



Integrus Group[®]

2020 Annual Report

Experience Leads.

Letter from the Chairman & CEO

Dear Members,

The completion of our corporate restructuring in October 2020, changing CMIC Group from a mutual insurance company to a mutual insurance holding company, is arguably the most significant change in your company since its inception in 1984. Coupled with the name change and rebranding to Integris Group, it has been a remarkably busy year. The process was lengthy and required over a year of work with contributions from many quarters and continues to this day.

Firstly, we would like to thank the membership for their voting in unprecedented numbers, and for approving, with overwhelming affirmation, the changes recommended by the Board of Directors and Management. We now have the right platform to innovate, provide new services, and acquire new businesses. Additionally, we want to thank all employees involved for their preparatory work in completing the application and special thanks to Barbara A. Young of Verrill Dana, who provided legal advice and many hours of work in directing the process. It could not have been done without their skills and hard work. Finally, a thank you to the Connecticut Insurance Department staff for their help and assistance in completing the process.

We had planned to celebrate these momentous changes with the membership at the annual meeting in 2020, but as with so much, the Covid-19 pandemic disrupted. Perhaps, we will be able to reschedule as the disease subsides and the state relaxes the current gathering restrictions. Nevertheless, the pandemic, while shifting operations, did not prevent the Company from meeting its strategic plans that included the hiring of high-level talent and the implementation of a new information technology platform. Furthermore, we were also able to continue to settle claims, despite the closure of the courts.

The special dividend announced and paid to all members, when uncertainties were at their peak, was received and appreciated as many of our members were moved to contact us to express their

gratitude. The employees and Board alike were heartened by the response as the dividend had the effect we were trying to achieve: to show our appreciation for your loyalty to the Company, and in turn, to demonstrate our commitment to your professional success.

As we wrote in our report last year, the market continues to “firm” as loss severity and insufficient rates have caused profitability issues in the medical professional liability marketplace. During this time, the Company is making every effort to maintain affordable premiums by keeping a steady hand on the rudder and avoid overreacting to this market cycle. Fortunately, the Company has the financial strength to weather these challenges and any other stresses that might come our way. We are also continuing to seek and are in the process of evaluating other novel services that should prove helpful for our members.

In conclusion, we would like for you to know that just as you are constantly searching for ways to improve your practices and increase the safety and efficacy of the treatments for the patients under your care, we too are committed to a culture of constant improvement for the products and services we provide for you. For example, our revised website and member portal is designed to make it easy for you to access information and obtain the support that you require, including the excellent continuing education, at no cost to you. Members have asked for a tutorial to demonstrate these new features and we have responded to this request.

Finally, we want to express how much we appreciate your loyalty and want you to know that we will always honor this loyalty with our total commitment to your service.



