

Committed to *you*

Welcome to the 2023 Amica Annual Report



Amica

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Message from the CEO



Ted Shallcross
President and CEO

When we talk about empathy, we're talking about taking the time to develop a real understanding of someone else. It's with empathy that we focus on our customers and develop products and services that best serve your needs. And whenever you require assistance, it's the empathy of our representatives that elevates our service to something truly memorable.

Internally, it's empathy that guides our approach as an employer, and helps us recruit, nurture and retain the best talent in the industry. They're the engine that powers this company, and we're proud to offer them a workplace where they can grow – both personally and professionally – to provide you with the best insurance experience around.

This concept of empathy is the focal point for our latest advertising campaign, "More Human." Learn more about that work [here](#).

Like the rest of the industry, Amica dealt with fluctuating economic and environmental pressures in 2023. And yet, our long-term financial stability ensured that we'd be there for you whenever you needed us. Learn more about our 2023 financials [here](#).

While things like inflation, rising loss costs, more frequent and severe natural disasters, and supply chain disruption continue to challenge the industry, we're working to minimize the impact on our customers. We're doing so by driving operational efficiency, and through a variety of

If you were to look back on Amica's 117 years in business, you'd see that each year presents us with different challenges and opportunities. But it's how we respond that matters.

From the start, we've set out to bring together responsible, risk-averse consumers and provide them with high-quality and reliable insurance protection backed by world-class customer service. We hold true to that vision to this day, regardless of the circumstances we encounter in any given year.

Above all, I believe the source of Amica's long-term success is adherence to the core values on which the company was founded. These values are all positive, supportive and uplifting, but there is one that stands above the others in my mind – empathy.

policy discounts, including newly enhanced discounts for loss prevention and loss mitigation. Our representatives do a fantastic job of working closely with customers to help find personalized solutions. I credit their efforts for helping us maintain our enviable retention rate, which came in at 95.1% among customers who bundle auto and home insurance with Amica.

In addition to building strong relationships with our customers, it's also a priority at Amica to support the communities where we live and where we work. Once again in 2023, Amica and its employees contributed several million dollars of support and thousands of volunteer hours to nonprofit organizations.

With an eye toward bringing about lasting change, we've reinforced our connections to the community and helped combat issues like food insecurity, homelessness and social injustice. Learn more about that support [here](#).

Thank you for taking a few minutes to read our Annual Report. We're grateful for your business, and excited to continue our relationship with our loyal policyholders in 2024 and beyond.

A handwritten signature in black ink, appearing to read "Edmund Shallcross III". The signature is fluid and cursive, with "Edmund" and "Shallcross" being the most prominent parts.

Edmund (Ted) Shallcross III
President and Chief Executive Officer
Amica Insurance



Financials overview

Amica's mutual structure continues to serve us well by allowing us to take a long-term financial approach and keep the focus on our loyal policyholders.

Below, you'll find some of the highlights for 2023.

Strong balance sheet

Amica continues to maintain excellent financial stability. This is an important factor that offers our customers peace of mind that we'll be ready and able to respond when they need us.



Combined ratio and expense ratio

Combined ratio expresses the relationship between expenses incurred (operational costs and claim payments) to premiums earned. Loss ratio is the losses an insurer incurs due to paid claims as a percentage of premiums earned.

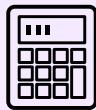
Our combined ratio in 2023 was slightly higher than planned – driven by wind, hail and freeze losses that occurred in some pockets of the country – but it improved by 1.2 points from 2022.

Our loss ratio also improved, dropping 3.3 points from the previous year.

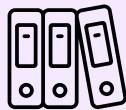


Amica Life growth

Amica Life Insurance Company, a wholly owned subsidiary of Amica Mutual, had an outstanding year, and continues to exceed its sales goals.



\$8.3 million
in new life premium



6,197
new policies



\$50 billion
coverage in force



\$17.3 million
increase in surplus

AM Best reaffirms ratings for Amica Mutual, Amica Life

Amica Mutual and Amica Life once again received A+ (Superior) financial strength ratings from AM Best,* a leading insurance rating agency and the nation's authority on insurance company financial stability.

