	159,017	(6,299)	(3.8)%	(14.2)%
No change	165,316	—	—	—%
100 basis point decrease	168,259	2,943	1.8%	6.6%
200 basis point decrease	168,969	3,653	2.2%	8.2%

Credit Risk

An additional exposure to our debt securities portfolio is credit risk. We manage our credit risk by investing primarily in investment-grade securities. In addition, we comply with applicable statutory requirements which limit the portion of our total investment portfolio that we can invest in any one security or issuer.

We are subject to credit risks with respect to our reinsurers. Although a reinsurer is liable for losses to the extent of the coverage which it assumes, our reinsurance contracts do not discharge our insurance companies from primary liability to each policyholder for the full amount of the applicable policy, and consequently our insurance companies remain obligated to pay claims in accordance with the terms of the policies regardless of whether a reinsurer fulfills or defaults on its obligations under the related reinsurance agreement. To mitigate our credit risk to reinsurance companies, we attempt to select financially strong reinsurers with an A.M. Best rating of "A-" or better and continue to evaluate their financial condition throughout the duration of our agreements.

At December 31, 2020 and 2019, the net amount due to the Company from reinsurers, including prepaid reinsurance, was \$27.7 million and \$30.0 million, respectively. We believe all amounts recorded as due from reinsurers are recoverable.

Effects of Inflation

We do not believe that inflation has a material effect on our results of operations, except for the effect that inflation may have on interest rates and claims costs. We consider the effects of inflation in pricing and estimating reserves for unpaid losses and LAE. The actual effects of inflation on our results are not known until claims are ultimately settled. In addition to general price inflation, we are exposed to a long-term upward trend in the cost of judicial awards for damages.

ITEM 8. FINANCIAL STATEMENTS AND SUPPLEMENTARY DATA

Refer to list of Financial Statement Schedules (including the Report of Independent Registered Public Accounting Firm referenced therein) set forth in Item 15 of this Annual Report on Form 10-K and Note 18 ~ *Quarterly Financial Data (Unaudited)* of the Notes to the Consolidated Financial Statements.

ITEM 9. CHANGES IN AND DISAGREEMENTS WITH ACCOUNTANTS ON ACCOUNTING AND FINANCIAL DISCLOSURE

None.

ITEM 9A. CONTROLS AND PROCEDURES

Disclosure Controls and Procedures

The Company's management, including its Chief Executive Officer and Chief Financial Officer, has evaluated the effectiveness of the Company's disclosure controls and procedures, as defined in Rule 13a-15(e) under the Securities Exchange Act of 1934, as amended (the "Exchange Act") as of December 31, 2020. Based on such evaluations, the Chief Executive Officer and Chief Financial Officer have concluded the Company's disclosure controls and procedures are effective in recording, processing, summarizing, and reporting, on a timely basis, information required to be disclosed by the Company in the reports that it files or submits under the Exchange Act, and that information is accumulated and communicated to the Company's management, including the Company's Chief Executive Officer and Chief Financial Officer, as appropriate, to allow timely decisions regarding required disclosure.

Management's Annual Report on Internal Control over Financial Reporting

The Company's management is responsible for establishing and maintaining adequate internal control over financial reporting, as such term is defined in Exchange Act Rule 13a-15(f). The Company's management, with the participation of the Company's Chief Executive Officer and Chief Financial Officer, has evaluated the effectiveness of the Company's internal control over financial reporting based on the framework in Internal Control-Integrated Framework (2013) issued by the Committee of Sponsoring Organizations of the Treadway Commission. Based on this evaluation, the Company's management has concluded that, as of December 31, 2020, the Company's internal control over financial reporting was effective.

Because of its inherent limitations, internal control over financial reporting may not prevent or detect misstatements. Also, projections of any evaluation of effectiveness to future periods are subject to risk that controls may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

There was no change in internal controls over financial reporting during the quarter ended December 31, 2020 that has materially affected, or is reasonably likely to materially effect, our internal controls over financial reporting.

Attestation Report of the Registered Public Accounting Firm

This Annual Report does not include an attestation report of our registered public accounting firm regarding internal control over financial reporting as required by Section 404(c) of the Sarbanes Oxley Act of 2002 due to the Company's small reporting company status elected on Form 10-K.

ITEM 9B. OTHER INFORMATION

None.

PART III

Certain information required by Part III is omitted from this Report in that the Registrant will file a definitive Proxy Statement pursuant to Regulation 14A (the "Proxy Statement") not later than 120 days after the end of the fiscal year covered by this report and certain information included therein is incorporated herein by reference. Only those sections of the Proxy Statement that specifically address the items set forth herein are incorporated by reference.

ITEMS 10 to 14

Items 10 through 14 (inclusive) of this Part III are not included herein because the Company will file a definitive Proxy Statement with the SEC that will include the information required by such Items, and such information is incorporated herein by reference. The Company's Proxy Statement will be filed with the SEC and delivered to stockholders in connection with the Annual Meeting of Shareholders to be held on May 19, 2021 and the information under the following captions is included in such incorporation by reference: *"Information about the Nominees, the Incumbent Directors and Other Executive Officers," "Corporate Governance," "Code of Conduct," "Report of the Audit Committee," "Section 16(a) Beneficial Ownership Reporting Compliance," "Compensation of Executive Officers," "Director Compensation," "Report of the Compensation Committee of the Board on Executive Compensation," "Compensation Committee Interlocks and Insider Participation," "Security Ownership of Certain Beneficial Owners and Management", "Certain Relationships and Related Party Transactions," "Independence Determination," and "The Second Proposal on Which You are Voting on Ratification of Appointment of Independent Registered Public Accounting Firm."* Our Code of Business Conduct and Ethics can be found on our website www.cnfrh.com.

CONIFER HOLDINGS, INC. AND SUBSIDIARIES

PART IV

ITEM 15. EXHIBITS, FINANCIAL STATEMENT SCHEDULES

The following documents are filed as part of this Report:

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Consolidated Statements of Operations – For Years Ended December 31, 2020, 2019, and 2018	66
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2. Financial Statement Schedules	
Schedule I – Summary of Investments Other Than Investments in Related Parties – Omitted as information is included in the consolidated financial statements or notes thereto - See Note 2 ~ <i>Investments</i>	
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Schedule IV – Reinsurance – Omitted as information is included in the consolidated financial statements or notes thereto See Note 6 ~ <i>Reinsurance</i>	
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Schedule VI – Supplemental Information Concerning Property and Casualty Insurance Operations – Omitted as information is included in the consolidated financial statements and notes thereto	
3. Exhibits – The Exhibits listed on the accompanying Exhibit Index immediately following the Financial Statement Schedules are filed as part of, or incorporated by reference into, this Form 10-K	106

REPORT OF INDEPENDENT REGISTERED PUBLIC ACCOUNTING FIRM

To the Shareholders and the Board of Directors of Conifer Holdings, Inc.

Opinion on the Financial Statements

We have audited the accompanying consolidated balance sheets of Conifer Holdings, Inc. and subsidiaries (the "Company") as of December 31, 2020 and 2019, the related consolidated statements of operations, comprehensive income (loss), changes in shareholders' equity, and cash flows, for each of the three years in the period ended December 31, 2020, and the related notes and the schedules listed in the Index at Item 15 (collectively referred to as the "financial statements"). In our opinion, the financial statements present fairly, in all material respects, the financial position of the Company as of December 31, 2020 and 2019, and the results of its operations and its cash flows for each of the three years in the period ended December 31, 2020, in conformity with accounting principles generally accepted in the United States of America.

Basis for Opinion

These financial statements are the responsibility of the Company's management. Our responsibility is to express an opinion on the Company's financial statements based on our audits. We are a public accounting firm registered with the Public Company Accounting Oversight Board (United States) (PCAOB) and are required to be independent with respect to the Company in accordance with the U.S. federal securities laws and the applicable rules and regulations of the Securities and Exchange Commission and the PCAOB.

We conducted our audits in accordance with the standards of the PCAOB. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement, whether due to error or fraud. The Company is not required to have, nor were we engaged to perform, an audit of its internal control over financial reporting. As part of our audits, we are required to obtain an understanding of internal control over financial reporting but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control over financial reporting. Accordingly, we express no such opinion.

Our audits included performing procedures to assess the risks of material misstatement of the financial statements, whether due to error or fraud, and performing procedures that respond to those risks. Such procedures included examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements. Our audits also included evaluating the accounting principles used and significant estimates made by management, as well as evaluating the overall presentation of the financial statements. We believe that our audits provide a reasonable basis for our opinion.

/s/ Deloitte & Touche LLP

Detroit, Michigan
March 11, 2021

We have served as the Company's auditor since 2010.

CONIFER HOLDINGS, INC. AND SUBSIDIARIES
Consolidated Balance Sheets
(dollars in thousands)

	December 31,	
	2020	2019
Assets		
Investment securities:		
Debt securities, at fair value (amortized cost of \$149,954 and \$129,313, respectively)	\$ 151,999	\$ 131,000
Equity securities, at fair value (cost of \$16,912 and \$6,554, respectively)	17,891	7,306
Short-term investments, at fair value	13,317	31,426
Total investments	183,207	169,732
Cash and cash equivalents	8,193	7,464
Premiums and agents' balances receivable, net	20,162	20,168
Receivable from Affiliate	8	313
Reinsurance recoverables on unpaid losses	24,218	22,579
Reinsurance recoverables on paid losses	2,138	5,155
Prepaid reinsurance premiums	1,316	1,250
Deferred policy acquisition costs	12,243	11,906
Other assets	10,112	8,698
Total assets	\$ 261,597	\$ 247,265
Liabilities and Shareholders' Equity		
Liabilities:		
Unpaid losses and loss adjustment expenses	\$ 111,270	\$ 107,246
Unearned premiums	56,224	51,503
Debt	40,997	35,824
Accounts payable and accrued expenses	8,693	9,967
Total liabilities	217,184	204,540
Commitments and contingencies	—	—
Shareholders' equity:		
Common stock, no par value (100,000,000 shares authorized; 9,681,728 and 9,592,861 issued and outstanding, respectively)	92,486	91,816
Accumulated deficit	(48,985)	(49,580)
Accumulated other comprehensive income (loss)	912	489
Total shareholders' equity	44,413	42,725
Total liabilities and shareholders' equity	\$ 261,597	\$ 247,265

The accompanying notes are an integral part of the Consolidated Financial Statements.

CONIFER HOLDINGS, INC. AND SUBSIDIARIES
Consolidated Statements of Operations
(dollars in thousands, except per share data)

	Year Ended December 31,		
	2020	2019	2018
Revenue			
Gross earned premiums	\$ 106,614	\$ 103,203	\$ 109,188
Ceded earned premiums	(17,511)	(14,114)	(15,377)
Net earned premiums	89,103	89,089	93,811
Net investment income	3,156	4,031	3,336
Net realized investment gains	8,126	1,196	61
Change in fair value of equity securities	228	(427)	121
Other gains (losses)	260	—	—
Other income	2,615	2,109	1,582
Total revenue	103,488	95,998	98,911
Expenses			
Losses and loss adjustment expenses, net	56,228	59,744	62,515
Policy acquisition costs	26,105	24,911	25,534
Operating expenses	18,468	17,582	17,683
Interest expense	2,925	2,882	2,644
Total expenses	103,726	105,119	108,376
Income (loss) before income taxes	(238)	(9,121)	(9,465)
Equity earnings in Affiliate, net of tax	839	386	290
Income tax expense (benefit)	6	(913)	52
Net income (loss)	<u>\$ 595</u>	<u>\$ (7,822)</u>	<u>\$ (9,227)</u>
Net income (loss) per share, basic and diluted	<u>\$ 0.06</u>	<u>\$ (0.88)</u>	<u>\$ (1.08)</u>
Weighted average common shares outstanding, basic and diluted	<u>9,625,059</u>	<u>8,880,107</u>	<u>8,543,876</u>

The accompanying notes are an integral part of the Consolidated Financial Statements.

CONIFER HOLDINGS, INC. AND SUBSIDIARIES
Consolidated Statements of Comprehensive Income (Loss)
(dollars in thousands)

	Year Ended December 31,		
	2020	2019	2018
Net income (loss)	\$ 595	\$ (7,822)	\$ (9,227)
Other comprehensive income (loss), net of tax:			
Unrealized investment gains (losses):			
Unrealized investment gains (losses) during the period	1,589	3,725	(1,825)
Income tax expense (benefit)	—	824	—
Unrealized investment gains (losses), net of tax	1,589	2,901	(1,825)
Less: reclassification adjustments to:			
Net realized investment gains (losses) included in net income (loss)	1,166	(200)	(55)
Income tax expense (benefit)	—	—	—
Total reclassifications included in net income (loss), net of tax	1,166	(200)	(55)
Other comprehensive income (loss)	423	3,101	(1,770)
Total comprehensive income (loss)	<u>\$ 1,018</u>	<u>\$ (4,721)</u>	<u>\$ (10,997)</u>

The accompanying notes are an integral part of the Consolidated Financial Statements.

CONIFER HOLDINGS, INC. AND SUBSIDIARIES
Consolidated Statement of Changes in Shareholders' Equity
(dollars in thousands)

	No Par, Common Stock		Retained Earnings	Accumulated Other	Total
	Shares	Amount	(Accumulated deficit)	Comprehensive Income (Loss)	Shareholders' Equity
Balances at December 31, 2017	8,520,328	\$ 86,199	\$ (33,010)	\$ (363)	\$ 52,826
Cumulative effect of adoption of ASU No. 2016-01, net of taxes	—	—	556	(556)	—
Cumulative effect of adoption of ASU No. 2018-02, net of taxes	—	—	(77)	77	—
Balances after cumulative effects	8,520,328	\$ 86,199	\$ (32,531)	\$ (842)	\$ 52,826
Net loss	—	0	(9,227)	—	(9,227)
Repurchase of common stock	(137,228)	(636)	—	0	(636)
Restricted stock units expense	95,102	970	—	0	970
Other comprehensive loss	—	—	—	(1,770)	(1,770)
Balances at December 31, 2018	8,478,202	\$ 86,533	\$ (41,758)	\$ (2,612)	\$ 42,163
Net loss	—	—	(7,822)	—	(7,822)
Repurchase of common stock	(163,527)	(676)	—	—	(676)
Issuance of common stock in private placement	1,176,471	5,000	—	—	5,000
Restricted stock units expense	101,715	959	—	—	959
Other comprehensive income	—	—	—	3,101	3,101
Balances at December 31, 2019	9,592,861	\$ 91,816	\$ (49,580)	\$ 489	\$ 42,725
Net income	—	—	595	—	595
Repurchase of common stock	(11,586)	(36)	—	—	(36)
Stock-based compensation expense	100,453	706	—	—	706
Other comprehensive income	—	—	—	423	423
Balances at December 31, 2020	9,681,728	\$ 92,486	\$ (48,985)	\$ 912	\$ 44,413

The accompanying notes are an integral part of the Consolidated Financial Statements.