John B. Hornby, MD



Stephen J. Gallant



John B. Hornby, MD

President and Chairman



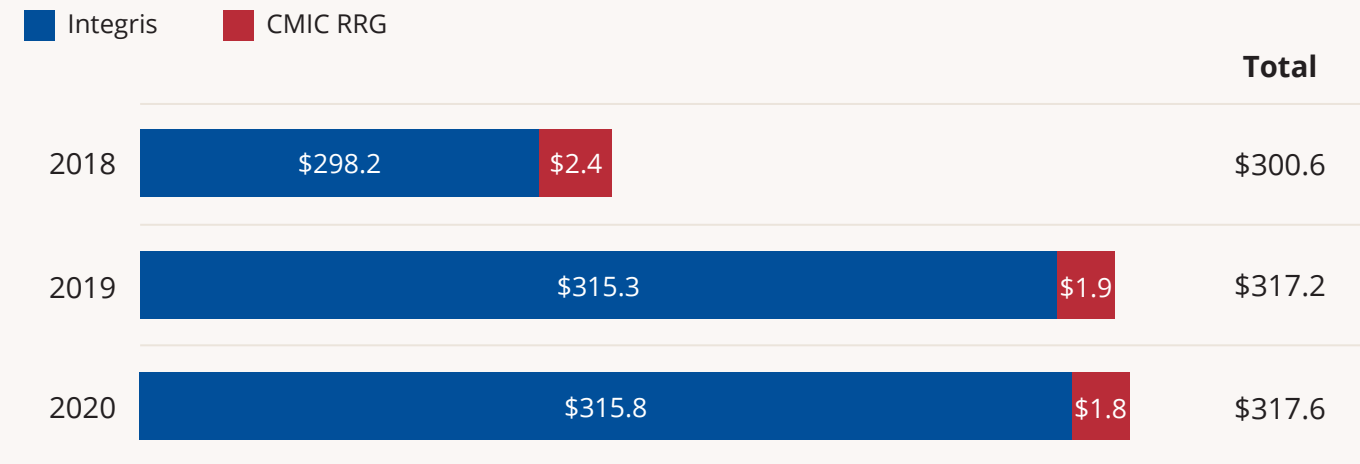
Stephen J. Gallant

Chief Executive Officer

Financial Overview

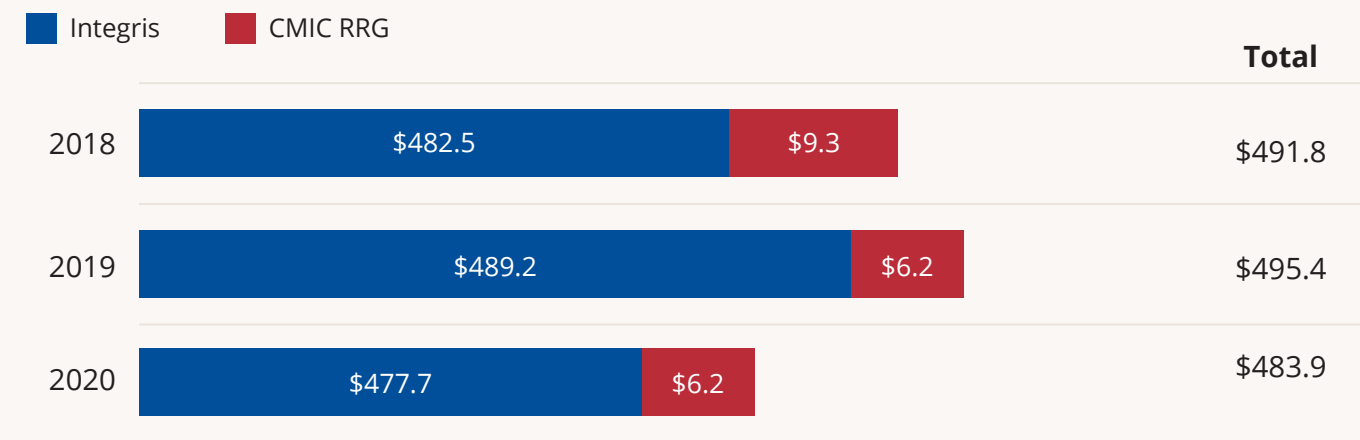
Policyholder Surplus

\$ in Millions



Total Admitted Assets

\$ in Millions

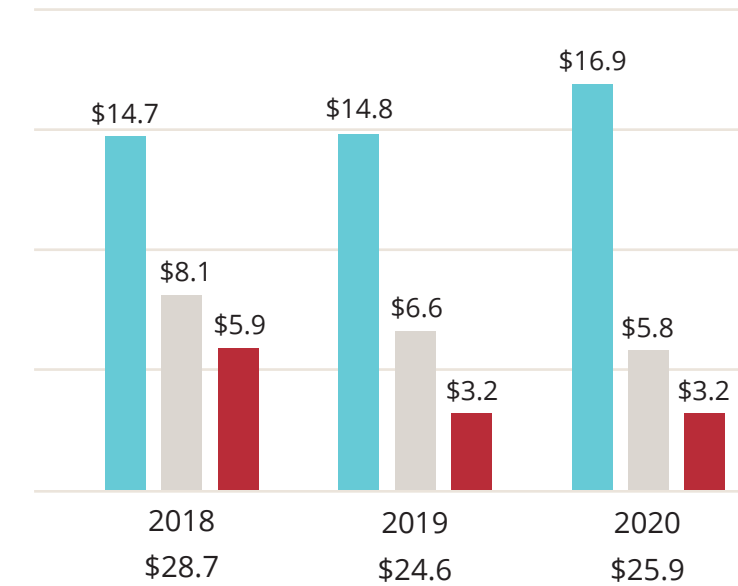


The above information is inclusive of CMIC RRG, which is an Integris Group sponsored Risk Retention Group.