* A+ (Superior) is the second highest of 13 company ratings. Ratings range from A++ (Superior) to D (Poor). AM Best's ratings measure an insurer's financial strength.

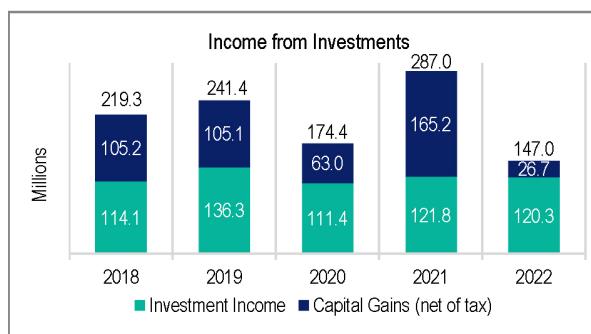
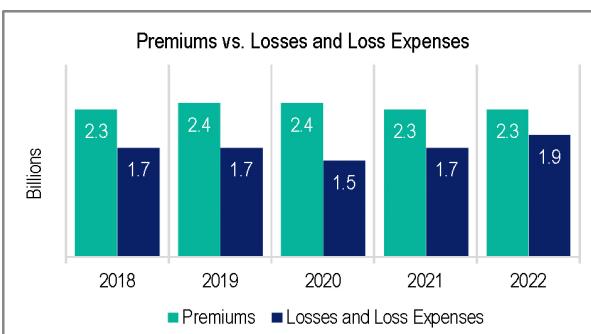
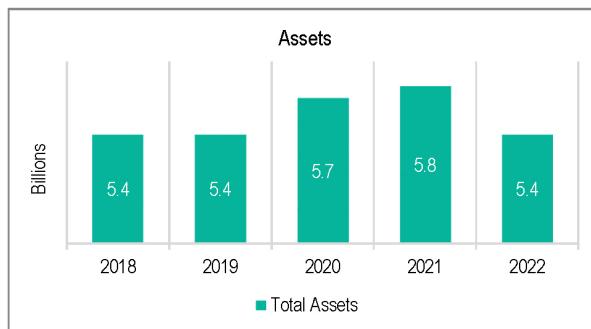


AMICA – Combined P&C Operations

Financials

\$ in millions

Balance Sheets	2023	2022
Assets:		
Bonds and debt securities	\$ 2,806	\$ 2,843
Stocks	1,402	1,237
Cash and short-term investments	53	105
Other invested assets	561	543
Premiums receivable	505	442
Other assets	264	249
Total assets	\$ 5,591	\$ 5,419
Liabilities:		
Reserves for losses and loss expenses	\$ 1,515	\$ 1,501
Reserve for unearned premiums	1,071	940
Other liabilities	278	230
Total liabilities	2,864	2,671
Surplus to policyholders	2,727	2,748
Total liabilities and surplus to policyholders	\$ 5,591	\$ 5,419
Income Statements	2023	2022
Premiums earned	\$ 2,485	\$ 2,299
Losses and loss expenses incurred	1,993	1,892
Other underwriting expenses	733	646
Dividends to policyholders	137	138
Net underwriting gain (loss) after dividends	(378)	(377)
Investment and other income	127	148
Federal income tax benefit	29	53
Net income (loss)	\$ (222)	\$ (176)
Statements of Surplus	2023	2022
Surplus, beginning of year	\$ 2,748	\$ 3,259
Net income (loss)	(222)	(176)
Increase (decrease) in unrealized capital gains	129	(420)
Other surplus adjustments	72	85
Surplus, end of year	\$ 2,727	\$ 2,748



Financial Highlights

\$ in thousands

	2023	2022		2023	2022
Combined ratio – earned basis	115.2%	116.4%	Policies in force	1,432,792	1,443,433
Loss and loss expense ratio	80.2%	82.3%	Policyholder multiline retention	95.1%	95.2%
Premium growth rate	8.1%	-1.3%	New business premium	\$ 103,447	\$ 78,902

