

# Annual Report 2025



Insure with confidence.





# About Western Reserve Group

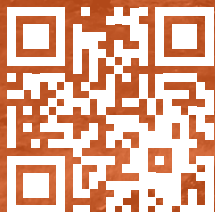
Western Reserve Group (Group), working with professional independent agents, has provided the highest quality property/casualty insurance products, competitive pricing, and exemplary service to hundreds of thousands of policyholders.

Headquartered in Wooster, Ohio, the Group is supported by approximately 300 associates and over 3,600 licensed agents from over 700 locations.

The Group consists of Western Reserve Mutual Casualty Company, Lightning Rod Mutual Insurance Company, and Sonnenberg Mutual Insurance Company, three Ohio-domiciled property/casualty insurance companies.

As a regional carrier doing business exclusively in Ohio and Indiana, the Group has developed extensive expertise and understands the unique needs that exist for our customers. Whether it be for auto, home, business, or farm, we have programs to protect them all.

**VISIT OUR WEBSITE AT [WWW.WRG-INS.COM](http://WWW.WRG-INS.COM)**



# TABLE OF CONTENTS

<b>About Western Reserve Group</b>	<b>1</b>
<b>President’s Message</b>	<b>3</b>
<b>Financial Highlights</b>	<b>4</b>
<b>Selected Financial Data</b>	<b>5</b>
<b>Employee and Corporate Outreach</b>	<b>6</b>
<b>Directors and Executive Leadership</b>	<b>7</b>
<b>Mission, Vision &amp; Values</b>	<b>8</b>



Insure with confidence.

## PRESIDENT'S MESSAGE



At Western Reserve Group, our strength has never been defined by numbers alone, but by the people and the relationships behind them. For more than a century, we have built our reputation on trust, integrity, and standing alongside our policyholders when it matters most.

As we reflect on 2025, I am proud of how our organization continues to live out our mission in meaningful ways. In a year marked by continued industry change and evolving risks, we remained grounded in who we are: a regional mutual insurer built on relationships, integrity, and service.

Our financial results this year demonstrate the strength of that foundation. We closed 2025 with surplus of approximately \$356 million, reinforcing our capital position and long-term stability. Our loss ratio improved to 56.8%, reflecting disciplined underwriting, favorable core performance, and the focused actions we have taken to manage risk responsibly. These results are important, not simply because they represent improvement, but because they ensure we can continue to fulfill our promises for generations to come.

As a mutual company, we do not measure success solely by growth or short-term performance. We measure it by our ability to remain steady through changing markets and fulfill our responsibilities with consistency and integrity. Our financial strength enables us to invest confidently in our people, technology, and communities while preserving the long-term stability that defines Western Reserve Group.

In 2025, we continued investing in tools and capabilities that enhance the experience for both agents and policyholders. At the same time, we remained committed to what differentiates Western Reserve Group: local expertise, responsive service, and personal accountability. Technology strengthens our processes, but relationships remain our foundation.

Our independent agents are central to our success. Your dedication to your clients and communities aligns perfectly with our mission. Together, we protect families, farms, and businesses throughout Ohio and Indiana. Your partnership enables our continued strength, and we are committed to being a carrier that supports your success with consistency and integrity.

I am equally proud of our employees. Their professionalism, compassion, and attention to detail define the service experience we provide. In addition to their daily work, our employees contributed significant time and resources to community outreach initiatives this year, demonstrating that our commitment to service extends far beyond the policies we write.

To our policyholders, thank you for placing your confidence in Western Reserve Group. When a loss occurs, it is rarely convenient and often difficult. Our responsibility is to respond with empathy, clarity, and fairness. That responsibility guides everything we do.

The road ahead will continue to evolve. Weather events, economic conditions, and market dynamics will test our industry. Western Reserve Group enters 2026 financially strong, strategically disciplined, and deeply committed to the communities we serve.

Our mission remains clear: to provide quality insurance products that independent agents select, customers prefer, and employees stand behind—allowing our policyholders to insure with confidence.

Thank you for your trust and continued partnership with Western Reserve Group.