Direct Written Premium

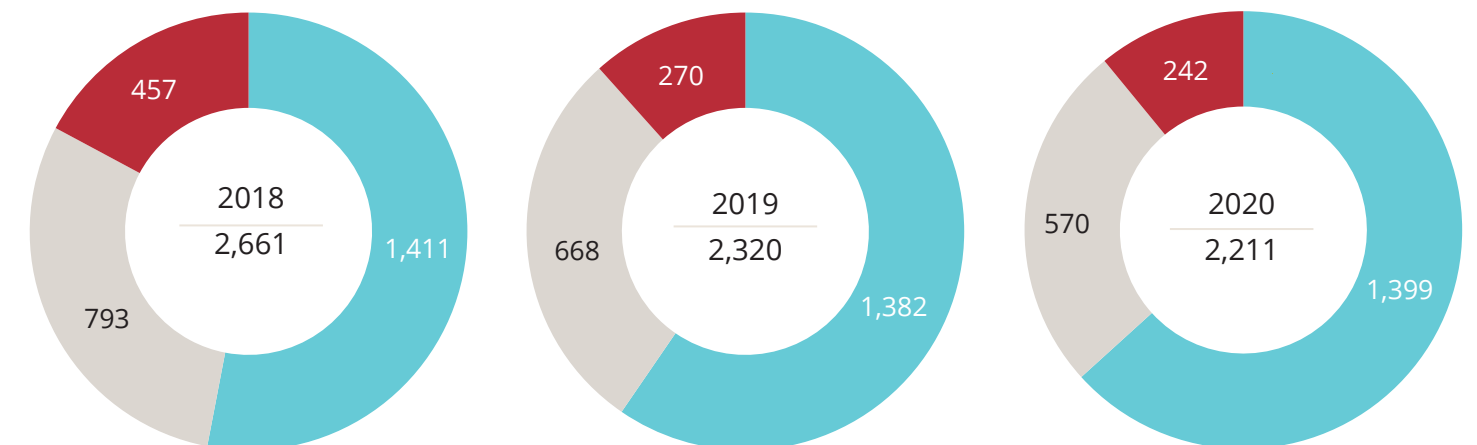
\$ in Millions

Integris - CT Integris - MA CMIC RRG - All other states



Policies Inforce

Integris - CT Integris - MA CMIC RRG - All other states



“

“2020 proved to be an extraordinary year with Covid-19 impacting all facets of life across the globe. However, the financial strength of Integris Group remained one constant.

This strength, coupled with our commitment to our members, allowed us to quickly react with a special dividend – all while managing the traditional aspects of our business.”

— Michael P. Conneely
Chief Financial Officer

We are Integris Group

Rebrand & Reorganization

While 2020 brought with it a lot of unexpected challenges, changed plans, altered work environments and general uncertainty, Integris Group is happy to report that despite the obstacles, the year also brought the completion of two substantial strategic initiatives for the Company, both years in the making.

In October of 2020, the Company rebranded from CMIC Group to Integris Group. This included a revitalization of the Company website, member portal, and producer portal, and likewise coincided with the integration of a new internal data platform. The decision to rebrand the Company came after months and years of discussion, brainstorming, creative sessions, and planning. The new name of Integris Group was ultimately chosen due to its ability to capture the integrity and stability with which the Company was founded, as well as our vision for the future.

Additionally, our new primary tagline, *Experience Leads*, is a nod to our roots as CMIC and how that experience, expertise and history can be leveraged to benefit our policyholders years into the future. The rebranding, along with the enhanced website and portals, were met with immediate praise from our policyholders and

producer partners, with many noting the added functionality of the portals and how those efficiencies benefit their own workflows.