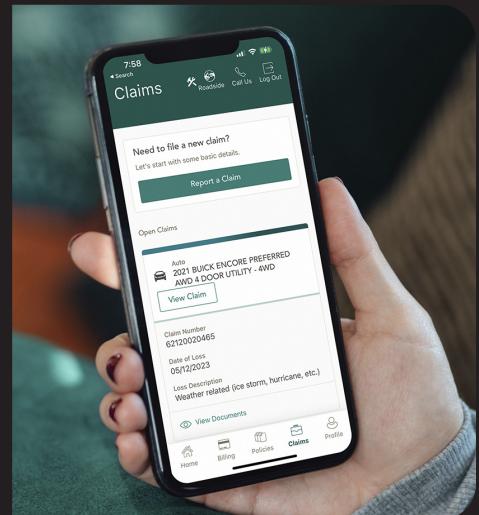


Making the most of *your relationship with us*

Service your way

Our goal is to provide you with an outstanding customer service experience, whether you visit us in person, call us on the phone or interact with one of our online self-service tools. As the world continues to change, we're focusing on creating experiences that span every type of interaction seamlessly. We know that many of our customers prefer the ease and convenience of self-service, so we're putting an even greater focus on enhancing our digital offerings. Visit Amica.com, download [our mobile app](#) or chat with AVA – the Amica Virtual Assistant – today!

Regardless of how you do business with us, being there for you is a responsibility we take very seriously. To learn more about how we take care of our customers, check out the video below.





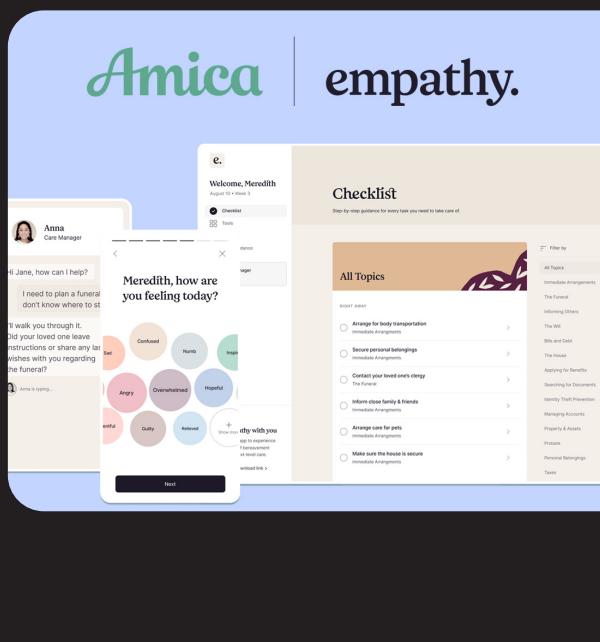
StreetSmart by Amica™

At Amica, we believe that safe driving is smart driving. With our StreetSmart by Amica™ app, new and existing customers can receive a discount on their policy premium just by participating in the program for the first time, with the opportunity to earn greater discounts upon renewal!* Participants can also earn rewards based on their driving performance, and higher scores lead to greater rewards. StreetSmart is currently available in many states, and will be rolling out to others in the months ahead. To learn more about StreetSmart, [click here](#).

* Discounts may vary by state, participation and driver scores at renewal.

The *benefits* of bundling

Have you considered bundling your insurance products? Bundling is when you purchase more than one policy from the same insurance carrier, creating a “bundle” of policies. In addition to potentially saving money, you can go to one place to pay insurance bills, manage your coverages and file a claim. To learn more about bundling, [click here](#).



Empathy app

In a perfect fit with Amica’s “Empathy Is Our Best Policy” platform, we’re offering the Empathy app free of charge to beneficiaries of life insurance policyholders. The app provides personalized, comprehensive, on-demand support for those who have recently lost a loved one. It walks users through the process, providing real-time human support and guidance on everything from funeral arrangements and dealing with grief to navigating probate and estate settlement. To learn more about the app, [click here](#).

Partnerships

Amica is proud to partner with smart home companies, car clubs, community groups and more to add value to your life and build strong connections in the places where we live and work. To view a list of our partners, and some of the benefits that may be available to you, [click here](#).

