



**Equal Justice. Insured.**





*Welcome!*

# Inaugural Meeting of NLADA Mutual Policyholders/Owners

Thursday, December 7, 2023  
4:00pm EST





# Meeting Agenda

- Welcome & Call Meeting to Order
- Quorum Established
- Adoption of the Agenda
- Board of Directors Election
- Annual Report
- Other Business
- Adjourn





# Housekeeping

Questions?

Place them in the chat. We will record them and provide answers after the meeting to any questions that we don't get to today.\*

\*If following the meeting, you have an urgent question – please email [s.salah@nlada.org](mailto:s.salah@nlada.org).





# Proxy Information

- One vote per policy (whether program or individual)
- You do not need to vote today if you voted via proxy
- If you do vote (again) today, it will cancel out your proxy vote
- Questions regarding your proxy status?

Email: [s.salah@nlada.org](mailto:s.salah@nlada.org)





# NLADA Mutual Insurance Co., RRG

## Board of Directors

### Slate of Nominees



Avis E. Buchanan



M. Clara Hernandez



Jeremey Lane



Ken Levine



Karen A. Newton Cole



Leonard Noisette





# Annual Report

## *A Successful First Year!*





# Annual Report

## First Year Policyholder Objectives

1. Understand what we were doing in forming NLADA Mutual

NLADA *Mutual* is the carrier, owned by YOU, equal justice community policyholders, all net proceeds remain in the equal justice community





# Annual Report

## First Year Policyholder Objectives

2. Understand Why we formed NLADA Mutual:

More control to meet the distinct needs of the equal justice community

- ✓ Underwriting
- ✓ Price
- ✓ Risk management training & information
- ✓ Advocacy within the insurance industry
- ✓ Direct donations and sponsorships of work in the equal justice community





# Annual Report

## First Year Policyholder Objectives

### 3. Maintain coverage with NLADA Mutual

Insurance programs often lose business when they transition to a new carrier. That has not happened in this “rollover.”

We have experienced:

- 96% retention rate
- 7% growth in premium volume
- And now, NLADA Mutual can provide insurance policies for attorneys and organizations *operating in Puerto Rico!*





# Annual Report

## First Year Policyholder Objectives

### 4. Excitement!

We are:

- A business that shares your mission and values
- An entrepreneurial venture that supports self control and sustainability for the equal justice community
- Engaged in advocacy that has a proven track record of reducing costs for equal justice professionals
- A business that is using the levers and influence of the insurance industry itself to advance justice and equity within the industry and in legal system





# 2023 Operational Improvements

*Using Automation to enhance efficiency and improve the customer experience*

In 2023, we introduced automated processes that allow our underwriters to focus on quicker turnaround time for quoting and answering questions

- Automated calculation of the attorneys used to rate the premiums (manually calculated by insureds before June 2023)
- Automated renewal reminders with the addition of an automated renewal follow-up reminder

Next year, we will:

- Continue to automate the reminders to bind coverage and make payments in 2024





# Brief Policyholder Survey

*This will help us prioritize improvements in 2024.*

Please take our survey here:

<https://www.surveymonkey.com/r/C3PRHYS>

Live link in the chat!





# Our NEW Insurance, Justice & Equity Initiative

We are:

- Taking the fight for justice and equity to the insurance industry!
- Using the levers and influence of the Insurance Industry to advance justice and equity (St. Ann)





# Follow us on LinkedIn

- Get the latest updates, news and resources!
- Follow us by searching for “NLADA Mutual” or by visiting [linkedin.com/company/nladamutual](https://www.linkedin.com/company/nladamutual)





# We are here to serve you!

Please reach out to us!  
[customercare@nlada.org](mailto:customercare@nlada.org)

Read our FAQ online:  
[nladamutual.com](http://nladamutual.com)

Connect on LinkedIn:  
[linkedin.com/company/nladamutual](https://www.linkedin.com/company/nladamutual)







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