CONIFER HOLDINGS, INC. AND SUBSIDIARIES
Consolidated Statements of Cash Flows
(dollars in thousands)

	Year Ended December 31,		
	2020	2019	2018
Cash Flows from Operating Activities			
Net income (loss)	\$ 595	\$ (7,822)	\$ (9,227)
Adjustments to reconcile net income (loss) to net cash provided by (used in) operating activities:			
Depreciation and amortization	437	453	386
Amortization of bond premium and discount, net	655	568	455
Net realized investment gains	(8,126)	(1,196)	(61)
Change in fair value of equity securities	(228)	427	(121)
Stock-based compensation	706	959	970
Equity earnings in Affiliate, net of tax	(839)	(386)	(290)
Other	(262)	(824)	—
Changes in operating assets and liabilities:			
(Increase) decrease in:			
Premiums, agents' balances and other receivables	311	4,348	(789)
Reinsurance recoverables	1,378	7,011	(10,206)
Prepaid reinsurance premiums	(66)	579	(748)
Deferred policy acquisition costs	(337)	105	770
Other assets	908	(489)	(1,252)
Increase (decrease) in:			
Unpaid losses and loss adjustment expenses	4,024	14,439	4,911
Unearned premiums	4,721	(1,349)	(4,820)
Reinsurance premiums payable	—	—	(3,299)
Accounts payable and other liabilities	(895)	(1,462)	6,313
Net cash provided by (used in) operating activities	2,982	15,361	(17,008)
Cash Flows From Investing Activities			
Purchases of investments	(391,588)	(157,235)	(91,293)
Proceeds from maturities and redemptions of investments	23,403	22,401	22,827
Proceeds from sales of investments	360,926	109,882	80,774
Purchases of property and equipment	(78)	(61)	(86)
Net cash provided by (used in) investing activities	(7,337)	(25,013)	12,222
Cash Flows From Financing Activities			
Proceeds received from issuance of shares of common stock	—	5,000	—
Repurchase of common stock	(36)	(676)	(636)
Borrowings under debt arrangements	5,745	2,100	25,300
Repayment of borrowings under debt arrangements	(625)	(100)	(19,500)
Stock and debt issuance costs	—	—	(1,454)
Net cash provided by financing activities	5,084	6,324	3,710
Net increase (decrease) in cash	729	(3,328)	(1,076)
Cash at beginning of period	7,464	10,792	11,868
Cash at end of period	\$ 8,193	\$ 7,464	\$ 10,792
Supplemental Disclosure of Cash Flow Information:			
Interest paid	\$ 2,586	\$ 2,547	\$ 3,116
Net income taxes paid (refunded)	(82)	35	(83)

The accompanying notes are an integral part of the Consolidated Financial Statements.

CONIFER HOLDINGS, INC. AND SUBSIDIARIES
Notes to Consolidated Financial Statements

1. Summary of Significant Accounting Policies

Recent Developments

COVID-19 (the “Pandemic”) has caused significant disruption to public health, the global economy, financial markets, and commercial, social and community activity generally. Our exposure to the Pandemic is manifold. The majority of our employees are working remotely in observance of “shelter-in-place” or “stay-at-home” government orders. A significant portion of our revenues are generated from the hospitality sector of the U.S. economy, which has seen unprecedented contraction, at least in the near term, in an effort to mitigate the effects of the Pandemic. We have continued to provide customer service, process new and renewal business, handle claims and otherwise manage all operations even though the vast majority of the staff is working remotely.

Basis of Presentation and Management Representation

The consolidated financial statements include accounts, after elimination of intercompany accounts and transactions, of Conifer Holdings, Inc. (the “Company” or “Conifer”), its wholly owned subsidiaries Conifer Insurance Company (“CIC”), Red Cedar Insurance Company (“RCIC”), White Pine Insurance Company (“WPIC”), and Sycamore Insurance Agency, Inc. (“SIA”). CIC, WPIC, and RCIC are collectively referred to as the “Insurance Company Subsidiaries.” On a stand-alone basis Conifer Holdings, Inc is referred to as the “Parent Company.”

The accompanying consolidated financial statements have been prepared in conformity with accounting principles generally accepted in the United States of America (“GAAP”), which differ from statutory accounting practices prescribed or permitted for insurance companies by regulatory authorities.

Business

The Company is engaged in the sale of property and casualty insurance products and has organized its principal operations into three types of insurance businesses: commercial lines, personal lines, and agency business. The Company underwrites a variety of specialty insurance products, including property, general liability, liquor liability, automobile, and homeowners and dwelling policies. The Company markets and sells its insurance products through a network of independent agents, including managing general agents, whereby policies are written in all 50 states in the United States (“U.S.”). The Company’s corporate headquarters are located in Birmingham, Michigan with additional office facilities in Florida, Michigan, and Pennsylvania.

Public Debt Offering

In 2018, the Company completed a public debt offering of \$25.3 million of senior unsecured notes. Refer to Note 7 ~ *Debt* for further details.

Summary of Significant Accounting Policies

Use of Estimates

The preparation of financial statements in conformity with GAAP requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. In applying these estimates, management makes subjective and complex judgments that frequently require assumptions about matters that are inherently uncertain, including uncertainties associated with the Pandemic. While management believes the amounts included in the consolidated financial statements reflect management's best estimates and assumptions, actual results may differ from these estimates.

Cash, Cash Equivalents, and Short-term Investments

Cash consists of cash deposits in banks, generally in operating accounts. Cash equivalents consist of money-market funds that are specifically used as overnight investments tied to cash deposit accounts. Short-term investments, consisting of money-market funds, are classified as short-term investments in the consolidated balance sheets as they relate to the Company's investment activities.

Lease Accounting

Effective January 1, 2019, the Company adopted FASB Accounting Standards Update ("ASU") No. 2016-02, Leases (Topic 842), which addresses the financial reporting of leasing transactions. This update required the recognition of a right-of-use asset and a corresponding lease liability, discounted to the present value, for all leases that extend beyond 12 months. For operating leases, the asset and liability will be amortized over the lease term with expense recognized on a straight-line basis and all cash flows included in the operating section of the consolidated statement of cash flows. We do not have any financing leases. The Company elected to use the transition option of practical expedients permitted within the new standard, which allows for the adoption of the new standard at the effective date without recasting the comparative prior periods presented. Our operating leases consist primarily of real estate utilized in the operation of our businesses with lease terms ranging from 5 to 10 years. Management has determined the appropriate discount rate to use in calculating the right-to-use asset and lease liability is 6.75%. The Company recorded a right-of-use asset of \$3.9 million and lease liabilities of \$3.9 million included in Other Assets and Other Liabilities in the Consolidated Balance Sheets on January 1, 2019.

Investment Securities

Debt securities are classified as available-for-sale and reported at fair value. The Company determines the fair value using the market approach, which uses quoted prices or other relevant data based on market transactions involving identical or comparable assets. The Company purchases the available-for-sale debt securities with the expectation that they will be held to maturity, however the Company may sell them if market conditions or credit-related risk warrant earlier sales. The Company does not have any securities classified as held-to-maturity or trading.

The change in unrealized gain and loss on debt securities is recorded as a component of accumulated other comprehensive income (loss), net of the related deferred tax effect, until realized.

The debt securities portfolio includes structured securities. The Company recognizes income from these securities using a constant effective yield based on anticipated prepayments and the estimated economic life of the securities. When actual prepayments differ significantly from anticipated prepayments, the estimated economic life is recalculated and the remaining unamortized premium or discount is amortized prospectively over the remaining economic life. Premiums and discounts on structured securities are amortized or accreted over the life of the related available-for-sale security as an adjustment to yield using the effective interest method. Such amortization and accretion is included in interest income in the consolidated statements of operations. Dividend and interest income are recognized when earned.

Realized gains and losses from the sale of available-for-sale securities are determined on a specific-identification basis and included in earnings on the trade date.

Equity securities that do not result in consolidation and are not accounted for under the equity method are measured at fair value and any changes in fair value are recognized in net income in the Consolidated Statements of Operations.

Mutual fund and similar investments are measured at their net asset value, which approximates fair value. Any changes in the net asset value are recognized in net income in the Consolidated Statements of Operations.

The Company carries other equity investments that do not have a readily determinable fair value at cost, less impairment and adjusted for observable price changes under the measurement alternative provided under GAAP. We review these investments for impairment during each reporting period. These investments are a component of Other Assets in the Consolidated Balance Sheets.

Other-than-Temporary Impairments

The Company reviews its impaired securities for possible other-than-temporary impairment ("OTTI") at each quarter-end. A security has an impairment loss when its fair value is less than its cost or amortized cost at the balance sheet date. The Company considers the following factors in performing its review: (i) the amount by which the security's fair value is less than its cost, (ii) length of time the security has been impaired, (iii) whether management has the intent to sell the security, (iv) if it is more likely than not that management will be required to sell the security before recovery of its amortized cost basis, (v) whether the impairment is due to an issuer-specific event, credit issues or change in market interest rates, (vi) the security's credit rating and any recent downgrades or (vii) stress testing of expected cash flows under different scenarios. If the Company cannot assert these conditions, an OTTI loss is recorded through the Consolidated Statements of Operations in the current period.

For all other impaired securities, the Company will assess whether the net present value of the cash flows expected to be collected from the security is less than its amortized cost basis. Such a shortfall in cash flows is referred to as a "credit loss." For any such security, the Company separates the impairment loss into: (i) the credit loss and (ii) the non-credit loss, which is the amount related to all other factors such as interest rate changes, fluctuations in exchange rates and market conditions. The credit loss charge is recorded to the current period statements of operations and the non-credit loss is recorded to accumulated other comprehensive income (loss), within shareholders' equity, on an after-tax basis. A security's cost basis is permanently reduced by the amount of a credit loss. Income is accreted over the remaining life of a security based on the interest rate necessary to discount the expected future cash flows to the new basis. If the security is non-income producing, any cash proceeds are applied as a reduction of principal when received.

Recognition of Premium Revenues

All of the property and casualty policies written by our insurance companies are considered short-duration contracts. These policy premiums are earned on a daily pro-rata basis, net of reinsurance, over the term of the policy, which are primarily twelve months in duration. The portion of premiums written that relate to the unexpired terms of policies in force are deferred and reported as unearned premium at the balance sheet date.

Reinsurance

Reinsurance premiums, commissions, losses and loss adjustment expenses ("LAE") on reinsured business are accounted for on a basis consistent with that used in accounting for the original policies issued and the terms of the reinsurance contracts. The amounts reported as reinsurance recoverables include amounts billed to reinsurers on losses and LAE paid as well as estimates of amounts expected to be recovered from reinsurers on insurance liabilities that have not yet been paid. Reinsurance recoverables on unpaid losses and LAE are estimated based upon assumptions consistent with those used in establishing the gross liabilities as they are applied to the underlying reinsured contracts. The Company records an allowance for uncollectible reinsurance recoverables based on an assessment of the reinsurer's creditworthiness and collectability of the recorded amounts. Management believes an allowance for uncollectible recoverables from its reinsurers was not necessary for the periods presented.

The Company receives ceding commissions in connection with certain ceded reinsurance. The ceding commissions are recorded as a reduction of policy acquisition costs.

In 2017, the Company entered into an adverse development cover reinsurance agreement (the "ADC"). The ADC is a retroactive reinsurance contract. If the cumulative losses and loss adjustment expenses ceded under the ADC exceed the consideration paid, the resulting gain from such excess is deferred and amortized into earnings in future periods using the interest method. In any period in which there is a gain position and a revised estimate of claim and allocated claim adjustment expenses, a portion of the deferred gain is cumulatively recognized in earnings as if the revised estimate was available at the inception date of the ADC. As of December 31, 2019, the deferred gain on the ADC was fully recognized.

Deferred Policy Acquisition Costs

Costs incurred which are incremental and directly related to the successful acquisition of new or renewal insurance business is deferred. These deferred costs consist of commissions paid to agents (net of ceding commissions), premium

taxes, and underwriting costs, including compensation and payroll related benefits. Proceeds from reinsurance transactions that represent recovery of acquisition costs reduce applicable unamortized acquisition costs in such a manner that net acquisition costs are capitalized and charged to expense. Amortization of such policy acquisition costs is charged to expense in proportion to premium earned over the estimated policy term.

To the extent that unearned premiums on existing policies are not adequate to cover the sum of expected losses and LAE, unamortized acquisition costs and policy maintenance costs, unamortized deferred policy acquisition costs are charged to expense to the extent required to eliminate the premium deficiency. If the premium deficiency is greater than the unamortized policy acquisition costs, a liability is recorded for any such deficiency. The Company considers anticipated investment income in determining whether a premium deficiency exists. Management performs this evaluation at each insurance product line level.

Unpaid Losses and Loss Adjustment Expenses

The liability for unpaid losses and LAE in the Consolidated Balance Sheets represents the Company's estimate of the amount it expects to pay for the ultimate cost of all losses and LAE incurred that remain unpaid at the balance sheet date. The liability is recorded on an undiscounted basis, except for the liability for unpaid losses and LAE assumed related to acquired companies which are initially recorded at fair value. The process of estimating the liability for unpaid losses and LAE is a complex process that requires a high degree of judgment.

The liability for unpaid losses and LAE represents the accumulation of individual case estimates for reported losses and LAE, and actuarially determined estimates for incurred but not reported losses and LAE. The liability for unpaid losses and LAE is intended to include the ultimate net cost of all losses and LAE incurred but unpaid as of the balance sheet date. The liability is stated net of anticipated deductibles, salvage and subrogation, and gross of reinsurance ceded. The estimate of the unpaid losses and LAE liability is continually reviewed and updated. Although management believes the liability for losses and LAE is reasonable, the ultimate liability may be more or less than the current estimate.