Building the *brand*

A “*More Human*” experience

Late in 2023, we began developing our new advertising campaign, “More Human.” With the world becoming increasingly tech-driven, and the sometimes tumultuous daily news cycle, we hoped the power of humanity – and being there for each other – shone through in our commercials. With real, caring people here to help you when you need us, we aim to provide you with exceptional customer experiences. You can view one of our new ads below.



“What You Leave Behind” campaign

We launched an engaging new marketing campaign – centered around the importance of life insurance – called “What You Leave Behind.” While life insurance advertising typically focuses on policy terms, rates and protection, this campaign used a storytelling approach to make the concept feel more relatable. By partnering with Discovery’s state-of-the-art brand studio, Courageous, we highlighted everyday possessions left behind by a loved one who passed, and the memories they evoke. Life insurance is the same – something we leave behind for those we love. To learn more, check out the video below or visit our interactive hub [here](#).



HGTV’s “Home Town Takeover”

Early in 2023, we partnered with HGTV to sponsor the popular show “Home Town Takeover.” In addition to highlighting the Amica brand, the shows featured cameos from our employee Sarah, who provided support and valuable insurance advice to the families during their home renovation journeys. To learn more, check out the video below.



Showing up in the *community*

Corporate social *responsibility*

At Amica, we're passionate about giving back. That's why we support nonprofit organizations that build sustainable communities and carve out clear pathways to success for individuals. Through things like our Employee Community Involvement Program, Matching Gifts Program and Volunteer Day Program (which saw a 33% increase in participation in 2023), we provide funding on behalf of our people and give them opportunities to maximize their positive impact. These efforts once again led to millions of dollars and thousands of hours donated to nonprofits around the country.

We concluded the year with our companywide Month of Giving, which included food-packing events and donations to local food banks to fight food insecurity across the country.

We're incredibly proud of these efforts, and grateful for the nonprofit organizations that do such impactful work in our communities.



Our mission is to
create peace of mind
and build
enduring relationships.

Awards and recognitions

Since Amica's founding in 1907, our goal has been to provide world-class products and services to our loyal customers. We're proud to be recognized for this long-standing commitment to them, and to our employees.



U.S. Insurance Digital Experience StudySM

#1 in Customer Satisfaction for the Digital Insurance Servicing Experience

U.S. Auto Insurance Claims Satisfaction StudySM

#1 in Customer Satisfaction with the Auto Insurance Claims Experience

Forbes



Named one of
America's Best
Insurance Companies



Named one of
America's Best
Midsize Employers



Named one of
the World's Top
Companies for
Women



"Standing the Test of Time"
recognition from AM Best,
for having maintained a
financial strength rating of A
or higher for over 100 years



Rated "Excellent" on
Trustpilot,¹ a consumer
review website that
rates businesses around
the world

¹As of March 31, 2024.



WOMEN'S FORUM
OF NEW YORK

Named a Corporate Champion by Women's
Forum of New York for having 50% or more
Board seats held by women



Honored by Providence Business News as one of the Best
Places to Work in Rhode Island, and as a Diversity, Equity
& Inclusion Award Winner in the Insurance category



Blue Cross
Blue Shield
of Rhode Island



Recognized with a Worksite Health Award
from Blue Cross & Blue Shield of Rhode Island and
the Greater Providence Chamber of Commerce

A look *ahead*

We're excited to continue partnering with you in 2024 and beyond to add even greater value to your life. Thank you, as always, for trusting Amica to protect the things that matter most to you.



Board of *directors*



Edmund Shallcross III
President and Chief Executive Officer, Amica Insurance
Director since 2022.1



Ronald K. Machtley
President, Bryant University (Retired)
Director since 1999.1, 2
Lead Director



Patricia W. Chadwick
President, Ravengate Partners, LLC
Director since 1992.1 (Chair), 3



Michael D. Jeans
President, New Directions, Inc. (Retired)
Director since 2001.1, 3 (Chair), 4



Debra A. Canales
Executive Vice President and Chief Administrative Officer, Providence (Retired)
Director since 2012.1, 4 (Chair)



Jill J. Avery
Senior Lecturer, Harvard Business School
Director since 2015.1, 2

Board of *directors* (cont.)