“The revitalization of all of these elements enabled us to demonstrate that we are committed to investing in the Company, and likewise, our physician policyholders, by providing them with the most current and relevant tools, as well as streamlined interactions,” said Shelly M. Ursini, VP of Business Development and Marketing at Integris Group. “The initial feedback from this has been overwhelmingly positive, and we will continue to make enhancements to our platforms to meet the changing needs of our members and further improve the user experience.”



“*The initial feedback from this has been overwhelmingly positive, and we will continue to make enhancements to our platforms to meet the changing needs of our members and further improve the user experience.*”

— Shelly M. Ursini, Vice President, Business Development and Marketing

Also in October, the Company officially reorganized from a mutual company to a mutual holding company, following a vote by a quorum of members. Official approval from the Connecticut Insurance Department was received on September 17, 2020.

“Mutuality is at the core of who we are as a Company,” said Stephen J. Gallant, CEO of Integris Group. “This reorganization allows us to maintain that mutuality and continue to deliver comprehensive coverage and service while also enhancing our ability to compete in a rapidly changing market. By reorganizing into a Mutual Holding Company, we can look to broaden our products and services to better serve our insured providers operating in an ever-changing healthcare industry.”

The below screenshots and content are excerpts from the Integris Group brand launch commercial.



“Strength comes from many places, but strength in purpose comes from within.”



“From our Board of practicing doctors, to our roots as a doctor-founded and owned company, our strong ties to our members keep us linked to the needs of healthcare professionals.”



“The practice of medicine has transformed, and so has our suite of professional liability insurance products, services, and innovative business solutions.”

“We are more than prepared; we are practiced.”

Integris Group. Experience Leads.™



Strength in Purpose™

2020 was a year that showed even more clearly the importance of community. While supporting causes and organizations whose missions closely aligned with ours has long been a focus of Integris Group, the unprecedented challenges of the Covid-19 era led to an acceleration of those efforts.

In the spring of 2020, when the effects of the pandemic were rippling throughout the world, and in particular, impacting the lives and livelihoods of medical professionals and healthcare practices, the Integris Group Board of Directors, in partnership with our Management Team, unanimously decided to take action. The Board voted to declare a special \$5 million dividend, which equated to approximately a 25% return of paid premium to our policyholders. It was our hope that this

would provide some much needed relief to our members, many of whom saw their practice revenue fall sharply, especially during the early months of the pandemic.



Meals for the Emergency Department at Hartford Hospital in Hartford, CT.

The crisis was taking a toll on more than just the business-side of being a doctor, however, as was clearly illustrated in global headlines. Providers, especially those on the frontlines in hospitals, were under a heavy weight of overcrowded facilities, a shortage of PPE, and the unknown of a new and furiously unfolding pandemic. To show our solidarity with these providers, Integris Group provided meals to Intensive Care Units and Emergency Departments in Massachusetts and Connecticut. It was just one small way we could say thank you to the doctors operating in the community in which we are also headquartered.

As a mutual holding company, fielding proxy votes from our members ahead of our Annual Meeting has always been a reliable marker of the spring season.

In 2020, this standard practice became considerably more complicated with practices operating under modified hours, providers stressed with facing the unrelenting pandemic, and the operational challenges of gathering votes amid social distancing guidelines. As a way to both garner attention to the voting period, and also give back to worthy causes, Integris Group pledged to donate \$25 for every ballot cast to one of two organizations selected by the Company. As a result, this past summer we delivered a donation of \$5,963 to The Hole in the Wall Gang Camp in Connecticut and \$5,163 to the Dana Farber Cancer Institute of Milford, MA.

In addition to these new initiatives, we also continued with our usual charitable giving, donating to three worthy causes in lieu of mailing holiday cards. These included the Connecticut Food Bank, Doctors Without Borders and the Make-a-Wish Foundation. The staff of Integris Group also assembled and donated four Thanksgiving baskets for families in need, in collaboration with the Middletown Community Thanksgiving Project and the Kiwanis organization.



Four Thanksgiving Baskets for the Middletown Connecticut Community Thanksgiving Project.