The estimation of ultimate liability for unpaid losses and LAE is a complex, imprecise and inherently uncertain process, and therefore involves a considerable degree of judgment and expertise. The Company utilizes various actuarially-accepted reserving methodologies in deriving the continuum of expected outcomes and ultimately determining its estimated liability amount. These methodologies utilize various inputs, including but not limited to written and earned premiums, paid and reported losses and LAE, expected initial loss and LAE ratio, which is the ratio of incurred losses and LAE to earned premiums, and expected claim reporting and payout patterns (including company-specific and industry data). The liability for unpaid loss and LAE does not represent an exact measurement of liability, but is an estimate that is not directly or precisely quantifiable, particularly on a prospective basis, and is subject to a significant degree of variability over time. In addition, the establishment of the liability for unpaid losses and LAE makes no provision for the broadening of coverage by legislative action or judicial interpretation or for the extraordinary future emergence of new types of losses not sufficiently represented in the Company's historical experience or which cannot yet be quantified. As a result, an integral component of estimating the liability for unpaid losses and LAE is the use of informed subjective estimates and judgments about the ultimate exposure to unpaid losses and LAE. The effects of changes in the estimated liability are included in the results of operations in the period in which the estimates are revised.

The Company allocates the applicable portion of the unpaid losses and LAE to amounts recoverable from reinsurers under reinsurance contracts and reports those amounts separately as assets on the consolidated balance sheets.

Income Taxes

Income taxes are accounted for under the asset and liability method. Deferred tax assets and liabilities are recognized for the future tax consequences attributable to differences between the financial statement carrying amounts of existing assets and liabilities and their respective tax bases and operating loss and tax-credit carryforwards. Deferred tax assets and liabilities are measured using enacted tax rates expected to apply to taxable income in the years in which those temporary differences are expected to be recovered or settled. The effect on deferred tax assets and liabilities of a change in tax rates is recognized in income in the period that includes the enactment date.

Deferred tax assets are recognized to the extent that there is sufficient positive evidence, as allowed under the Accounting Standard Codification ("ASC") 740, *Income Taxes*, to support the recoverability of those deferred tax assets. The Company establishes a valuation allowance to the extent that there is insufficient evidence to support the recoverability of the deferred tax asset under ASC 740. In making such a determination, management considers all available positive and negative evidence, including future reversals of existing taxable temporary differences, projected future taxable income, tax-planning strategies, and results of recent operations. If it is determined that the deferred tax assets would be realizable in the future in excess of their net recorded amount, an adjustment would be made to the deferred tax asset valuation allowance, which would reduce the provision for income taxes.

In December 2019, the FASB issued ASU No. 2019-12, *Income Taxes (Topic 740): Simplifying the Accounting for Income Taxes* ("ASU No. 2019-12"). The update is intended to simplify the current rules regarding the accounting for income taxes and addresses several technical topics including accounting for franchise taxes, allocating income taxes between a loss in continuing operations and in other categories such as discontinued operations, reporting income taxes for legal entities that are not subject to income taxes, and interim accounting for enacted changes in tax laws. The new standard is effective for fiscal years beginning after December 15, 2020; however, early adoption is permitted. The Company early adopted the provisions of ASU No. 2019-12 on April 1, 2020, which did not have a material impact on its consolidated financial statements and related disclosures.

As of December 31, 2020 and 2019, the Company did not have any unrecognized tax benefits and had no accrued interest or penalties related to uncertain tax positions.

Other Income

Other income consists primarily of fees charged to policyholders by the Company for services outside of the premium charge, such as installment billings or policy issuance costs. Commission income is also received by the Company's insurance agencies for writing policies for third party insurance companies. The Company recognizes commission income on the later of the effective date of the policy, the date when the premium can be reasonably established, or the date when substantially all services related to the insurance placement have been rendered.

Operating Expenses

Operating expenses consist primarily of other underwriting, compensation and benefits, information technology, facility and other administrative expenses.

Recently Issued Accounting Guidance

In June 2016, the FASB issued ASU No. 2016-13, *Financial Instruments - Credit Losses (Topic 326)*, which amends the current methodology and timing for recognizing credit losses. This amendment will replace the current GAAP "incurred loss" methodology for credit losses with a methodology based on expected credit losses. The new guidance will also require expanded consideration of a broader range of reasonable and increased supportable information for the credit loss estimates. This ASU is effective for annual and interim reporting periods beginning after December 15, 2022. Management is currently evaluating the impact of the guidance.

In March 2020, the FASB issued ASU 2020-04, *Reference Rate Reform: Facilitation of the Effects of Reference Rate Reform on Financial Reporting*. This guidance provides optional expedients and exceptions that are intended to ease the burden of updating contracts to contain a new reference rate due to the discontinuation of the London Inter-Bank Offered Rate (LIBOR). This guidance is available immediately and may be implemented in any period prior to the guidance expiration on December 31, 2022. Management does not expect the new guidance to have a material impact on the Company's consolidated financial statements.

2. Investments

The cost or amortized cost, gross unrealized gain or loss, and estimated fair value of the investments in securities classified as available-for-sale at December 31, 2020 and 2019 were as follows (dollars in thousands):

		December 31, 2020		
	Cost or Amortized Cost	Gross Unrealized		Estimated Fair Value
		Gains	Losses	
Debt securities:				
U.S. Government	\$ 30,743	\$ 225	\$ (1)	\$ 30,967
State and local government	32,253	1,040	(28)	33,265
Corporate debt	19,015	311	(23)	19,303
Asset-backed securities	20,987	49	(73)	20,963
Mortgage-backed securities	38,512	345	(3)	38,854
Commercial mortgage-backed securities	2,083	65	(22)	2,126
Collateralized mortgage obligations	6,361	161	(1)	6,521
Total debt securities available for sale	\$ 149,954	\$ 2,196	\$ (151)	\$ 151,999

		December 31, 2019		
	Cost or Amortized Cost	Gross Unrealized		Estimated Fair Value
		Gains	Losses	
Debt securities:				
U.S. Government	\$ 9,392	\$ 66	\$ (6)	\$ 9,452
State and local government	14,388	545	—	14,933
Corporate debt	39,550	865	(21)	40,394
Asset-backed securities	19,549	81	(55)	19,575
Mortgage-backed securities	31,389	238	(112)	31,515
Commercial mortgage-backed securities	9,972	116	(45)	10,043
Collateralized mortgage obligations	5,073	29	(14)	5,088
Total debt securities available for sale	\$ 129,313	\$1,940	\$ (253)	\$ 131,000

The following table summarizes the aggregate fair value and gross unrealized losses, by security type, of the available-for-sale securities in unrealized loss positions. The table segregates the holdings based on the length of time that individual securities have been in a continuous unrealized loss position (dollars in thousands):

		Less than 12 months			December 31, 2020 12 months or More			Total		
	No. of Issues	Fair Value of Investments with Unrealized Losses	Gross Unrealized Losses	No. of Issues	Fair Value of Investments with Unrealized Losses	Gross Unrealized Losses	No. of Issues	Fair Value of Investments with Unrealized Losses	Gross Unrealized Losses	
Debt securities:										
U.S. Government	2	\$ 6,764	\$ (1)	-	\$ -	\$ -	2	\$ 6,764	\$ (1)	
State and local government	16	3,905	(28)	-	-	-	16	3,905	(28)	
Corporate debt	2	1,051	(23)	-	-	-	2	1,051	(23)	
Asset-backed securities	7	6,050	(34)	11	6,551	(39)	18	12,601	(73)	
Mortgage-backed securities	2	1,652	(3)	-	-	-	2	1,652	(3)	
Commercial mortgage-backed securities	1	899	(22)	-	-	-	1	899	(22)	
Collateralized mortgage obligations	2	195	(1)	-	-	-	2	195	(1)	
Total debt securities available for sale	32	20,516	(112)	11	6,551	(39)	43	27,067	(151)	

		Less than 12 months			December 31, 2019 12 months or More			Total		
	No. of Issues	Fair Value of Investments with Unrealized Losses	Gross Unrealized Losses	No. of Issues	Fair Value of Investments with Unrealized Losses	Gross Unrealized Losses	No. of Issues	Fair Value of Investments with Unrealized Losses	Gross Unrealized Losses	
Debt securities:										
U.S. Government	—	\$ —	\$ —	4	\$ 1,047	\$ (6)	4	\$ 1,047	\$ (6)	
State and local government	—	—	—	—	—	—	—	—	—	
Corporate debt	7	3,720	(17)	3	1,697	(4)	10	5,417	(21)	
Asset-backed securities	3	2,596	(1)	18	11,836	(54)	21	14,432	(55)	
Mortgage-backed securities	3	715	(1)	13	7,812	(111)	16	8,527	(112)	
Commercial mortgage-backed securities	6	6,837	(45)	—	—	—	6	6,837	(45)	
Collateralized mortgage obligations	8	2,081	(14)	—	—	—	8	2,081	(14)	
Total debt securities available for sale	27	\$ 15,949	\$ (78)	38	\$ 22,392	\$ (175)	65	\$ 38,341	\$ (253)	

The Company analyzed its investment portfolio in accordance with its OTTI review procedures and determined the Company did not need to record a credit-related OTTI loss, nor recognize a non credit-related OTTI loss in other comprehensive income for the years ended December 31, 2020, 2019, and 2018.

The Company's sources of net investment income are as follows (dollars in thousands):

	December 31,		
	2020	2019	2018
Debt securities	\$ 3,213	\$ 3,476	\$ 3,419
Equity securities	220	352	129
Cash, cash equivalents, and short-term investments	138	487	85
Total investment income	3,571	4,315	3,633
Investment expenses	(415)	(284)	(297)
Net investment income	\$ 3,156	\$ 4,031	\$ 3,336

The following table summarizes the gross realized gains and losses from sales or maturities of available-for-sale debt securities and equity securities, as follows (dollars in thousands):

	December 31,		
	2020	2019	2018
Debt securities:			
Gross realized gains	\$ 4,646	\$ 269	\$ 54
Gross realized losses	(8)	(54)	(256)
Total debt securities	4,638	215	(202)
Equity securities:			
Gross realized gains	4,854	1,020	337
Gross realized losses	(1,366)	(39)	(74)
Total equity securities	3,488	981	263
Total net realized investment gains	\$ 8,126	\$ 1,196	\$ 61

Proceeds from the sales of available-for-sale securities were \$101.2 million, \$33.7 million and \$14.6 million for the years ended December 31, 2020, 2019, and 2018, respectively. The gross realized gains from sales of available-for-sale securities for the years ended December 31, 2020, 2019, and 2018 were \$4.6 million, \$274,000, and \$7,000, respectively. The gross realized losses from sales of available-for-sale securities for the years ended December 31, 2020, 2019, and 2018 were \$0, \$53,000, and \$199,000, respectively.

As of December 31, 2020 and 2019, there were \$1.7 and \$2.1 million of payables from securities purchased, respectively. As of December 31, 2020 and 2019, there were \$809,000 and \$6,000 of receivables from securities sold, respectively.

The Company carries other equity investments that do not have a readily determinable fair value at cost, less impairment or observable changes in price. We review these investments for impairment during each reporting period. There was no impairment or observable changes in price recorded during 2020 related to the Company's equity securities without readily determinable fair value. These investments are a component of Other Assets in the Consolidated Balance Sheets. The value of these investments as of December 31, 2020 were \$1.2 million.

The table below summarizes the amortized cost and fair value of available-for-sale debt securities by contractual maturity at December 31, 2020. Actual maturities may differ from contractual maturities because certain borrowers have the right to call or prepay obligations with or without call or prepayment penalties (dollars in thousands):

	Amortized Cost	Estimated Fair Value
Due in one year or less	\$ 7,786	\$ 7,868
Due after one year through five years	40,581	41,238
Due after five years through ten years	15,113	15,508
Due after ten years	18,531	18,921
Securities with contractual maturities	82,011	83,535
Asset-backed securities	20,987	20,963
Mortgage-backed securities	38,512	38,854
Commercial mortgage-backed securities	2,083	2,126
Collateralized mortgage obligations	6,361	6,521
Total debt securities	<u>\$ 149,954</u>	<u>\$ 151,999</u>

At December 31, 2020 and 2019, the Insurance Companies Subsidiaries had an aggregate of \$8.8 million and \$8.0 million, respectively, on deposit in trust accounts to meet the deposit requirements of various state insurance departments. At December 31, 2020 and 2019, the Company had \$67.6 million and \$58.4 million held in trust accounts to meet collateral requirements with other third-party insurers, relating to various fronting arrangements. There are withdrawal and other restrictions on these deposits, including the type of investments that may be held, however, the Company may generally invest in high-grade bonds and short-term investments and earn interest on the funds.

3. Fair Value Measurements

The Company's financial instruments include assets carried at fair value, as well as debt carried at face value, net of unamortized debt issuance costs, but disclosed at fair value in this note. Fair value is defined as the price that would be received for an asset or paid to transfer a liability in the principal most advantageous market for the asset or liability in an orderly transaction between market participants. In determining fair value, the Company applies the market approach, which uses prices and other relevant data based on market transactions involving identical or comparable assets and liabilities. The inputs to valuation techniques used to measure fair value are prioritized into a three-level hierarchy. The hierarchy gives the highest priority to quoted prices from sources independent of the reporting entity ("observable inputs") and the lowest priority to prices determined by the reporting entity's own assumptions about market participant assumptions developed based on the best information available in the circumstances ("unobservable inputs"). The fair value hierarchy is as follows:

Level 1—Valuations that are based on quoted prices (unadjusted) in active markets for identical assets or liabilities.

Level 2—Valuations that are based on observable inputs (other than Level 1 prices) such as quoted prices for similar assets or liabilities at the measurement date; quoted prices in markets that are not active; or other inputs that are observable, either directly or indirectly, for substantially the full term of the asset or liability.

Level 3—Unobservable inputs that are supported by little or no market activity. The unobservable inputs represent the Company's best assumption of how market participants would price the assets or liabilities.

Net Asset Value (NAV)—The fair values of investment company limited partnership investments are based on the capital account balances reported by the investment funds subject to their management review and adjustment. These capital account balances reflect the fair value of the investment funds.

