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# **President's Message**

Dear Valued Lawyers Mutual Policyholder:

This year marks the fifth time that I've had the privilege of writing this letter, and I am pleased to report that 2013 was another very successful year for Lawyers Mutual. While our financials reflect a very solid financial year, there is much, much more to our story than numbers. Our success is due primarily to two critical components – your unwavering loyalty and the passion of your board and staff for serving you, our policyholders. Without those components, there would be no Lawyers Mutual.

Strong underwriting and investment performance in 2013 enabled us to add over \$8 million to policyholder surplus, bringing it to nearly \$59 million, representing just over a 16% increase from year-end 2012. Why is policyholder surplus growth important? Because it provides protection from future uncertainties and helps ensure that we'll be here whenever you may need us.

Our strong financial performance and policyholder surplus growth also enabled us to increase our policyholder dividend by just over 25%, to approximately \$1.28 million, up from approximately \$1 million in 2012. This dividend represents 7.5% of the final premium paid on your 2013 policy and will be paid in 2014 upon expiration of that policy. With this latest dividend, we will have returned \$3.28 million to policyholders over the past three years.

As a mutual insurance company, we are owned by you, our loyal policyholders. We are committed to serving your interests, whether it be through returning capital in the form of dividends, providing personal service that is second to none or defending a claim made against you. We are also committed to building lasting relationships with you based on openness, honesty and understanding your practice. I hope that your experiences with us reflect these commitments.

Thank you for your business and loyalty.

Daniel M. Zurlich



DAN ZUREICH | PRESIDENT & CEO

While our financials reflect a very solid financial year, there is much, much more to our story than numbers.



WILL GRAEBE | VICE-PRESIDENT, CLAIMS

No other company has in-house, North Carolina licensed attorneys within the state. We have seven in-house North Carolina attorneys in our Claims Department.

### Year in Review - Claims

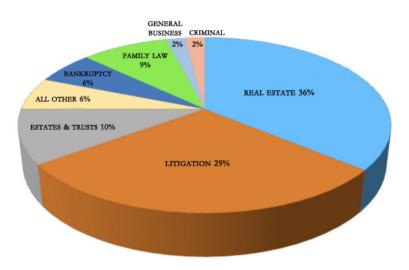
Carl Jung said, "You are what you do, not what you say you'll do." In an industry filled with promises of quick quotes and good hands, insurance companies and their customers could learn a lot from Mr. Jung. At Lawyers Mutual we pride ourselves on the doing and not the saying. Sure, we fly the Lawyers Mutual flag about what we have to offer over other companies. But, at the end of the day, it is our record of service and stability that makes us who we are. Other companies come and go, promising all kinds of bells and whistles in their policies, but none has ever come close to offering the level of service that we do. No other company has in-house, North Carolina licensed attorneys within the state. We have seven in-house North Carolina attorneys in our Claims Department. No other company has the breadth and depth of experience that we have either. For thirty-six continuous years, we have been resolving claims, repairing mistakes, offering risk management advice and shaping the law of legal malpractice in our appellate courts. We have the best and most experienced panel of defense attorneys who know how to defend malpractice claims and how to pull an insured out of a ditch when necessary. Our in-house claims attorneys spend as much time helping insureds avoid claims as they do in handling actual claims. Other companies don't have a claims repair program like ours that helps lawyers avoid claims when a mistake has been made. Our experience and our local resources and staff allow us to offer these benefits in a way that no other company can. It's all about service and living that mission every day in what we do.

We are always looking for new and better ways to serve our insureds. One example of this is the new HELP team that we launched this past year to assist insureds in dealing with crisis situations that might arise in their firm as a result of unexpected events like the death or disability of a lawyer in the firm. Other examples are the timely and practical free CLE programs, e-mail alerts, and newsletter articles. We pride ourselves on staying one step ahead for our insureds. When the new Consumer Financial Protection Bureau (CFPB) became a reality and we saw that the CFPB would have a significant impact on our residential real estate lawyers, we made sure that we were part of the North Carolina CFPB task force. It is unlikely that other carriers are even aware that there is such a task force. We knew it because we are on the ground here in North Carolina and we are constantly on the lookout for ways to help our insureds adapt and reduce risk. We take great pride in what we do for our insureds, and we have a passion for the mission of Lawyers Mutual and the partnership that we have with our insured lawyers.