Employee Spotlight

Dawn C. Lantiere, MSN, RN

Risk Management Specialist

Can you describe your work prior to joining Integris Group?

I was working as a Director of Nursing in a skilled nursing facility.

What drew you to the medical field?

I truly enjoy having the opportunity to care for individuals during challenging and distressing times in their lives. I wanted to be that person who gave a smile and warm feeling to help them through a difficult time, not to mention, I believe my dedication and knowledge to best practices helped achieve many positive outcomes.

What did you enjoy most about your time in the medical field?

Prior to my time at the skilled nursing facility, I spent ten years working in an Emergency Department. It was so fast paced and exciting – it kept me on my toes and gave me the opportunity to touch someone else's life in a positive way. I always volunteered to work holidays because I felt it was a special time to spend with my patients. While the rest of the world is celebrating, someone is struggling, and that is the time I felt my presence was needed and I would do everything I could to make the situation a little brighter.

What do you enjoy most about being a Risk Management Specialist?

I enjoy working with practitioners and assisting them with risk management

questions and challenges to help guide them in their practices. I like to help implement best practices to assist them with maintaining and achieving optimal patient outcomes. I also enjoy working with the Integris team because we all share mutual goals in striving to do the best we can for our members. It is a great team, and I am truly proud to be a part of it.

How has your prior work in nursing affected your role in Risk Management?

It has provided me with a vast knowledge of healthcare systems. I believe that having the ability to apply what I have learned to risk management issues is an asset to the Integris team and our members.

This past year has been full of unprecedented challenges. How has the pandemic impacted you?

It has impacted me in many ways, but specifically, it has shown me how precious life is and how we should not take the people and the things in our lives for granted. It also provided me with an opportunity to give back to the community by becoming a volunteer vaccinator. I truly enjoyed working with the teams and caring for the public to help fight back against the virus.

Any hobbies you'd like to share?

I am an avid runner. I also enjoy playing



Bachelor of Science:
University of South Carolina
Bachelor of Nursing:
Quinnipiac University
Master's in Nursing:
University of Hartford
Employee Since:
2019

golf, tennis and hiking. I love to be active and outdoors. I also enjoy cooking and I do not always follow a recipe which makes it that much more interesting.

Any anecdotes you'd like to share from your career?

When I first began my emergency nursing career, I was quite the geek. I had what my colleagues called a pocket organizer and a book full of codes, calculations... you name it, I had it. One day, someone called "Archie Main" over the intercom. I immediately reached for my book to see what that was code for and what to do next. Well, it was not a code, but rather, it was the name of the maintenance supervisor. I am pretty sure they are still laughing today. Quite an embarrassing moment!



Food being delivered to Milford Regional Medical Center in Milford, MA.

Board Member Spotlight

Jeffrey B. Hopkins, MD

Service and making a difference in the community were integral parts of the undergraduate education Dr. Jeffrey B. Hopkins received while he was a student at the University of Notre Dame. The emphasis on these two ideals formed his initial calling to the field of medicine.

"A career in medicine, and specifically in the fast-paced, dynamic field of Emergency Medicine, allowed for an opportunity to serve on the frontlines and provide care to some of our most vulnerable patients during times of greatest need," said Dr. Hopkins of his decision to pursue Emergency Medicine as his specialty.

"I am so grateful for all of my colleagues who have shown unwavering commitment to patients, and who have continually risen to answer the bell."

Everyone, medical professionals and the populations they care for, can attest that 2020 was a year of tremendous need in communities across the globe. It was also a period of unique challenges for Dr. Hopkins and his peers as they worked on the frontlines of the Covid-19 pandemic, which he describes as the greatest health crisis that most providers have ever experienced.

"The past year has been particularly stressful for frontline providers as we've tried to safely care for patients while constantly adapting to overcome this novel, deadly virus," said Dr. Hopkins. "Our patients are sicker and more complex than ever, and the constant battle against the virus has certainly taken a toll on all of us. However, there is reason for optimism, as we've seen a workforce with unparalleled dedication, compassion, and bravery in the face of this massive challenge. I am so grateful for all of my colleagues who have shown unwavering commitment to patients, and who have continually risen to answer the bell."