The following tables present the Company's assets and liabilities measured at fair value, classified by the valuation hierarchy as of December 31, 2020 and 2019 (dollars in thousands):

	December 31, 2020			
	Fair Value Measurements Using			
	Total	Level 1	Level 2	Level 3
<u>Assets:</u>				
Debt Securities:				
U.S. Government	\$ 30,967	\$ —	\$ 30,967	\$ —
State and local government	33,265	—	33,265	—
Corporate debt	19,303	—	19,303	—
Asset-backed securities	20,963	—	20,963	—
Mortgage-backed securities	38,854	—	38,854	—
Commercial mortgage-backed securities	2,126	—	2,126	—
Collateralized mortgage obligations	6,521	—	6,521	—
Total debt securities	151,999	—	151,999	—
Equity Securities	17,336	17,053	283	—
Short-term investments	13,317	13,317	—	—
Total marketable investments measured at fair value	\$ 182,652	\$ 30,370	\$ 152,282	\$ —
Investments measured at NAV:				
Investment in limited partnership	555			
Total assets measured at fair value	\$ 183,207			
<u>Liabilities:</u>				
Senior Unsecured Notes *	\$ 20,675	\$ —	\$ 20,675	\$ —
Subordinated Notes *	11,616	—	—	11,616
Line of credit *	5,000	—	5,000	—
Paycheck Protection Program loan *	2,745	—	2,745	—
Total Liabilities measured at fair value	\$ 40,036	\$ —	\$ 28,420	\$ 11,616

* Carried at face value of debt net of unamortized debt issuance costs on the consolidated balance sheet

December 31, 2019				
	Fair Value Measurements Using			
	Total	Level 1	Level 2	Level 3
Assets:				
Debt Securities:				
U.S. Government	\$ 9,452	\$ —	\$ 9,452	\$ —
State and local government	14,933	—	14,933	—
Corporate debt	40,394	—	40,394	—
Asset-backed securities	19,575	—	19,575	—
Mortgage-backed securities	31,515	—	31,515	—
Commercial mortgage-backed securities	10,043	—	10,043	—
Collateralized mortgage obligations	5,088	—	5,088	—
Total debt securities	131,000	—	131,000	—
Equity Securities	6,599	6,335	264	—
Short-term investments	31,426	31,426	—	—
Total marketable investments measured at fair value	\$ 169,025	\$ 37,761	\$ 131,264	\$ —
Investments measured at NAV:				
Investment in limited partnership	707			
Total assets measured at fair value	\$ 169,732			
Liabilities:				
Senior Unsecured Notes *	\$ 22,669	\$ —	\$ 22,669	\$ —
Subordinated Notes *	11,222	—	—	11,222
Total Liabilities measured at fair value	\$ 33,891	\$ —	\$ 22,669	\$ 11,222

* Carried at face value of debt net of unamortized debt issuance costs on the consolidated balance sheet

Level 1 investments consist of equity securities traded in an active exchange market. The Company uses unadjusted quoted prices for identical instruments to measure fair value. Level 1 also includes money market funds and other interest-bearing deposits at banks, which are reported as short-term investments. The fair value measurements that were based on Level 1 inputs comprise 16.6% of the fair value of the total investment portfolio as of December 31, 2020.

Level 2 investments include debt securities and equity securities, which consist of U.S. government agency securities, state and local municipal bonds (including those held as restricted securities), corporate debt securities, mortgage-backed and asset-backed securities. The fair value of securities included in the Level 2 category were based on the market values obtained from a third party pricing service that were evaluated using pricing models that vary by asset class and incorporate available trade, bid and other observable market information. The third party pricing service monitors market indicators, as well as industry and economic events. The fair value measurements that were based on Level 2 inputs comprise 83.1% of the fair value of the total investment portfolio as of December 31, 2020.

The Company obtains pricing for each security from independent pricing services, investment managers or consultants to assist in determining fair value for its Level 2 investments. To validate that these quoted prices are reasonable estimates of fair value, the Company performs various quantitative and qualitative procedures, such as (i) evaluation of the underlying methodologies, (ii) analysis of recent sales activity, (iii) analytical review of our fair values against current market prices and (iv) comparison of the pricing services' fair value to other pricing services' fair value for the same investment. No markets for the investments were determined to be inactive at period-ends. Based on these procedures, the Company did not adjust the prices or quotes provided from independent pricing services, investment managers or consultants.

As of December 31, 2020 and 2019, Level 3 liabilities are entirely comprised of the Company's subordinated notes. In determining the fair value of the subordinated debt outstanding at December 31, 2020 and 2019, the security attributes (issue date, maturity, coupon, calls, etc.) and market rates on September 24, 2018 (the date of the restated and amended agreement which was repriced at that time) were entered into a valuation model. A lognormal trinomial interest rate lattice was created within the model to compute the option adjusted spread ("OAS") which is the amount, in basis points, of interest rate required to be paid under the debt agreement over the risk-free U.S. Treasury rates. The OAS was then entered back into the model along with the December 31, 2020 and 2019, U.S. Treasury rates, respectively. A new lattice was generated and the fair value was computed from the OAS. There were no changes in assumptions of credit risk from the issuance date.

4. Deferred Policy Acquisition Costs

The Company defers costs incurred which are incremental and directly related to the successful acquisition of new or renewal insurance business, net of corresponding amounts of ceded reinsurance commissions. Net deferred policy acquisition costs are amortized and charged to expense in proportion to premium earned over the estimated policy term. The Company anticipates that its deferred policy acquisition costs will be fully recoverable and there were no premium deficiencies for the years December 31, 2020, 2019, and 2018. The activity in deferred policy acquisition costs, net of reinsurance transactions, is as follows (dollars in thousands):

	December 31,		
	2020	2019	2018
Balance at beginning of period	\$ 11,906	\$ 12,011	\$ 12,781
Deferred policy acquisition costs	26,442	24,806	24,764
Amortization of policy acquisition costs	(26,105)	(24,911)	(25,534)
Net change	337	(105)	(770)
Balance at end of period	<u>\$ 12,243</u>	<u>\$ 11,906</u>	<u>\$ 12,011</u>

5. Unpaid Losses and Loss Adjustment Expenses

The Company establishes reserves for unpaid losses and LAE which represent the estimated ultimate cost of all losses incurred that were both reported and unreported (i.e., incurred but not yet reported losses, or "IBNR") and LAE incurred that remain unpaid at the balance sheet date. The Company's reserving process takes into account known facts and interpretations of circumstances and factors including the Company's experience with similar cases, actual claims paid, historical trends involving claim payment patterns and pending levels of unpaid claims, loss management programs, product mix and contractual terms, changes in law and regulation, judicial decisions, and economic conditions. In the normal course of business, the Company may also supplement its claims processes by utilizing third party adjusters, appraisers, engineers, inspectors, and other professionals and information sources to assess and settle catastrophe and non-catastrophe related claims. The effects of inflation are implicitly considered in the reserving process.

Reserves are estimates of unpaid portions of losses that have occurred, including IBNR losses, therefore the establishment of appropriate reserves, is an inherently uncertain and complex process. The ultimate cost of losses may vary materially from recorded amounts, which are based on management's best estimates. The highest degree of uncertainty is associated with reserves for losses incurred in the current reporting period as it contains the greatest proportion of losses that have not been reported or settled. The Company regularly updates its reserve estimates as new information becomes available and as events unfold that may affect the resolution of unsettled claims. Changes in prior year reserve estimates, which may be material, are reported in the results of operations in the period such changes are determined to be needed and recorded.

Management believes that the reserve for losses and LAE, net of reinsurance recoverables, is appropriately established in the aggregate and adequate to cover the ultimate net cost of reported and unreported claims arising from losses which had occurred by the date of the consolidated financial statements based on available facts and in accordance with applicable laws and regulations.

The table below provides the changes in the reserves for losses and LAE, net of recoverables from reinsurers, for the periods indicated (dollars in thousands):

	December 31,		
	2020	2019	2018
Gross reserves - beginning of period	\$ 107,246	\$ 92,807	\$ 87,896
Less: reinsurance recoverables on unpaid losses	22,579	29,685	20,066
Plus: deferred gain on ADC	—	(5,677)	—
Net reserves - beginning of period	84,667	68,799	67,830
Add: incurred losses and loss adjustment expenses, net of reinsurance			
Current period	40,634	49,192	53,482
Prior period	15,594	10,552	9,033
Total net incurred losses and loss adjustment expenses	56,228	59,744	62,515
Deduct: loss and loss adjustment expense payments, net of reinsurance			
Current period	13,599	14,357	17,025
Prior period	40,244	29,519	44,521
Total net loss and loss adjustment expense payments	53,843	43,876	61,546
Net reserves - end of period	87,052	84,667	68,799
Plus: reinsurance recoverables on unpaid losses	24,218	22,579	29,685
Less: deferred gain on ADC	—	—	(5,677)
Gross reserves - end of period	<u>\$ 111,270</u>	<u>\$ 107,246</u>	<u>\$ 92,807</u>

There was \$15.6 million, \$10.6 million, and \$9.0 million of adverse development on prior accident year reserves in 2020, 2019 and 2018, respectively. There were no significant changes in the key methods utilized in the analysis and calculations of the Company's reserves during 2020, 2019 or 2018.

In 2020, the adverse development consisted of \$15.2 million from commercial lines and \$352,000 from personal lines. Of the \$15.2 million of adverse development in commercial lines, the Company experienced \$12.0 million and \$3.2 million of adverse development in its hospitality and small business lines of business, respectively. The \$352,000 of adverse development in personal lines mostly was related to wind-exposed business.

In 2019, the adverse development consisted of \$7.6 million from commercial lines and \$3.0 million from personal lines. Of the \$7.6 million of adverse development in commercial lines, the company experienced \$11.0 million and \$2.4 million of adverse development in its hospitality and small business lines of business, respectively. This was offset by the remaining \$5.7 million of benefit from the ADC that was recognized in 2019. Of the \$3.0 million of adverse development in personal lines in 2019, \$1.7 million was related to Florida homeowners business.

In 2018, the adverse development consisted of \$6.2 million from commercial lines and \$2.8 million from personal lines. Of the \$6.2 million of adverse development in commercial lines, \$4.2 million was related to the commercial liability business. Of the \$2.8 million of adverse development in personal lines, \$2.0 million and \$727,000 were related to the Florida homeowners and Texas homeowners business, respectively. This included \$960,000 of adverse development related to hurricanes Harvey and Irma.

On September 28, 2017, the Company entered into an ADC reinsurance agreement to cover loss development of up to \$17.5 million in excess of stated reserves as of June 30, 2017, for accident years 2005 through 2016. The agreement attached when net losses exceed \$1.4 million of the \$36.6 million carried reserves at June 30, 2017, and extended to \$19.5 million in coverage up to \$57.5 million. The Company retained a 10% co-participation for any development in excess of the retention.

As of December 31, 2019, the deferred gain from the ADC was fully utilized. In 2018, the Company ceded \$10.3 million of losses under the ADC. Of the \$10.3 million, \$4.6 million was recognized as a benefit, reducing losses and LAE expense, and \$5.7 million was deferred (recorded as a liability on the Consolidated Balance Sheets) and was amortized into income as a benefit in 2019. As of December 31, 2018, the Company had ceded to the limit of the ADC. In 2017, \$7.2 million of adverse development was ceded to the ADC. Discussion of adverse development is net of benefits recognized under the ADC in that period.

Incurred losses during 2018 included \$583,000 in net catastrophe losses in the current calendar year related to Hurricane Harvey in Texas. Of the \$583,000 in net catastrophe losses, personal lines accounted for \$960,000 of the losses while commercial lines saw \$377,000 of favorable development in calendar year 2018. Losses from Hurricane Irma were in excess of the Company's \$4.0 million retention on its catastrophe reinsurance treaty which resulted in \$10.0 million of losses being ceded to the treaty during 2018. This also resulted in a \$1.0 million charge for catastrophe reinsurance reinstatement premiums which was recorded as ceded premiums in 2018.

Loss Development Tables

The following tables represent cumulative incurred loss and allocated loss adjustment expenses ("ALAE"), net of reinsurance, by accident year and cumulative paid loss and ALAE, net of reinsurance, by accident year, for the years ended December 31, 2011 to 2020, as well as total IBNR and the cumulative number of reported claims for the year ended December 31, 2020, by reportable segment and accident year (dollars in thousands).

Commercial Lines												Total IBNR	Cumulative number of reported claims
Incurred loss and allocated loss adjustment expenses, net of reinsurance													
Accident Year	2011*	2012*	2013*	2014*	2015*	2016*	2017*	2018*	2019*	2020	2020	2020	
2011	\$6,753	\$5,758	\$ 5,326	\$ 5,049	\$ 4,932	\$ 4,903	\$ 4,935	\$ 4,933	\$ 4,933	\$ 4,977	\$ —	591	
2012		7,745	6,421	6,288	6,384	6,253	6,190	6,209	6,209	6,245	—	570	
2013			10,018	9,435	9,893	10,237	11,252	11,218	11,624	11,804	40	611	
2014				19,709	19,907	22,711	26,367	28,145	28,766	29,045	125	1,753	
2015					22,442	26,633	31,861	34,478	36,372	37,795	507	2,359	
2016						32,396	34,935	40,440	44,355	46,089	802	3,554	
2017							44,251	44,495	49,749	51,883	1,489	5,804	
2018								42,624	42,432	49,741	3,610	6,092	
2019									41,286	42,129	8,644	6,201	
2020										33,867	16,225	3,483	
									Total	\$313,575	\$31,442		

Cumulative paid loss and allocated loss adjustment expenses, net of reinsurance

Accident Year	2011*	2012*	2013*	2014*	2015*	2016*	2017*	2018*	2019*	2020
2011	\$ 2,645	\$ 3,534	\$ 3,964	\$ 4,449	\$ 4,641	\$ 4,744	\$ 4,872	\$ 4,903	\$ 4,907	\$ 4,914
2012		2,325	3,703	4,696	5,558	5,994	6,065	6,209	6,209	6,245
2013			3,979	6,211	7,643	8,622	10,147	10,650	11,137	11,620
2014				8,715	13,977	17,458	22,446	25,609	27,544	28,389
2015					10,470	17,817	22,549	30,475	34,497	35,833
2016						10,255	19,135	27,785	37,967	41,945
2017							12,448	23,020	34,205	42,308
2018								10,375	19,799	31,633
2019									10,078	20,462
2020										10,217
Total										\$ 233,566

Unpaid losses and ALAE, years 2011 through 2020	\$ 80,009
Unpaid losses and ALAE, prior to 2011 (1)*	8
Unpaid losses and ALAE, net of reinsurance	\$ 80,017

* Presented as unaudited required supplementary information.