Peter M. Marino
President and Chief Executive Officer, Neighborhood Health Plan of Rhode Island
Director since 2019. 1, 3



Debra M. Paul
Chief Executive Officer, Fellowship Health Resources, Inc. (Retired)
Director since 2019. 1, 2 (Chair)



Diane D. Souza
Chief Executive Officer, UnitedHealthcare Specialty Benefits (Retired)
Director since 2019. 1, 4



Ivy L. Brown
President, UPS Northeast District (Retired)
Director since 2022. 1, 2



Matthew A. Lopes, Jr., J.D.
Principal, Pannone Lopes Devereaux & O'Gara LLC
Director since 2022. 1, 2



Heidi C. Pearson
Independent Financial Consultant and Trustee; Co-Founder and Managing Partner, Adamas Partners, LLC
Director since 2023. 1, 2



Joan Robinson-Berry
Senior Vice President and Chief Engineer, Boeing Company (Retired)
Director since 2023. 1, 4

Privacy Notice Effective Date: January 1, 2024

Consumers regularly trust Amica with their nonpublic personal information (“NPI”). We take our responsibility to appropriately treat and protect your NPI seriously. This notice explains what NPI we collect, how we collect it and how we protect it.



Summary of Amica’s Privacy Notice

- We collect NPI about you from your application, our transactions with you and from third parties as permitted by law.
- We use your NPI to service your policies and claims and to underwrite and price insurance products that meet your needs as you have described them to us.
- We do not share your NPI with nonaffiliated third parties other than as necessary to service your policy or claim.
- When we disclose your NPI to third parties to perform services for us, we require that they protect the NPI and use it only for the purpose it was disclosed.
- We do not sell your NPI to third parties.
- We maintain physical, electronic and procedural safeguards to protect your NPI.

NPI We Collect About You

- We get most NPI directly from you during the application process or through other transactions with you. This includes, for example, your name and address, Social Security number, payment account information, type of vehicle, and information about other drivers and members in your household.
- We may ask a consumer reporting agency, data provider or other third party for a report about you, for example: a credit-based insurance score; a report about your coverage and claims history with other companies; motor vehicle records; reports that identify other drivers and members in your household; or criminal records. In limited circumstances, we may request an investigative consumer report, which means that the consumer reporting agency will investigate your habits, finances or if you take part in hazardous activities.
- In addition, for life insurance, we may obtain information about your health from medical providers, MIB, LLC, or other prescription or insurance databases. We may also obtain information from you about your beneficiaries or others on your policy.

How We Use and Disclose NPI

Amica uses and discloses your NPI only as permitted by law and as necessary to conduct business. For example, we may use your NPI to: service products you have applied for or purchased; process claims; offer you other Amica products; perform other business, professional, or insurance functions as permitted by law; verify your coverage or benefits; protect against fraud; and comply with legal requirements. For these purposes, we may share your NPI with:

- Claims adjusters, appraisers, auto repair shops, rental companies, contractors, investigators, attorneys and other third-party vendors who provide services in facilitation of your claim
- Your agent
- Your mortgagee, lienholder or finance company
- Our affiliated companies
- Consultants or other service providers that perform business functions for us, such as mailing or marketing services

- Our reinsurance companies
- Businesses that conduct research, including actuarial or underwriting studies
- Other insurance companies
- Consumer reporting agencies (Information that we share with consumer reporting agencies, including your claims history with us, may be maintained by the consumer reporting agency and disclosed to others as permitted by law.)
- Insurance support organizations
- Medical care institutions and medical providers
- State insurance departments, police or other governmental authorities
- Persons as ordered by subpoena, warrant or other court order, or as required by law

Please note that we do not share information about your creditworthiness with our affiliates for their own everyday business purposes. Also, please be aware that information obtained from a report prepared by an insurance support organization may be retained by the insurance support organization and disclosed to other persons.