Medical Specialty:
Emergency Medicine

Practice Location:
Milford, MA

Integrus Board Member Since:
2014

Integrus Committee Chair:
Claims Committee

Integrus Committee Member:
Executive Committee
Compensation Committee
Underwriting Committee

"Whether it's through timely risk management programs, thoughtful claim reviews, or innovative initiatives, Integrus Group is constantly finding ways to support our members."

Dr. Hopkins grew up in Westborough, Massachusetts, graduating from Westborough Public High School before heading to the Midwest to attend the University of Notre Dame. There, he also met his wife, who after graduation went on to law school while he earned his medical degree at the University of Massachusetts (UMASS) Medical School. He has now been in practice as an Emergency Medicine physician for 18 years, currently with Orion Emergency Services, a private, democratic group of providers who staff the Emergency Department at Milford Regional Medical Center (MRMC), an independent community hospital in Milford, Massachusetts.

"I'm fortunate to have an incredibly supportive family," said Dr. Hopkins, "including my wife, my parents, my brother and my two sisters, who all live close-by and are able to spend time together with our three daughters and our two Golden Retrievers."

Dr. Hopkins has been the Chair of the Emergency Department at MRMC since 2010. Additionally, he has been a member of the Integrus Group Board of Directors since 2014.

"As a mutual holding company, Integrus Group is owned by the policyholders," said Dr. Hopkins. "The Board of Directors is a diverse group of practicing physicians who are also policyholders, just like all of our Integrus members. It's that perspective that allows the Board to advocate for our members by relaying the real-life experiences, pressures and liability concerns that we all feel within the healthcare system."

Dr. Hopkins also serves as the Secretary of the Integrus Group Board of Directors. "I've been incredibly impressed with the unwavering commitment by Integrus Group to our members on the frontlines," he said. "Whether it's through timely risk management programs, thoughtful

claim reviews, or innovative initiatives, Integrus Group is constantly finding ways to support our members."

In addition to his position on the Integrus Group Board of Directors, Dr. Hopkins has held, and holds, a variety of leadership roles in the medical community, such as the past president and current member of the Massachusetts College of Emergency Physicians (MACEP), a member of the MRMC Board of Trustees, and the EMS Medical Director for the Town of Hopkinton. He is also an Assistant Professor of Emergency Medicine at UMASS Medical School.

When he's not in the Emergency Department or serving in his various leadership capacities, Dr. Hopkins enjoys a variety of hobbies and pastimes, including skiing, running and golfing. To date, he has completed 15 marathons and hopes to someday run a marathon with his daughters.



Partners & Affiliations



a seriousfun camp



TOKIO MARINE
HCC

CYBER & PROFESSIONAL LINES GROUP



Board of Directors

John B. Hornby, MD
President & Chairman
Ophthalmology

James W. Pellegrini, MD
Vice President
Pediatrics (neonatology)

Mark A. D'Agostino, MD
Treasurer
Otorhinolaryngology (ENT)

Jeffrey B. Hopkins, MD
Secretary
Emergency Medicine

Mary Ann D. Bentz, MD
Board Member
Dermatology

Robert E. Marra, DPM
Board Member
Podiatry

William S. Potter, MD
Board Member
Ophthalmology

Scott R. Serels, MD
Board Member
Urology

Edmund S. Schiavoni Jr., MD
Board Member
Internal Medicine

Stewart E. Bober, MD
Emeritus Director
Diagnostic Radiology

Management Team

Stephen J. Gallant
Chief Executive Officer

Michael G. Roque
Chief Operating Officer

Michael P. Conneely, CPA
Chief Financial Officer

Denise M. Condron
Vice President, Risk Management

Kevin M. Bresnahan, JD
Vice President, Claims

Shelly M. Ursini
Vice President, Business Development & Marketing

Garrett P. Cronin
Vice President, Underwriting & Member Services

Our 2020 Annual Report
is dedicated to our member
providers and all the healthcare
workers on the frontlines of this
unprecedented crisis.



Integrus Group[®]

80 Glastonbury Boulevard
Glastonbury, CT 06033
800.228.0287
www.integrusgrp.com