(1) The Company's formation was in 2009, however, as a result of the acquisition of WPIC in 2010, there is exposure to incurred losses prior to the 2011 accident year.

Personal Lines

Incurred loss and allocated loss adjustment expenses, net of reinsurance												Total IBNR	Cumulative number of reported claims
Accident Year	2011*	2012*	2013*	For the years ended December 31,							2020	2020	2020
	2011*	2012*	2013*	2014*	2015*	2016*	2017*	2018*	2019*	2020	2020	2020	
2011	\$1,678	\$1,758	\$ 1,981	\$ 2,031	\$ 2,030	\$ 2,045	\$ 2,027	\$ 2,024	\$ 2,024	\$ 2,024	\$ —	717	
2012		9,960	11,690	11,740	12,159	12,390	12,365	12,357	12,369	12,382	—	3,339	
2013			18,034	17,996	18,925	19,138	19,167	19,202	19,222	19,226	—	5,208	
2014				17,951	17,471	17,735	17,880	17,929	18,082	18,095	—	3,737	
2015					10,877	13,445	14,721	15,285	15,364	15,427	—	2,152	
2016						11,619	13,418	14,949	15,550	15,655	—	1,814	
2017							14,058	13,550	14,493	14,793	—	2,913	
2018								5,893	6,378	6,283	—	802	
2019									3,099	2,712	68	340	
2020										2,339	484	323	
										Total	\$ 108,936	\$ 552	

Cumulative paid loss and allocated loss adjustment expenses, net of reinsurance

Accident Year	For the years ended December 31,									
	2011*	2012*	2013*	2014*	2015*	2016*	2017*	2018*	2019*	2020
2011	\$ 787	\$ 1,292	\$ 1,633	\$ 1,859	\$ 1,983	\$ 2,021	\$ 2,024	\$ 2,024	\$ 2,024	\$ 2,024
2012		5,665	9,251	10,844	11,777	12,202	12,306	12,329	12,349	12,382
2013			9,955	15,883	18,052	18,600	19,014	19,174	19,214	19,222
2014				12,819	16,515	17,260	17,746	17,855	18,047	18,068
2015					7,771	11,873	13,844	15,159	15,250	15,290
2016						7,119	11,238	14,442	15,110	15,351
2017							8,320	12,944	14,004	14,526
2018								4,296	5,618	6,100
2019									2,119	2,604
2020										1,307
									Total	\$106,874

Unpaid losses and ALAE, years 2011 through 2020	\$ 2,062
Unpaid losses and ALAE, prior to 2011 (1)*	—
Unpaid losses and ALAE, net of reinsurance	\$ 2,062

* Presented as unaudited required supplementary information.

(1) The Company's formation was in 2009, however, as a result of the acquisition of WPIC in 2010, there is exposure to losses incurred losses prior to the 2011 accident year.

Total Lines

Incurred loss and allocated loss adjustment expenses, net of reinsurance											Total IBNR	Cumulative number of reported claims
Accident Year	For the years ended December 31,										2020	2020
	2011*	2012*	2013*	2014*	2015*	2016*	2017*	2018*	2019*	2020		
2011	8,431	7,517	7,307	7,081	6,963	6,949	6,964	6,957	6,957	7,001	—	1,308
2012		17,705	18,111	18,028	18,544	18,642	18,554	18,566	18,578	18,627	—	3,909
2013			28,052	27,431	28,817	29,375	30,419	30,420	30,846	31,030	40	5,819
2014				37,660	37,378	40,446	44,247	46,074	46,848	47,140	125	5,490
2015					33,319	40,078	46,581	49,763	51,736	53,222	507	4,511
2016						44,015	48,353	55,389	59,905	61,744	802	5,368
2017							58,309	58,045	64,242	66,676	1,489	8,717
2018								48,517	48,810	56,024	3,610	6,894
2019									44,385	44,841	8,712	6,541
2020										36,206	16,709	3,806
									Total	422,511	31,994	

Cumulative paid loss and allocated loss adjustment expenses, net of reinsurance										
Accident	For the years ended December 31,									
Year	2011*	2012*	2013*	2014*	2015*	2016*	2017*	2018*	2019*	2020
2011	\$ 3,432	\$ 4,826	\$ 5,597	\$ 6,308	\$ 6,624	\$ 6,766	\$ 6,897	\$ 6,927	\$ 6,931	\$ 6,938
2012		7,990	12,954	15,540	17,335	18,195	18,369	18,538	18,558	18,627
2013			13,934	22,094	25,695	27,223	29,162	29,824	30,351	30,842
2014				21,534	30,492	34,718	40,192	43,464	45,591	46,457
2015					18,241	29,690	36,393	45,634	49,747	51,123
2016						17,374	30,373	42,227	53,077	57,296
2017							20,768	35,964	48,209	56,834
2018								14,671	25,417	37,733
2019									12,197	23,066
2020										11,524
									Total	\$340,440

Unpaid losses and ALAE, years 2011 through 2020	\$ 82,071
Unpaid losses and ALAE, prior to 2011 (1)*	8
Unpaid losses and ALAE, net of reinsurance	\$ 82,079

* Presented as unaudited required supplementary information.

(1) The Company's formation was in 2009, however, as a result of the acquisition of WPIC in 2010, incurred losses prior to the 2009 accident year remain outstanding.

The following table reconciles the loss development information to the consolidated balance sheet for the year ended December 31, 2020, by reportable segment (dollars in thousands).

	December 31, 2020
Net unpaid losses claims and ALAE	
Commercial Lines	\$ 80,017
Personal Lines	2,062
Total unpaid losses and LAE, net of reinsurance	82,079
Reinsurance recoverable on losses and LAE	
Commercial Lines	21,770
Personal Lines	2,448
Total reinsurance recoverable on unpaid losses and LAE	24,218
ULAE expense	4,973
Total gross unpaid losses and LAE	<u>\$ 111,270</u>

Loss Duration Disclosure (unaudited)

The following table represents the average annual percentage payout of incurred losses by age, net of reinsurance, for each reportable segment.

	Average annual percentage payout of incurred losses by age, net of reinsurance									
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10+
Commercial Lines	38.0%	27.7%	17.5%	9.1%	4.3%	1.9%	1.0%	0.4%	—%	0.1%
Personal Lines	77.9%	16.8%	3.3%	0.9%	0.8%	0.1%	—%	0.2%	—%	—%
Total Lines	39.8%	27.2%	16.9%	8.8%	4.1%	1.9%	0.9%	0.3%	—%	0.1%

6. Reinsurance

In the normal course of business, the Company participates in reinsurance agreements in order to limit losses that may arise from catastrophes or other individually severe events. The Company primarily ceded all specific commercial liability risks in excess of \$400,000 in 2020 and 2019 and \$500,000 in 2018. The Company ceded 40% of specific commercial property risks in excess of \$400,000 and 60% in excess of \$300,000 in both 2020 and 2019. The Company ceded 100% of specific commercial property risks in excess of \$300,000 in 2018. The Company ceded homeowners specific risks in excess of \$300,000 in 2020, 2019, and 2018.

A "treaty" is a reinsurance agreement in which coverage is provided for a class of risks and does not require policy by policy underwriting of the reinsurer. "Facultative" reinsurance is where a reinsurer negotiates an individual reinsurance agreement for every policy it will reinsure on a policy-by-policy basis. A loss is covered under a reinsurance contract if the loss occurs within the effective dates of the agreement notwithstanding when the loss is reported.

Reinsurance does not discharge the Company, as the direct insurer, from liability to its policyholders. Failure of reinsurers to honor their obligations could result in losses to the Company. The Company evaluates the financial condition of its reinsurers and monitors the concentration of credit risk arising from similar geographic regions, activities, or economic characteristics of the reinsurers to minimize its exposure to significant losses from reinsurer insolvencies. To date, the Company has not experienced any significant difficulties in collecting reinsurance recoverables. The Company's current reinsurance structure includes the following primary categories:

Casualty Clash

- Effective January 1, 2019 through December 31, 2020, the Company was party to a workers' compensation and casualty clash reinsurance treaty with limits up to \$19.0 million in excess of a \$1.0 million retention. Clash coverage is a type of reinsurance that provides additional coverage in the event that one casualty loss event results in two or more claims and recovery under the reinsurance treaties may otherwise be limited due to the amount, type or number of claims. Clash reinsurance further protects the balance sheet as it reduces the potential maximum loss on either a single risk or a large number of risks.
- Effective January 1, 2015 through December 31, 2018, the Company was party to a casualty clash reinsurance treaty with limits up to \$18.0 million in excess of a \$2.0 million retention.

Facultative

- The Company was party to a facultative reinsurance agreement with a large reinsurer for property risks with total insured values above the other reinsurance treaty limits.

Liability

- Effective January 1, 2019 through December 31, 2020, the Company was party to an excess of loss reinsurance treaty for commercial liability coverage with limits up to \$600,000 in excess of \$400,000.

Property

- Effective January 1, 2020 through December 31, 2020, the Company was party to an excess of loss reinsurance treaty for personal property coverage with limits up to \$1.7 million in excess of \$300,000, for homeowners' and dwelling fire business.
- Effective November 1, 2014 through December 31, 2019, the Company was party to an excess of loss reinsurance treaty for personal property coverage with limits up to \$2.7 million in excess of \$300,000, for homeowners' and dwelling fire business.
- Effective January 1, 2020 through December 31, 2020, the Company was party to an excess of loss reinsurance treaty for commercial property coverage with limits up to \$7.7 million in excess of \$300,000.
- Effective January 1, 2019 through December 31, 2019, the Company was party to an excess of loss reinsurance treaty for commercial property coverage with limits up to \$3.7 million in excess of \$300,000.
- Effective January 1, 2018 through December 31, 2018, the Company was party to an excess of loss reinsurance treaty for commercial property coverage with limits up to \$200,000 in excess of \$300,000.
- Effective July 1, 2015 through December 31, 2018, the Company was party to an excess of loss reinsurance agreement for commercial property coverage with limits up to \$2.0 million in excess of \$2.0 million.

- At December 31, 2020, the Company was covered for property catastrophe losses up to \$28.0 million in excess of a \$2.0 million retention for the first event. This treaty terminates on June 1, 2021.
- At December 31, 2019, the Company was covered for property catastrophe losses up to \$28.0 million in excess of a \$2.0 million retention for the first event. This treaty terminated on June 1, 2020.
- At December 31, 2018, the Company was covered for property catastrophe losses up to \$96.0 million in excess of a \$4.0 million retention for the first event. The treaty terminated on June 1, 2019.
- At December 31, 2017, the Company was covered for property catastrophe losses up to \$106.0 million in excess of a \$4.0 million retention for the first event. The treaty terminated on June 1, 2018.

Multiple Line

- Effective January 1, 2019 through December 31, 2020, the Company was party to a multi-line excess of loss treaty that covers commercial property and casualty losses up to \$600,000 in excess of a \$400,000 retention.
- Effective January 1, 2015 through December 31, 2018, the Company was party to a multi-line excess of loss treaty that covers commercial property and casualty losses up to \$1.5 million in excess of a \$500,000 retention.

Quota Share

- The Company cedes 90% to 100% of its commercial umbrella coverages under quota share treaties. Under a quota share agreement, the reinsurer pays a percentage of all losses the insurer sustains in return for a similar percent of the premiums written on that risk. A ceding commission is paid by the reinsurer to the insurer to cover acquisition and operating expenses.

Equipment Breakdown, Employment Practice Liability, and Data Compromise and Identity Recovery

- The Company ceded 100% of a small number of equipment breakdown, employment practices liability, and data compromise coverages that are occasionally bundled with other products under a quota share agreement with a reinsurer.

The Company assumes written premiums under a few fronting arrangements. The fronting arrangements are with unaffiliated insurers who write on behalf of the Company in markets that require a higher A.M. Best rating than the Company's rating, or where the policies are written in a state where the Company is not licensed or for other strategic reasons.

The Company assumed \$28.9 million, \$33.5 million, and \$31.1 million of written premiums under the insurance fronting arrangements for the years ended December 31, 2020, 2019, and 2018, respectively.

The following table presents the effects of reinsurance and assumption transactions on written premiums, earned premiums and losses and LAE (dollars in thousands). The 2020, 2019 and 2018 ceded written and earned premium amounts include \$195,000, \$495,000 and \$1.0 million of reinsurance reinstatement costs relating to Hurricane Irma, respectively.

	Year Ended December 31,		
	2020	2019	2018
Written premiums:			
Direct	\$ 82,430	\$ 68,394	\$ 73,290
Assumed	28,905	33,459	31,078
Ceded	(18,395)	(14,129)	(15,282)
Net written premiums	<u>\$ 92,940</u>	<u>\$ 87,724</u>	<u>\$ 89,086</u>
Earned premiums:			
Direct	\$ 75,130	\$ 70,911	\$ 80,691
Assumed	31,484	32,292	28,497
Ceded	(17,511)	(14,114)	(15,377)
Net earned premiums	<u>\$ 89,103</u>	<u>\$ 89,089</u>	<u>\$ 93,811</u>
Loss and loss adjustment expenses:			
Direct	\$ 48,780	\$ 66,256	\$ 65,284
Assumed	24,429	25,510	20,671
Ceded	(16,981)	(32,022)	(23,440)
Net loss and LAE	<u>\$ 56,228</u>	<u>\$ 59,744</u>	<u>\$ 62,515</u>

7. Debt

The Company's debt is comprised of four instruments: \$24.4 million of publicly traded senior unsecured notes which were issued in 2018, a \$10.0 million line of credit which commenced in June 2018, \$10.5 million of privately placed subordinated notes, and a \$2.7 million PPP loan issued as part of the CARES Act. A summary of the Company's outstanding debt is as follows (dollars in thousands):

	December 31,	
	2020	2019
Senior unsecured notes	\$ 23,665	\$ 24,288
Subordinated notes	9,587	9,536
Line of credit	5,000	2,000
Paycheck Protection Program loan	2,745	—
Total	<u>\$ 40,997</u>	<u>\$ 35,824</u>

* The PPP loan was embedded into the line of credit facility. See below.