How We Safeguard NPI

Amica maintains physical, electronic and procedural safeguards to keep your NPI secure. We limit access to employees who “need to know” to service your policy or claim, and to support our insurance operations. Also, we have an employee Code of Ethics and Confidentiality Policy and a Cybersecurity Policy that require employees to keep confidential all NPI obtained in the course of our business.

Your Rights

You have the right to know what NPI we have about you, to request a correction, and to receive a copy upon request. You may also have other rights, such as the right to delete if you reside in one of the following states: AZ, CA, CT, GA, IL, ME, MA, MN, MT, NV, NJ, NC, OH, OR and VA.

How to submit requests to access, correct, amend, or delete your NPI:

You may be eligible under applicable law to make requests in relation to information we have about you. Please note that your request may be denied in whole or in part if your jurisdiction does not provide you an applicable right.

If you would like to know what NPI Amica has that is personal to you as an individual, you may submit a request for access to that information by mailing your request to the address in the **contact us** section on next page.

Your request must describe the records you are seeking. If we can reasonably locate and retrieve the requested records, your NPI will be provided in accordance with applicable laws. We may not be able to provide information if it is privileged or relates to investigations, claims, litigation, or similar or related matters. We may charge a reasonable fee to cover the costs in providing this record.

Responses to requests for information will be completed within 30 days of the request. If we are unable to locate or provide the records you have requested, we will notify you in writing. You have the right to file a statement if you disagree to explain the reasons why you disagree with our determination.

If you believe that our records contain incorrect information that is personal to you as an individual, or if you want to request that Amica deletes your information, you may request corrections, changes, or deletion by mailing your request to the address in the **contact us** section below.

Amica will respond to you within 30 days of receiving your request. If your request cannot be granted, we will send you a notice explaining why the request will not be completed. You have the right to file a statement telling us what you think is correct or why you believe your information should be deleted and the reasons why you disagree with our determination. If you ask us to, we will notify persons with whom we have shared your NPI of the change or your statement. With any subsequent sharing of NPI, we will include a copy of your statement.

Please note that medical records and details about our decisions regarding those records will only be released to your physician or a physician qualified to interpret them.

Additional Information Concerning Your Privacy Rights: For further information visit our website <https://www.amica.com/en/privacy-security/website-privacy-policy.html>.

Contact us: Requests must be mailed to Amica Mutual Insurance Company, P.O. Box 363, Lincoln, Rhode Island 02865. Because of its legal nature, NPI obtained when settling claims or defending lawsuits need not be shared with you.

Additional State-Specific Rights

For California Residents only. We will not share information we collect about you with nonaffiliated third parties, except as permitted by California law. We will limit sharing among our affiliates to the extent required by California law. We do not share information about creditworthiness.

For Massachusetts Residents only. You may ask in writing for the specific reasons for an adverse underwriting decision. An adverse underwriting decision is where we decline your application for insurance, offer to insure you at a higher than standard rate or terminate your coverage.

For Nevada Residents only. We are providing you this notice under state law. Nevada law requires we provide the following contact information: Bureau of Consumer Protection, Office of the Nevada Attorney General, 555 E. Washington St., Suite 3900, Las Vegas, NV 89101; Phone number: 702.486.3132; email: aginfo@ag.nv.gov; Amica Mutual Insurance Company, 100 Amica Way, Lincoln, Rhode Island 02865; email: WebComments@amica.com; Phone number: 800-242-6422.

For North Dakota Residents only. We will not share information we collect about you with nonaffiliated third parties, except as permitted by North Dakota law. We will limit sharing among our affiliates to the extent required by North Dakota law.

For Vermont Residents only. Under Vermont law, we will not share information we collect about Vermont residents with companies outside of our affiliates, unless the law allows. We will not disclose information about your creditworthiness to our affiliates and will not disclose your personal information, financial information, credit report, or health information to nonaffiliated third parties to market to you, other than as permitted by Vermont Law, unless you authorize us to make those disclosures.

This Notice applies to prospective, current and former customers of the following Amica Companies:

- Amica Mutual Insurance Company
- Amica Life Insurance Company
- Amica Property and Casualty Insurance Company
- Amica General Agency, LLC