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# **Claims Charts**









CAMILLE STELL | VICE-PRESIDENT, CLIENT SERVICES

# Serving OUR COMMUNITY

Community of Insureds Community at Large Community of Employees

# Year in Review - Client Services

#### Serving Our Community of Insureds

- \$1.28 million dividend returned to policy-holders
- Launched Eastern Carolina Community Board
- Launched HELP Team to assist attorneys in crisis situations
- Service on the North Carolina Consumer Financial Protection Bureau Task Force
- Timely and practical free CLE programs, e-mail alerts and newsletter articles
- Toolkits, forms, checklists and risk management videos available on our website
- Resolving claims, repairing mistakes and shaping the law of legal malpractice in our appellate courts

#### Serving our Community at Large

- EarthShare
- Friends of the Guardian ad Litem Backpack Program
- Haven House Services
- Inter-Faith Food Shuttle
- Raleigh Rescue Mission
- St. Baldrick's Foundation
- North Carolina Food Bank
- The Salvation Army of Wake County Angel Tree
- United Way

#### Serving Our Community of Employees

- Employee Committee to focus on firm culture, wellness and community
- Emphasis on customer service
- Continual professional development and training

#### Honors and Recognitions

- Lawyers Mutual Awarded the Balanced Life Workplace Award by the North Carolina Association of Women Attorneys
- Lawyers Mutual Board Member Ronald L. Gibson Elected President-Elect of the North Carolina State Bar
- Lawyers Mutual Board Member June L. Basden Named Best Lawyers® 2014 Greensboro Banking and Finance Law "Lawyer of the Year"
- Lawyers Mutual Vice President of Claims Will Graebe Selected as Recipient of the North Carolina Bar Association Citizen Lawyer Award
- Lawyers Mutual Vice President of Finance Bob Neal Recognized as Co-Winner in the Small Private Company Category at the Triangle Business Journal Chief Financial Officer of the Year Awards
- Lawyers Mutual Senior Claims Counsel John Hester Wins Lifetime Achievement Award at the Triangle Business Journal Corporate Counsel of the Year Awards

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### Year in Review - Underwriting

Underwriting and Claims are the pillars of Lawyers Mutual, and these two departments work side by side to serve North Carolina lawyers. Each year the Underwriting Department closely reviews applications submitted by law firms and assesses risk and premium for each firm's next policy year. And, throughout the year, the Underwriting Department continues to service these policies: answering questions about premium or coverage, finding a policy document, changing limits of liability, adding or removing a lawyer from the policy, and so on. The underwriters work with new attorneys to provide the coverage they need and work with existing policyholders as their needs change. We currently underwrite coverage for more than 7,700 attorneys, but we are never too busy to take a telephone call or respond to an email.

With commercial carriers moving in and out of the lawyers market in North Carolina during the last few years, we are pleased to see that our base of loyal policyholders continues to increase, and we are receiving new applications every day - from new lawyers and from former lawyers who want to return to Lawyers Mutual because of the exemplary service we provide. We are also excited to announce again that all policyholders of record as December 31, 2013, will receive a 7.5% dividend in 2014. Returning to this level of profitability was in large part due to the Underwriting Department's continuing efforts to improve risk assessment and in implementing a rating plan based on area of practice exposure and claims experience. Premiums are now largely based on our historical experience in each practice area as well as careful, individualized firm assessment.

Lawyers Mutual will always be here to provide fair, reasonable, and reliable insurance for lawyers in North Carolina. That is all we do, and we do it right. We know that your professional liability insurance is the most important investment you will make in your law practice. Our mission is to remain financially strong so that Lawyers Mutual will be here for you when you need us, today and in the future. And when we have a good year, as we did in 2013, we are able to return capital to you, our valued policyholders.