Senior unsecured notes

The Company issued \$25.3 million of Notes in 2018. The Notes bear an interest rate of 6.75% per annum, payable quarterly at the end of March, June, September and December and mature on September 30, 2023. The Company may redeem the Notes, in whole or in part, at face value at any time after September 30, 2021.

The Company repurchased 36,761 units of the Notes in the public market during 2020 with a face value of \$919,000. The Notes were repurchased at a discount to face value, which resulted in a \$260,000 gain on extinguishment in 2020. This gain is reflected in the Consolidated Statement of Operations as Other gains.

Subordinated notes

The Company also has outstanding \$10.5 million of subordinated notes maturing on September 30, 2038. The subordinated Notes bear an interest rate of 7.5% per annum until September 30, 2023, and 12.5% thereafter, and allow for four quarterly interest payment deferrals. Interest is payable quarterly at the end of March, June, September and December. Beginning September 30, 2021, the Company may redeem the subordinated Notes, in whole or in part, for a call premium of \$1.1 million. The call premium escalates each quarter to ultimately \$1.75 million on September 30, 2023, then steps up to \$3.05 million on December 31, 2023, and increases quarterly at a 12.5% per annum rate thereafter.

As of December 31, 2020, the carrying value of the Notes and subordinated notes are offset by \$715,000 and \$913,000 of debt issuance costs, respectively. The debt issuance costs will be amortized through interest expense over the life of the loans.

The subordinated notes contain various restrictive financial debt covenants that relate to the Company's minimum tangible net worth, minimum fixed-charge coverage ratios, dividend paying capacity, reinsurance retentions, and risk-based capital ratios. At December 31, 2020, the Company was in compliance with all of its financial debt covenants.

Line of credit

The Company maintains a \$10.0 million line of credit with a national bank (the "Lender"). The line of credit bears interest at the London Interbank rate ("LIBOR") plus 2.75% per annum, payable monthly. The agreement includes several financial debt covenants, including a minimum tangible net worth, a minimum fixed-charge coverage ratio, and minimum statutory risk-based capital levels. As of December 31, 2020, the Company had \$7.7 million outstanding on the line of credit (including the PPP loan described below) and was in compliance with all of its financial debt covenants. On June 19, 2020, the line of credit was renewed with a maturity of June 18, 2021.

Paycheck Protection Program loan

On April 24, 2020, the Company received a \$2.7 million loan from the line of credit Lender pursuant to the Paycheck Protection Program of the CARES Act administered by the U.S. Small Business Administration ("SBA"). The PPP loan was incorporated into the existing line of credit facility and utilizes a portion of the line of credit's limit. However, the PPP loan has a different maturity date (April 24, 2022) in accordance with the SBA requirements and bears interest at a rate of 1.0% per annum. The Company amended its \$10.0 million line of credit facility with the Lender to incorporate this loan as a reduction of the available line of credit. The loan may be prepaid by the Company at any time prior to maturity with no prepayment penalties. This loan may be subject to forgiveness under the CARES Act provisions. The Company applied for forgiveness of the loan in 2020, at which point the principal and interest payments were deferred until the SBA remits the loan forgiveness amount to the Lender. No assumptions were made relative to potential forgiveness as of December 31, 2020.

8. Income Taxes

At December 31, 2020 and 2019, the Company had current income taxes receivable of \$9,000 and \$87,000, respectively, included in other assets in the consolidated balance sheets.

The income tax expense (benefit) is comprised of the following (dollars in thousands):

	Year Ended December 31,		
	2020	2019	2018
Current tax expense (benefit)	\$ 6	\$ 27	\$ 52
Deferred tax expense (benefit)	—	(940)	—
Total income tax expense (benefit)	<u>\$ 6</u>	<u>\$ (913)</u>	<u>\$ 52</u>

The income tax expense (benefit) differed from the amounts computed by applying the statutory U.S. federal income tax rate of 21% in 2020, 2019 and 2018 to pretax income as a result of the following (dollars in thousands):

	Year Ended December 31,		
	2020	2019	2018
Income (loss) before income taxes	\$ (238)	\$ (9,121)	\$ (9,465)
Statutory U.S. federal income tax rate	(50)	(1,915)	(1,988)
State income taxes, net of federal benefit	44	(230)	(156)
Tax-exempt investment income and dividend received deduction	(50)	(79)	(70)
Nondeductible meals and entertainment	23	38	38
Valuation allowance on deferred tax assets	(205)	966	2,331
Other	244	307	(103)
Income tax expense (benefit)	<u>\$ 6</u>	<u>\$ (913)</u>	<u>\$ 52</u>
Effective tax rate	<u>(2.6)%</u>	<u>10.0%</u>	<u>(0.5)%</u>

In 2018, the Company recognized a measurement period adjustment of \$42,735 related to loss reserve discounting, which reduced deferred tax expense. The Company also recognized a measurement period adjustment of \$42,735 related to the loss reserve discounting transitional adjustment, which increased deferred tax expense. The measurement period adjustments were based upon obtaining additional information about facts and circumstances that existed as of the enactment date that, if known, would have affected the income tax effects initially reported as provisional amounts under the Act. The measurement period adjustments had no effect on the effective tax rate for the year ending December 31, 2018. The accounting for the income tax effects of the Act pursuant to SAB 118 has been completed as of the end of the December 22, 2018 measurement period and for the year ending December 31, 2018.

The tax effects of temporary differences that give rise to significant portions of the deferred tax assets and deferred tax liabilities are presented below (dollars in thousands):

	December 31,	
	2020	2019
Deferred tax assets:		
Discounted unpaid losses and loss adjustment expenses	\$ 1,359	\$ 1,264
Unearned premiums	2,436	2,266
Net operating loss carryforwards	12,443	12,593
State net operating loss carryforwards	837	873
Other	132	248
Gross deferred tax assets	17,207	17,244
Less valuation allowance	(13,292)	(13,572)
Total deferred tax assets, net of allowance	3,915	3,672
Deferred tax liabilities:		
Investment basis difference	30	28
Net unrealized gains on investments	636	512
Deferred policy acquisition costs	2,571	2,500
Intangible assets	115	115
Property and equipment	52	57
Other	511	460
Total deferred tax liabilities	3,915	3,672
Net deferred tax liability	<u>\$ —</u>	<u>\$ —</u>

The net deferred tax liability is recorded in accounts payable and accrued expenses in the consolidated balance sheets.

As of December 31, 2020, the Company has net operating loss carryforwards for federal income tax purposes of \$59.2 million, of which \$49.3 million expire in tax years 2028 through 2039 and \$9.9 million never expire. Of this amount, \$14.1 million are limited in the amount that can be utilized in any one year and may expire before they are realized under Section 382 of the Internal Revenue Code. The Company has state net operating loss carryforwards of \$17.1 million, which expire in tax years 2021 through 2040.

Management assesses the available positive and negative evidence to estimate whether sufficient future taxable income will be generated to permit the use of the existing deferred tax assets under the guidance of ASC 740. A significant piece of objective negative evidence evaluated was the cumulative loss incurred over the three-year period ended December 31, 2020. Such objective evidence limits the Company's ability to consider other subjective evidence, such as management's projections for future growth.

Based on its evaluation, the Company has recorded a valuation allowance of \$13.3 million and \$13.6 million at December 31, 2020 and 2019, respectively, to reduce the deferred tax assets to an amount that is more likely than not to be realized based on the provisions in ASC 740. The amount of the deferred tax assets considered realizable, however, could be adjusted if estimates of future taxable income during the carryforward period are reduced or if objective negative evidence in the form of cumulative losses is no longer present, and additional weight may be given to subjective evidence, such as the Company's projections for growth.

The Company files consolidated federal income tax returns. For the years before 2017, the Company is no longer subject to U.S. federal examinations; however, the Internal Revenue Service has the ability to review years prior to 2017 to the extent the Company utilized tax attributes carried forward from those prior years. The statute of limitations on state filings is generally three to four years.

9. Statutory Financial Data, Risk-Based Capital and Dividend Restrictions

U.S. state insurance laws and regulations prescribe accounting practices for determining statutory net income and capital and surplus for insurance companies. In addition, state regulators may permit statutory accounting practices that differ from prescribed practices. Statutory accounting practices prescribed or permitted by regulatory authorities for the Company's Insurance Company Subsidiaries differ from GAAP. The principal differences between statutory accounting practices ("SAP") and GAAP as they relate to the financial statements of the Company's Insurance Company Subsidiaries are (i) policy acquisition costs are expensed as incurred under SAP, whereas they are deferred and amortized under GAAP, (ii) deferred tax assets are subject to more limitations regarding what amounts can be recorded under SAP and (iii) bonds are recorded at amortized cost under SAP and fair value under GAAP.

Risk-Based Capital ("RBC") requirements as promulgated by the National Association of Insurance Commissioners ("NAIC") require property and casualty insurers to maintain minimum capitalization levels determined based on formulas incorporating various business risks (e.g., investment risk, underwriting profitability, etc.) of the Insurance Company Subsidiaries. As of December 31, 2020, 2019, and 2018, the Insurance Company Subsidiaries' adjusted capital and surplus exceeded their authorized control level as determined by the NAIC's risk-based capital models.

Summarized 2020, 2019, and 2018 statutory basis information for the non-captive Insurance Company Subsidiaries, which differs from generally accepted accounting principles, is as follows (dollars in thousands).

	CIC	WPIC
2020		
Statutory capital and surplus	\$ 49,271	\$ 24,723
RBC authorized control level	14,221	4,547
Statutory net income (loss)	2,059	1,024
RBC %	346%	544%

	CIC	WPIC
2019		
Statutory capital and surplus	\$ 46,206	\$ 23,261
RBC authorized control level	12,868	4,266
Statutory net income (loss)	(3,627)	(3,652)
RBC %	359%	545%

	CIC	WPIC
2018		
Statutory capital and surplus	\$ 47,121	\$ 26,588
RBC authorized control level	11,901	4,682
Statutory net income (loss)	1,244	834
RBC %	396%	568%

Dividend Restrictions

The state insurance statutes in which the Insurance Company Subsidiaries are domiciled limit the amount of dividends that they may pay annually without first obtaining regulatory approval. Generally, the limitations are based on the greater of statutory net income for the preceding year or 10% of statutory surplus at the end of the preceding year. The Insurance Company Subsidiaries must receive regulatory approval in order to pay dividends to the Parent Company from its Insurance Company Subsidiaries.

10. Shareholders' Equity

Common Stock

In June 2019, the Company issued \$5.0 million of common equity through a private placement for 1,176,471 shares priced at \$4.25 per share. The participants in the private placement consisted of members of the Company's Board of Directors. The Company used the proceeds for growth capital in the Company's specialty core business segments.

On December 5, 2018, the Company's Board of Directors authorized a stock repurchase program, under which the Company may repurchase up to one million shares of the Company's common stock. Shares may be purchased in the open market or through negotiated transactions. The program may be terminated or suspended at any time, at the discretion of the Company. The Company may in the future enter into a Rule 10b5-1 trading plan to effect a portion of the authorized purchases, if criteria set forth in the plan are met. Such a plan would enable the Company to repurchase its shares during periods outside of its normal trading windows, when the Company typically would not be active in the market. The timing of purchases, and the exact number of any shares to be purchased, will depend on market conditions. The repurchase program does not include specific price targets or timetables. For the year ended December 31, 2020, the Company had repurchased 2,398 shares of stock valued at approximately \$8,000 related to the stock repurchase program. For the year ended December 31, 2019 the Company had repurchased 154,208 shares of stock valued at approximately \$638,000 related to the stock repurchase program. Upon the repurchase of the Company's shares, the shares remain authorized, but not issued or outstanding.

For the year ended December 31, 2020, the Company repurchased 9,188 shares of stock valued at approximately \$28,000 related to the vesting of the Company's restricted stock units. For the year ended December 31, 2019, the Company repurchased 9,319 shares of stock valued at approximately \$38,000 related to the vesting of the Company's restricted stock units. Upon the repurchase of the Company's shares, the shares remain authorized, but not issued or outstanding.

As of December 31, 2020 and 2019, the Company had 9,681,728 and 9,592,861 issued and outstanding shares of common stock, respectively.

Holders of common stock are entitled to one vote per share and to receive dividends only when and if declared by the board of directors. The holders have no preemptive, conversion or subscription rights.

11. Accumulated Other Comprehensive Income (Loss)

The following table presents changes in accumulated other comprehensive income (loss) for unrealized gains and losses on available-for-sale securities (dollars in thousands):

	Year Ended December 31,	
	2020	2019
Balance at beginning of period	\$ 489	\$(2,612)
Other comprehensive income (loss) before reclassifications	1,589	2,901
Less: amounts reclassified from accumulated other comprehensive income (loss)	1,166	(200)
Net current period other comprehensive income (loss)	423	3,101
Balance at end of period	<u>\$ 912</u>	<u>\$ 489</u>

12. Earnings Per Share

Basic and diluted earnings (loss) per share are computed by dividing net income by the weighted average number of common shares outstanding during the period. The following table presents the calculation of basic and diluted earnings (loss) per common share, as follows (dollars in thousands, except share and per share amounts):

		Year Ended December 31,	
	2020	2019	2018
Net income (loss)	\$ 595	\$ (7,822)	\$ (9,227)
Weighted average common shares, basic and diluted*	9,625,059	8,880,107	8,543,876
Earnings (loss) per share, basic and diluted	\$ 0.06	\$ (0.88)	\$ (1.08)

* The non-vested shares of the restricted stock units and stock options were anti-dilutive as of December 31, 2020, 2019, and 2018. Therefore, the non-vested shares are excluded from earnings (loss) per share in December 31, 2020, 2019, and 2018.

13. Stock-based Compensation

On June 30, 2020, the Company issued options to purchase 280,000 shares of the Company's common stock to certain executive officers and other employees. The right to exercise the options will vest over a five-year period on a straight-line basis. The options have a strike price of \$3.81 per share and expire on June 30, 2030. The estimated value of these options is \$290,000, which will be expensed ratably over the vesting period.

In 2015, 2016, and 2018, the Company issued 390,352, 111,281, and 70,000, respectively, of restricted stock units ("RSUs") to various employees to be settled in shares of common stock, which were valued at \$4.1 million, \$909,000, and \$404,000, respectively, on the dates of grant. The Company recorded \$677,000, \$959,000, and \$970,000 of compensation expense related to the RSUs for the years ended December 31, 2020, 2019, and 2018, respectively. There were 39,708 unvested RSUs as of December 31, 2020, which will generate an estimated future expense of \$258,000.