Renée C. Liggplier



RENEE RIGGSBEE | VICE-PRESIDENT, UNDERWRITING

With commercial carriers moving in and out of the lawyers market in North Carolina during the last few years, we are pleased to see that our base of loyal policyholders continues to increase . . . because of the exemplary service we provide



ROBERT NEAL | VICE-PRESIDENT, FINANCE, TREASURE & CFO

The steps taken by Lawyers Mutual over the past five years, as well as changes in the business environment, have allowed the Company to record four years of improving operational results with an underwriting gain of \$6.6 million for the year ending December 31, 2013.

# **Financials - Policyholders' Information**

#### FINANCIAL SUMMARY

The following information summarizes the financial position and operations of Lawyers Mutual Liability Insurance Company of North Carolina for the two years ending December 31, 2013. This information is based on statutory accounting principles codified by the National Association of Insurance Commissioners and subject to any deviations prescribed or permitted by the North Carolina Department of Insurance. A copy of the Company's 2013 Annual Statement is available upon request.

The economic recovery from the Great Recession continued in 2012 and 2013, be it at slower rates than in past U.S. recoveries. The subdued recovery affects both the Company and its insureds through slowly increasing business opportunities, below average investment income yields and mixed inflationary effects. The reduction of real estate business activity during years 2009 through 2012 has contributed to a decline in the number of claims reported to the Company and actively adjusted by our in-house claims attorneys. The declining number of claims reported to the Company during 2012 and 2013 has enabled Lawyers Mutual to record underwriting gains that, in turn, have enabled the payment of policyholder dividends in both years. The 7.5% policyholder dividend declared at the end of 2013 and payable to claims-made policyholders of record following their policy expiration represented a 23.6% dividend rate increase. The Company continues to approach the current business environment with conservatism while striving to provide its insureds with coverage at good value and policyholder dividends when justified by underwriting results and surplus position.

#### SUMMARY OF RESULTS

The Company's unassigned surplus as of year-end was approximately \$58.8 million. This strong level of surplus has allowed the Company to endure declining bond investment yields and inflationary pressures. Lawyers Mutual reported total revenues (comprised of premiums, investment gains and other income) of \$17.3 million during 2013, slightly lower than the prior year's revenues. Claims incurred in 2013 declined \$3 million from the previous year. Lawyers Mutual experienced a 29 percent loss ratio and a 63 percent combined ratio (loss ratio + expense ratio excluding dividends)

during 2013. The combined ratios improved significantly from the 81 percent and 96 percent ratios posted in 2012 and 2011 respectively.

The steps taken by Lawyers Mutual over the past five years, as well as changes in the business environment, have allowed the Company to record four years of improving operational results with an underwriting gain of \$6.6 million for the year ending December 31, 2013.

Lawyers Mutual's investment income, from all sources, decreased approximately \$749,000 largely due to an extraordinary dividend of \$625,000 from a non-controlled affiliate in 2012 that did not re-occur in 2013. Excluding affiliated investment income, Lawyers Mutual's investment income suffered during 2012 and 2013 from declining interest income yields on maturing or refinanced bonds. The Company's investments are weighted heavily toward investment grade bonds with relatively short effective maturities. The bond allocations are designed to accommodate claims payout patterns and protect the portfolio against large potential future increases in interest rates that would cause bond market values to decline. Over the past two years, the Company has made incremental allocations to quality preferred stocks, dividend-focused common stocks and municipal bonds in an effort to enhance yield.

Based on positive underwriting results and larger than normal affiliated investment income in 2012, the Company declared a 2012 dividend of 6% and a 2013 dividend of 7.5%, payable upon the expiration of year-end inforce claims-made policies. This is the third consecutive year of policyholder dividends and is part of the \$4.83 million of policyholder dividends declared over the past ten years.

After policyholder dividends and taxes, the Company recorded a 2013 net income of \$6.27 million.