The Company recorded \$29,000 of compensation expense for the year ended December 31, 2020 related to the stock options granted on June 30, 2020. All of the 280,000 options issued remained outstanding and unvested as of December 31, 2020, which will generate an estimated future expense of \$261,000.

14. Related Party Transactions

The Company employs B. Matthew Petcoff as Vice President of SIA. B. Matthew Petcoff is the brother of the Chairman and Chief Executive Officer, James G. Petcoff.

The Company employs Nicholas J. Petcoff as its Executive Vice President and a director, Andrew D. Petcoff as its Senior Vice President of Personal Lines, President of SIA and a director, and Hilary Petcoff as its Vice President of Enterprise Risk Management. Nicholas J. Petcoff and Andrew D. Petcoff have been employed with the Company since 2009. They are the sons of the Company's Chairman and Chief Executive Officer, James G. Petcoff. Hilary Petcoff has been employed with the Company since 2009 and was appointed as its Vice President of Enterprise Risk Management in May 2018. Ms. Petcoff is the daughter of the Company's Chairman and Chief Executive Officer, James G. Petcoff.

15. Employee Benefit Plans

The Company maintains a retirement savings plan under section 401(k) of the Internal Revenue Code (the "Plan") for certain eligible employees. Eligible employees electing to participate in the 401(k) plan may defer and contribute from 1% to 100% of their compensation on a pre-tax or post-tax basis, subject to statutory limits. The Company will match the employees' contributions up to the first 4% of their compensation. The Company's Plan expense amounted to \$508,000, \$501,000 and \$479,000 for the years ended December 31, 2020, 2019 and 2018, respectively.

16. Commitments and Contingencies

Legal proceedings

The Company and its subsidiaries are subject at times to various claims, lawsuits and proceedings relating principally to alleged errors or omissions in the placement of insurance, claims administration, and other business transactions arising in the ordinary course of business. Where appropriate, the Company vigorously defends such claims, lawsuits and proceedings. Some of these claims, lawsuits and proceedings seek damages, including consequential, exemplary or punitive damages, in amounts that could, if awarded, be significant. Most of the claims, lawsuits and proceedings arising in the ordinary course of business are covered by the insurance policy at issue. We account for such activity through the establishment of unpaid losses and LAE reserves. In accordance with accounting guidance, if it is probable that a liability has been incurred as of the date of the financial statements and the amount of loss is reasonably estimable; then an accrual for the costs to resolve these claims is recorded by the Company in the accompanying consolidated balance sheets. Periodic expenses related to the defense of such claims are included in the accompanying consolidated statements of operations. On the basis of current information, the Company does not believe that there is a reasonable possibility that any material loss exceeding amounts already accrued, if any, will result from any of the claims, lawsuits and proceedings to which the Company is subject to, either individually, or in the aggregate.

Commitments

The Company is party to an agreement with an unaffiliated company to provide a policy administration, billing, and claims system for the Company. The scope of work and fee structure has changed over time. Currently, the agreement requires a minimum monthly payment of \$30,000 with a fee schedule that is scalable with the premium volume, and expires on September 30, 2022.

17. Segment Information

The Company is engaged in the sale of property and casualty insurance products and has organized its business model around three classes of insurance businesses: commercial lines, personal lines, and wholesale agency business. Within these three businesses, the Company offers various insurance products and insurance agency services. Such insurance businesses are engaged in underwriting and marketing insurance coverages, and administering claims processing for such policies. The Company views the commercial and personal lines segments as underwriting business (business that takes on insurance underwriting risk). The wholesale agency business provides non-risk bearing revenue through commissions and policy fees. The wholesale agency business increases the product options to the Company's independent retail agents by offering both insurance products from the Insurance Company Subsidiaries as well as products offered by other insurers. This segment was expanded in 2019, resulting in its separate disclosure. Prior periods have been recast to reflect the separate disclosure of the wholesale agency segment.

The Company defines its operating segments as components of the business where separate financial information is available and used by the chief operating decision maker in deciding how to allocate resources to its segments and in assessing its performance. In assessing performance of its operating segments, the Company's chief operating decision maker, the Chief Executive Officer, reviews a number of financial measures including gross written premiums, net earned premiums, losses and LAE, net of reinsurance recoveries, and other revenue and expenses. The primary measure used for making decisions about resources to be allocated to an operating segment and assessing its performance is segment underwriting gain or loss which is defined as segment revenues, consisting of net earned premiums and other income, less segment expenses, consisting of losses and LAE, policy acquisition costs and operating expenses of the operating segments. Operating expenses primarily include compensation and related benefits for personnel, policy issuance and claims systems, rent and utilities. The Company markets, distributes and sells its insurance products through its own insurance agencies and a network of independent agents. All of the Company's insurance activities are conducted in the United States with a concentration of activity in Michigan, Florida, Texas and California. For the years ended December 31, 2020, 2019, and 2018, gross written premiums attributable to these four states were 49.6%, 50.7%, and 53.1% respectively, of the Company's total gross written premiums.

The following table summarizes our net earned premiums:

	Net Earned Premium		
	2020	2019	2018
Commercial	92%	94%	89%
Personal	8%	6%	11%
Total	100%	100%	100%

The wholesale agency business sells insurance products on behalf of the Company's commercial and personal lines businesses as well as to third-party insurers. Certain acquisition costs incurred by the commercial and personal lines businesses are reflected as commission revenue for the wholesale agency business and are eliminated in the Eliminations category.

In addition to the reportable segments, the Company maintains a Corporate and Other category to reconcile segment results to the consolidated totals. The Corporate and Other category includes: (i) corporate operating expenses such as salaries and related benefits of the Company's executive management team, some finance and information technology personnel, and other corporate headquarters expenses, (ii) interest expense on the Company's debt obligations; (iii) depreciation and amortization on property and equipment, and (iv) all investment income activity. All investment income activity is reported within net investment income, net realized investment gains, and change in fair value of equity securities on the consolidated statements of operations. The Company's assets on the consolidated balance sheet are not allocated to the reportable segments.

The following tables present information by reportable segment (dollars in thousands):

Year Ended December 31, 2020	Commercial Lines	Personal Lines	Under-writing	Wholesale Agency	Corp-orate	Elim-inations	Total
Gross written premiums	\$ 102,763	\$ 8,572	\$ 111,335	\$ —	\$ —	\$ —	\$ 111,335
Net written premiums	\$ 85,385	\$ 7,555	\$ 92,940	\$ —	\$ —	\$ —	\$ 92,940
Net earned premiums	\$ 82,409	\$ 6,694	\$ 89,103	\$ —	\$ —	\$ —	\$ 89,103
Other income	242	150	392	7,571	245	(5,593)	2,615
Segment revenue	82,651	6,844	89,495	7,571	245	(5,593)	91,718
Loss and loss adjustment expenses, net	53,263	2,965	56,228	—	—	—	56,228
Policy acquisition costs	25,051	2,044	27,095	4,938	—	(5,928)	26,105
Operating expenses	12,644	1,069	13,713	3,107	1,648	—	18,468
Segment expenses	90,958	6,078	97,036	8,045	1,648	(5,928)	100,801
Segment underwriting gain (loss)	(8,307)	766	(7,541)	(474)	(1,403)	335	(9,083)
Investment income					3,156		3,156
Net realized investment gains					8,126		8,126
Change in fair value of equity securities					228		228
Other gains					260		260
Interest expense					(2,925)		(2,925)
Income (loss) before income taxes	\$ (8,307)	\$ 766	\$ (7,541)	\$ (474)	\$ 7,442	\$ 335	\$ (238)
Selected Balance Sheet Data:							
Deferred policy acquisition costs	\$ 11,858	\$ 1,183				\$ (798)	\$ 12,243
Unearned premiums	51,535	4,689					56,224
Unpaid losses and loss adjustment expenses	106,662	4,608					111,270

Year Ended December 31, 2019	Commercial Lines	Personal Lines	Under-writing	Wholesale Agency	Corp-orate	Elim-inations	Total
Gross written premiums	\$ 94,391	\$ 7,462	\$ 101,853	\$ —	\$ —	\$ —	\$ 101,853
Net written premiums	\$ 81,966	\$ 5,758	\$ 87,724	\$ —	\$ —	\$ —	\$ 87,724
Net earned premiums	\$ 83,858	\$ 5,231	\$ 89,089	\$ —	\$ —	\$ —	\$ 89,089
Other income	216	143	359	9,073	224	(7,547)	2,109
Segment revenue	84,074	5,374	89,448	9,073	224	(7,547)	91,198
Loss and loss adjustment expenses, net	53,256	6,488	59,744	—	—	—	59,744
Policy acquisition costs	23,511	1,744	25,255	6,063	—	(6,407)	24,911
Operating expenses	12,881	1,233	14,114	2,180	1,288	—	17,582
Segment expenses	89,648	9,465	99,113	8,243	1,288	(6,407)	102,237
Segment underwriting gain (loss)	(5,574)	(4,091)	(9,665)	830	(1,064)	\$ (1,140)	(11,039)
Investment income					4,031		4,031
Net realized investment gains					1,196		1,196
Change in fair value of equity securities					(427)		(427)
Interest expense					(2,882)		(2,882)
Income (loss) before income taxes	\$ (5,574)	\$ (4,091)	\$ (9,665)	\$ 830	\$ 854	\$ (1,140)	\$ (9,121)
Selected Balance Sheet Data:							
Deferred policy acquisition costs	\$ 12,033	\$ 1,007				\$ (1,134)	\$ 11,906
Unearned premiums	47,674	3,829					51,503
Unpaid losses and loss adjustment expenses	101,850	5,396					107,246

Year Ended December 31, 2018	Commercial Lines	Personal Lines	Under- writing	Wholesale Agency	Corp- orate	Elim- inations	Total
Gross written premiums	\$ 97,694	\$ 6,674	\$ 104,368	\$ —	\$ —	\$ —	\$ 104,368
Net written premiums	\$ 87,038	\$ 2,048	\$ 89,086	\$ —	\$ —	\$ —	\$ 89,086
Net earned premiums	\$ 83,352	\$ 10,459	\$ 93,811	\$ —	\$ —	\$ —	\$ 93,811
Other income	101	225	326	9,251	156	(8,151)	1,582
Segment revenue	83,453	10,684	94,137	9,251	156	(8,151)	95,393
Loss and loss adjustment expenses, net	53,065	9,450	62,515	—	—	—	62,515
Policy acquisition costs	23,584	3,846	27,430	6,255	—	(8,151)	25,534
Operating expenses	14,662	1,088	15,750	1,564	369	—	17,683
Segment expenses	91,311	14,384	105,695	7,819	369	(8,151)	105,732
Segment underwriting gain (loss)	(7,858)	(3,700)	(11,558)	1,432	(213)	\$ —	(10,339)
Investment income					3,336		3,336
Net realized investment gains					61		61
Change in fair value of equity securities					121		121
Interest expense					(2,644)		(2,644)
Income (loss) before income taxes	\$ (7,858)	\$ (3,700)	\$ (11,558)	\$ 1,432	\$ 661	\$ —	\$ (9,465)
Selected Balance Sheet Data:							
Deferred policy acquisition costs	\$ 11,258	\$ 753					\$ 12,011
Unearned premiums	49,549	3,303					52,852
Unpaid losses and loss adjustment expenses	87,643	5,164					92,807

18. Quarterly Financial Data (Unaudited)

The following is a summary of quarterly results of operations for 2020 and 2019 (in thousands, except per share and ratio data). The fluctuations between periods and changes in reserves, as disclosed in Note 5, are due to the normal fluctuations in operations from quarter to quarter.

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
2020				
Gross written premiums	\$ 25,084	\$ 27,545	\$ 29,841	\$ 28,865
Net written premiums	\$ 21,051	\$ 23,065	\$ 25,043	\$ 23,781
Net earned premiums	\$ 22,017	\$ 21,758	\$ 22,227	\$ 23,101
Net investment income	954	863	776	563
Net realized investment gains	928	245	3,316	3,637
Change in fair value of equity securities	(3,086)	1,576	(356)	2,094
Other income	658	713	642	602
Losses and loss adjustment expenses, net	14,269	11,945	14,553	15,461
Policy acquisition costs	6,303	6,395	6,483	6,924
Operating expenses	5,045	4,859	4,537	4,027
Interest expense	731	731	723	740
Income tax expense (benefit)	13	44	(44)	(7)
Other gains	115	145	—	—
Equity earnings in Affiliate, net of tax	50	179	188	422
Net income (loss)	\$ (4,725)	\$ 1,505	\$ 541	\$ 3,274
Net income (loss) per share, basic and diluted (1)	\$ (0.49)	\$ 0.16	\$ 0.06	\$ 0.34
Combined ratio	111.6%	100.5%	110.7%	110.6%
2019				
Gross written premiums	\$ 24,216	\$ 25,169	\$ 27,077	\$ 25,391
Net written premiums	\$ 20,322	\$ 21,434	\$ 23,806	\$ 22,162
Net earned premiums	\$ 21,687	\$ 21,349	\$ 22,775	\$ 23,278
Net investment income	910	1,051	1,210	860
Net realized investment gains	19	715	390	72
Change in fair value of equity securities	1,265	(915)	(1,065)	288
Other income	422	581	564	542
Losses and loss adjustment expenses, net	14,456	14,382	14,857	16,049
Policy acquisition costs	5,589	6,210	6,153	6,959
Operating expenses	4,323	4,340	4,297	4,622
Interest expense	710	725	720	727
Income tax expense (benefit)	11	—	(802)	(122)
Equity earnings (losses) in Affiliate, net of tax	106	(8)	121	167
Net income (loss)	\$ (680)	\$ (2,884)	\$ (1,230)	\$ (3,028)
Net income (loss) per share, basic and diluted (1)	\$ (0.08)	\$ (0.34)	\$ (0.13)	\$ (0.32)
Combined ratio	108.1%	113.0%	109.2%	112.9%

- (1) Due to changes in the outstanding shares of the Company (Note 10 ~ *Shareholders' Equity*) the weighted average common shares outstanding has fluctuated over the past two years and therefore the quarterly earnings (loss) per common share does not total the full-year earnings (loss) per common share stated on the face of the Consolidated Statements of Operations.