Cobut Neal

Based on positive underwriting results and larger than normal affiliated investment income in 2012, the Company declared a 2012 dividend of 6% and a 2013 dividend of 7.5%, payable upon the expiration of year-end in-force claims-made policies.

# **Financials**

# Statutory Statements of Income

Years Ended December 31st	2013	2012
Underwriting income:		
Premiums earned	\$ 14,313,160	\$ 13,835,736
Deductions:		
Losses incurred	333,566	1,796,536
Loss adjustment expenses incurred	3,765,208	5,324,299
Other underwriting expenses incurred	3,562,778	3,165,487
	7,661,552	10,286,322
Net underwriting gain / (loss)	6,651,608	3,549,414
Investment income:		
Net investment income earned	1,920,278	2,669,079
Realized capital gains / (losses) - net of tax ( 2013: \$424,000; 2012: \$321,179)	822,414	693,240
Net investment gain	2,742,692	3,362,319
Other income / (expense):		
Loss from balances charged off	(6,216)	(32,610)
Finance and service charges not included in premiums	221,261	219,866
Other income	15,968	7,148
Net other income	231,013	194,404
Income before dividends to policyholders and federal income taxes	9,625,313	7,106,137
Dividends to policyholders	1,278,009	950,485
Income before federal income taxes incurred	8,347,304	6,155,652
Federal income taxes incurred	2,081,805	1,201,843
Net income	\$ 6,265,499	\$ 4,953,809

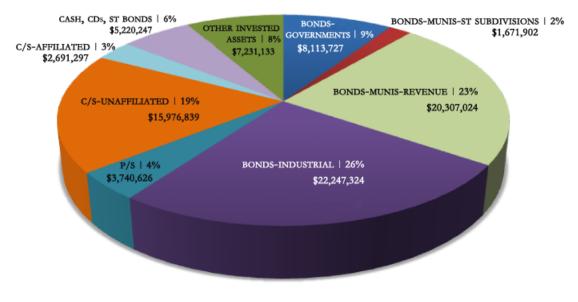
# **Financials**

# Statutory Statements of Admitted Assets, Liabilities and Policyholders' Surplus

	Decer	December 31,	
Admitted Assets	2013	2012	
Cash and investments:			
Bonds, at amortized cost			
( market 2013: \$50,932,358; 2012: \$50,993,662 )	\$ 49,666,128	\$ 47,894,430	
Bonds, at market			
(amortized cost 2013: \$1,453,085; 2012: \$0)	\$ 1,407,612	\$ -	
Preferred stocks, at amortized cost	, ,		
(market 2013: \$2,487,822; 2012: \$2,445,400)	2,223,429	1,331,551	
Preferred stocks, at market			
(amortized cost 2013: \$1,350,758; 2012: \$1,299,609)	1,252,802	2,185,777	
Common stocks			
( cost 2013: \$11,392,053; 2012: \$9,396,933 )	18,661,074	13,595,996	
Cash and short-term investments	5,220,247	12,328,909	
Other invested assets	7,001,198	3,795,016	
Receivable for securities	240,785	-	
Cash and investments	85,673,275	81,131,679	
Interest and dividend income due and accrued	598,264	570,286	
Premiums in course of collection	2,076,835	2,082,775	
Reinsurance recoverables on claim payments	17,271	15,648	
Other amounts receivable under reinsurance contracts	525,234	797,692	
Current Net Federal income tax recoverable	1,141,801	382,850	
	1,141,001		
Deferred Net Federal income tax asset	-	625,357	
Receivable from subsidiary	160,051	213,161	
Other	138,662	208,323	
Total assets	\$ 90,331,393	\$ 86,027,771	
	Decer	December 31,	
Liabilities and Policyholders'Surplus	2013	2012	
Liabilities:			
Unpaid losses	\$ 9,786,925	\$ 13,255,482	
Unpaid loss adjustment expenses	10,238,950	12,307,978	
Taxes, licenses, fees and other expenses payable	1,030,600	1,000,362	
Net Deferred Tax Liability	641,373	-	
Unearned premiums	6,481,502	6,512,804	
Advance premiums	748,858	648,839	
Dividends declared and unpaid	1 225 625	1,054,679	
	1,335,635	· · · · · ·	
Ceded reinsurance premiums payable, net of ceding commissions	534,145	524,844	
Ceded reinsurance premiums payable, net of ceding commissions Funds held by company under reinsurance treaties			
	534,145	524,844	
Funds held by company under reinsurance treaties	534,145 318,722	524,844 49,902	
Funds held by company under reinsurance treaties Amounts withheld by company for account of others	534,145 318,722 7,696	524,844 49,902 74,369	
Funds held by company under reinsurance treaties Amounts withheld by company for account of others Provision for reinsurance	534,145 318,722 7,696 468	524,844 49,902 74,369	
Funds held by company under reinsurance treaties Amounts withheld by company for account of others Provision for reinsurance Payable to parent, subsidiaries and affiliates Payable for securities	534,145 318,722 7,696 468 139,700	524,844 49,902 74,369 2,505 - 29,400	
Funds held by company under reinsurance treaties Amounts withheld by company for account of others Provision for reinsurance Payable to parent, subsidiaries and affiliates	534,145 318,722 7,696 468 139,700 178,033	524,844 49,902 74,369 2,505	
Funds held by company under reinsurance treaties Amounts withheld by company for account of others Provision for reinsurance Payable to parent, subsidiaries and affiliates Payable for securities Unearned installment charges Total liabilities	534,145 318,722 7,696 468 139,700 178,033 105,073	524,844 49,902 74,369 2,505 - 29,400 83,953	
Funds held by company under reinsurance treaties Amounts withheld by company for account of others Provision for reinsurance Payable to parent, subsidiaries and affiliates Payable for securities Unearned installment charges	534,145 318,722 7,696 468 139,700 178,033 105,073	524,844 49,902 74,369 2,505 - 29,400 83,953	

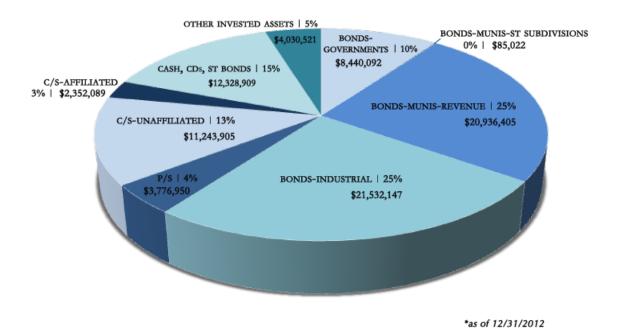
# **Financials**

2013 Cash & Invested Assets - Fair Value



\*as of 12/31/2013

#### 2012 Cash & Invested Assets - Fair Value



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# Lawyers Insurance

Lawyers Insurance complements the strength of Lawyers Mutual by providing a full suite of insurance products, with a strong understanding of the needs of lawyers and law firms.

Among the offerings of Lawyers Insurance are:

- NC Bar Association Health Benefit Trust this comprehensive health plan retains the broad provider networks and rich pharmacy plans that are being sacrificed under many insurance plans.
- Group Disability and Dental employee benefit programs with valuable features obtained through our endorsement by the NC Bar Association.
- A full array of Property and Casualty coverage, including specialized professional liability solutions for customers that fall outside of Lawyers Mutual's parameters. Lawyers Insurance also provides a range of Cyber Liability coverage in addition to general office, liability and workers compensation coverage.
- An excellent Court and Probate Bond program with prompt, efficient service.
- Structured Settlement and Fixed Indexed Annuity options for special needs, retirement and long term care planning.
- Medicare Supplement coverage for those leaving their group health plan with a strong focus on service and education of our customers.

Lawyers Insurance is the 'go to' source for the insurance needs of Lawyers Mutual customers and members of the NC Bar Association.

William Strong



WILLIAM STROUD | SENIOR VICE PRESIDENT

Lawyers Insurance is the 'go to' source for the insurance needs of Lawyers Mutual customers...