Schedule II
Conifer Holdings, Inc.
Condensed Financial Information of Registrant
Balance Sheets – Parent Company Only
(dollars in thousands)

	December 31,	
	2020	2019
Assets		
Investment in subsidiaries	\$ 81,336	\$ 75,607
Cash	1,477	506
Due from subsidiaries	1,745	893
Due from Affiliate	—	214
Other assets	3,648	4,840
Total assets	\$ 88,206	\$ 82,060
Liabilities and Shareholders' Equity		
Liabilities:		
Debt	\$ 40,997	\$ 35,824
Other liabilities	2,796	3,511
Total liabilities	43,793	39,335
Shareholders' equity:		
Common stock, no par value (100,000,000 shares authorized; 9,681,728 and 9,592,861 issued and outstanding, respectively)	92,486	91,816
Accumulated deficit	(48,985)	(49,580)
Accumulated other comprehensive income (loss)	912	489
Total shareholders' equity	44,413	42,725
Total liabilities and shareholders' equity	\$ 88,206	\$ 82,060

Schedule II
Conifer Holdings, Inc.
Condensed Financial Information of Registrant
Statements of Comprehensive Income (Loss) – Parent Company Only
(dollars in thousands)

	Year Ended December 31,		
	2020	2019	2018
Revenue			
Management fees from subsidiaries	\$ 12,527	\$ 11,621	\$ 13,567
Other income	483	167	73
Total revenue	13,010	11,788	13,640
Expenses			
Operating expenses	14,459	14,433	17,336
Interest expense	2,925	2,880	2,644
Total expenses	17,384	17,313	19,980
Income (loss) before equity in earnings (losses) of subsidiaries and income tax expense (benefit)	(4,374)	(5,525)	(6,340)
Income tax expense (benefit)	(813)	30	(581)
Income (loss) before equity earnings (losses) of subsidiaries	(3,561)	(5,555)	(5,759)
Equity earnings (losses) in subsidiaries	4,156	(2,267)	(3,468)
Net income (loss)	595	(7,822)	(9,227)
Other Comprehensive Income			
Equity in other comprehensive income (loss) of subsidiaries	423	3,101	(1,770)
Total Comprehensive income (loss)	<u>\$ 1,018</u>	<u>\$ (4,721)</u>	<u>\$ (10,997)</u>

Schedule II
Conifer Holdings, Inc.
Condensed Financial Information of Registrant
Statement of Cash Flows – Parent Company Only
(dollars in thousands)

	Year Ended December 31,		
	2020	2019	2018
Cash Flows from Operating Activities			
Net income (loss)	\$ 595	\$ (7,822)	\$ (9,227)
Adjustments to reconcile net income (loss) to net cash used in operating activities:			
Depreciation and amortization	421	447	379
Equity in undistributed (income) loss of subsidiaries	(4,156)	2,267	3,468
Stock-based compensation expense	706	959	970
Other (gain) loss	(260)	—	—
Changes in operating assets and liabilities:			
Due from subsidiaries	(852)	(490)	110
Due from Affiliate	214	231	(97)
Current income tax recoverable	539	21	(488)
Other assets	625	(3,098)	(229)
Other liabilities	(715)	2,954	(360)
Net cash provided by (used in) operating activities	(2,883)	(4,531)	(5,474)
Cash Flows From Investing Activities			
Contributions to subsidiaries	(1,150)	(3,854)	—
Dividends received from subsidiaries	—	1,500	—
Purchases of investments	(79)	—	400
Purchases of property and equipment	—	(66)	(86)
Net cash provided by (used in) investing activities	(1,229)	(2,420)	314
Cash Flows From Financing Activities			
Proceeds received from issuance of shares of common stock	—	5,000	—
Repurchase of common stock	(36)	(676)	(636)
Borrowings under debt arrangements	5,745	2,000	25,300
Repayment of borrowings under debt arrangements	(625)	—	(19,500)
Stock and debt issuance costs	—	—	(1,454)
Net cash provided by financing activities	5,084	6,324	3,710
Net increase (decrease) in cash	972	(627)	(1,450)
Cash at beginning of period	506	1,133	2,583
Cash at end of period	\$ 1,478	\$ 506	\$ 1,133
Supplemental Disclosure of Cash Flow Information:			
Interest paid	\$ 2,586	\$ 2,547	\$ 3,116

Conifer Holding, Inc.
Condensed Financial Information of Registrant
Parent Company Only
Notes to Condensed Financial Statements

1. Accounting Policies

Organization

Conifer Holdings, Inc. (the “Parent”) is a Michigan-domiciled holding company organized for the purpose of managing its insurance entities. The Parent conducts its principal operations through these entities.

Basis of Presentation

The accompanying condensed financial information should be read in conjunction with the Consolidated Financial Statements and related Notes of Conifer Holdings, Inc. and Subsidiaries. Investments in subsidiaries are accounted for using the equity method. Under the equity method, the investment in subsidiaries is stated at cost plus contributions and equity in undistributed income (loss) of consolidated subsidiaries less dividends received since the date of acquisition.

The Parent’s operations consist of income earned from management and administrative services performed for the insurance entities pursuant to intercompany services agreements. These management and administrative services include providing management, marketing, offices and equipment, and premium collection, for which the insurance companies pay fees based on a percentage of gross premiums written. Also, the Parent receives commission income for performing agency services. The primary operating costs of the Parent are salaries and related costs of personnel, information technology, administrative expenses, and professional fees. The income received from the management and administrative services is used to cover operating costs, meet debt service requirements and cover other holding company obligations.

Estimates and Assumptions

Preparation of the condensed financial statements in conformity with GAAP requires management to make estimates and assumptions that affect the amounts reported in the condensed financial statements and accompanying disclosures. Those estimates are inherently subject to change, and actual results may ultimately differ from those estimates.

Dividends

The Parent received no cash dividends from its subsidiaries in 2020, cash dividends of \$1.5 million in 2019 and no cash dividends in 2018.

2. Guarantees

The Parent has guaranteed the principal and interest obligations of a \$10 million surplus note issued by Conifer Insurance Company to White Pine Insurance Company (both wholly owned subsidiaries). The note pays interest annually at a per annum rate of 4% and has no maturity.

Schedule V
Conifer Holdings, Inc. and Subsidiaries
Valuation and Qualifying Accounts
For the Years Ended December 31, 2020, 2019 and 2018
(dollars in thousands)

	Balance at Beginning of Period	Charged to Expense	Decrease to Other Comprehensive Income	Deductions from Allowance Account	Balance at End of Period
Valuation for Deferred Tax Assets					
2020	13,572	(205)	(75)	—	13,292
2019	12,606	966	—	—	13,572
2018	9,904	2,331	371	—	12,606

CONIFER HOLDINGS, INC.

Exhibit Index

Exhibit Number	Exhibit Description	Incorporated by Reference			
		Form	Period Ending	Exhibit / Appendix Number	Filed / Furnished Herewith
3.1	Second Amended and Restated Articles of Incorporation of Conifer Holdings, Inc.	8-K	September 30, 2015	3.1	August 28, 2015
3.4	Amended and Restated Bylaws of Conifer Holdings, Inc.	S-1A	September 30, 2015	3.4	July 30, 2015
10.6	2015 Omnibus Incentive Plan	S-1		10.2	July 2, 2015
10.7	Lease Agreement, dated September 18, 2013, as amended	S-1		10.3	July 2, 2015
10.13	Employment agreements - Nicholas J. Petcoff, James G. Petcoff Andrew D. Petcoff, Brian J. Roney	10-K	December 31, 2016	10.13	March 15, 2017
10.14	Note Purchase Agreement dated September 29, 2017 between the Company and Elanus Capital Investments Master SP Series 3	10-Q	September 30, 2017	10.14	November 11, 2017
10.15	Credit Agreement Dated as of June 21, 2018 with The Huntington National Bank	10-K	December 31, 2018	10.15	March 13, 2019
10.16	First Amendment to Note Purchase Agreement dated as of June 21, 2018 between the Company and Elanus Capital Investments Master SP Series 3	10-K	December 31, 2018	10.16	March 13, 2019
10.17	Amended and Restated Note Purchase Agreement dated September 25, 2018 between the Company and Elanus Capital Investments Master SP Series 3	10-K	December 31, 2018	10.17	March 13, 2019
10.18	Waiver and Consent from The Huntington National Bank dated as of October 31, 2018, regarding the Amended and Restated Note Purchase Agreement between the Company and Elanus Capital Investments Master SP Series 3	10-K	December 31, 2018	10.18	March 13, 2019
10.19	First Amendment to Amended and Restated Note Purchase Agreement dated as of December 13, 2018 between the Company and Elanus Capital Investments Master SP Series 3	10-K	December 31, 2018	10.19	March 13, 2019
10.20	First Amendment to Credit Agreement dated as of December 27, 2018 between the Company and The Huntington National Bank	10-K	December 31, 2018	10.20	March 13, 2019
10.21	Second Amendment to Amended and Restated Note Purchase Agreement dated as of June 21, 2019 between the Company and Elanus Capital Investments Master SP Series 3	10-K	December 31, 2019	10.21	March 12, 2020

10.22	Second Amendment to Credit Agreement dated as of June 21, 2019 between the Company and The Huntington National Bank	10-K	December 31, 2019	10.22	March 12, 2020	
10.23	Promissory Note – Paycheck Protection Program Loan dated as of April 24, 2020 between the Company and The Huntington National Bank	10-Q	March 31, 2020	10.23	May 13, 2020	
10.24	Third Amendment to Credit Agreement dated as of April 24, 2020 between the Company and The Huntington National Bank	10-Q	March 31, 2020	10.24	May 13, 2020	
10.25	Amendment to Promissory Note dated as of June 19, 2020 between the Company and The Huntington National Bank	10-Q	June 30, 2020	10.25	August 12, 2020	
10.26	Fourth Amendment to Credit Agreement dated as of June 19, 2020 between the Company and The Huntington National Bank	10-Q	June 30, 2020	10.26	August 12, 2020	
21.1	List of Subsidiaries of the Company					*
23.1	Consent of Deloitte & Touche LLP, Independent Registered Public Accounting Firm					*
31.1	Section 302 Certification — CEO					*
31.2	Section 302 Certification — CFO					*
32.1*	Section 906 Certification — CEO					*
32.2*	Section 906 Certification — CFO					*
101.INS	XBRL Instance Document					*
101.SCH	XBRL Taxonomy Extension Schema Document					*
101.CAL	XBRL Taxonomy Extension Calculation Linkbase					*
101.DEF	XBRL Taxonomy Extension Definition Linkbase					*
101.LAB	XBRL Taxonomy Extension Label Linkbase					*
101.PRE	XBRL Taxonomy Extension Presentation Linkbase					*

* This certification is deemed not filed for purposes of section 18 of the Securities Exchange Act of 1934, as amended, or otherwise subject to the liability of that section, nor shall it be deemed incorporated by reference into any filing under the Securities Act of 1933, as amended, or the Securities Exchange Act of 1934, as amended.

SIGNATURES

Pursuant to the requirements of Section 13 or 15(d) of the Securities and Exchange Act of 1934, the Registrant has duly caused this Report to be signed on its behalf by the undersigned, thereunto duly authorized.

CONIFER HOLDINGS, INC.

By: /s/ James G. Petcoff

James G. Petcoff
Chairman and Chief Executive Officer
(Principal Executive Officer)

By: /s/ Harold J. Meloche

Harold J. Meloche
Chief Financial Officer and Treasurer
(Principal Accounting and Financial Officer)

Dated: March 11, 2021

Pursuant to the requirements of the Securities Exchange Act of 1934, this report has been signed below by the following persons on behalf of the registrant and in the capacities and on the dates indicated.

Signature	Title	Date
<u>/s/ James G. Petcoff</u> James G. Petcoff	Chairman and Chief Executive Officer (Principal Executive Officer)	March 11, 2021
<u>/s/ Harold J. Meloche</u> Harold J. Meloche	Chief Financial Officer and Treasurer (Principal Accounting and Financial Officer)	March 11, 2021
<u>/s/ Jeffrey Hakala</u> Jeffrey Hakala	Director	March 11, 2021
<u>/s/ Nicholas J. Petcoff</u> Nicholas J. Petcoff	Director	March 11, 2021
<u>/s/ Timothy Lamothe</u> Timothy Lamothe	Director	March 11, 2021
<u>/s/ Richard J. Williams, Jr.</u> Richard J. Williams, Jr.	Director	March 11, 2021
<u>/s/ Joseph D. Sarafa</u> Joseph D. Sarafa	Director	March 11, 2021
<u>/s/ Isolde O'Hanlon</u> Isolde O'Hanlon	Director	March 11, 2021
<u>/s/ Andrew Petcoff</u> Andrew Petcoff	Director	March 11, 2021
<u>/s/ John Melstrom</u> John Melstrom	Director	March 11, 2021

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MANAGEMENT TEAM

James G. Petcoff

CHIEF EXECUTIVE OFFICER & CHAIRMAN OF THE BOARD OF DIRECTORS

Brian J. Roney

PRESIDENT

Nicholas J. Petcoff

EXECUTIVE VICE PRESIDENT, SECRETARY & DIRECTOR

Andrew D. Petcoff

SENIOR VICE PRESIDENT & DIRECTOR

Harold J. Meloche

CHIEF FINANCIAL OFFICER

BOARD OF DIRECTORS

James G. Petcoff

CHAIRMAN & CHIEF EXECUTIVE OFFICER

Nicholas J. Petcoff

SECRETARY, DIRECTOR & EXECUTIVE VICE PRESIDENT

Andrew D. Petcoff

DIRECTOR & SENIOR VICE PRESIDENT

Jeffrey A. Hakala

DIRECTOR

John W. Melstrom

DIRECTOR

Timothy M. Lamothe

DIRECTOR

Isolde G. O'Hanlon

DIRECTOR

Joseph D. Sarafa

DIRECTOR

R. Jamison Williams, Jr.

DIRECTOR

OUR MISSION IS TO EXCEED OUR CLIENTS' NEEDS

WITH TAILORED INSURANCE PRODUCTS

DELIVERED WITH EXCEPTIONAL CUSTOMER SERVICE.





CONIFER HOLDINGS, INC.
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Conifer
Insurance
Company



White Pine
Insurance
Company



Sycamore
Insurance



Blue Spruce
Underwriters