Sincerely,

A handwritten signature in black ink, appearing to read "Greg A. Brunn". The signature is fluid and cursive.

Greg A. Brunn  
President & Chief Executive Officer

# Financial Highlights

Thanks to strong financial performance, loyal independent agents, and dedicated associates, Western Reserve Group is poised to deliver on its promise of protection while also investing in the future.

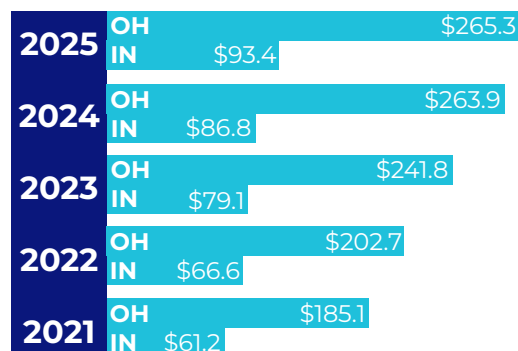
## DIRECT WRITTEN PREMIUM (IN MILLIONS)

Direct written premiums in 2025 increased \$8.0 million and 2.3% compared to 2024 due primarily to renewal business growth of 2.4%.



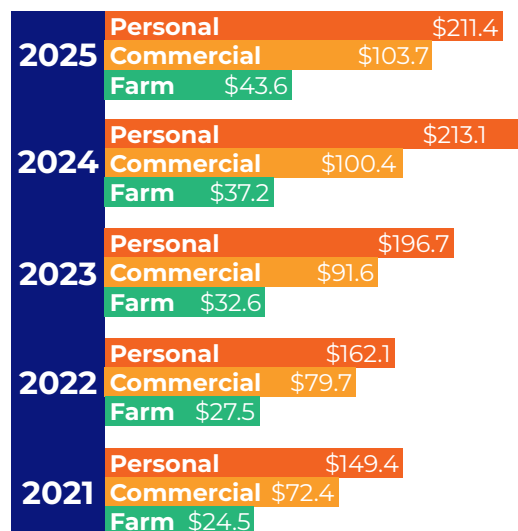
## PREMIUMS BY STATE (IN MILLIONS)

Western Reserve Group is licensed in Ohio and Indiana. Ohio remains the largest state for written premium volume representing 74.0% of the total written premium volume. We continue to strive for increased growth in Indiana through additional agency appointments.



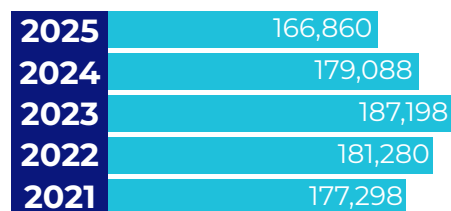
## PREMIUMS BY LINE (IN MILLIONS)

Two of our three profit centers; Commercial Lines, and Farm Lines, experienced direct written premium growth in 2025. Commercial Lines increased 3.2%, and Farm Lines increased 17.2%. Personal Lines decreased 0.8% and represent 59% of the total book of business. Commercial and Farm Lines represent 41%. The overall strategic objective is to balance the book of business by growing Commercial and Farm Lines more quickly than Personal Lines.



## POLICIES IN FORCE

Through Personal Lines underwriting actions and agency management to improve profitability, policies in force declined by 6.8% ending at 166,860 policies. Farm Lines were the only profit center to see an increase in policies in force, increasing by 7.4%.



# Selected Financial Data

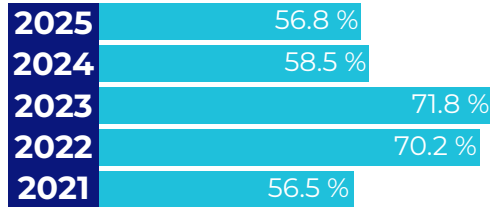
## COMBINED RATIO

The Combined Ratio finished at 100.8% which was 1.4 points better than 2024 and is 4.7 points better than our 5-year average. The improvement of the Combined Ratio is due to 2025 weather loss improvements and decreases in both loss frequency and severity.



## LOSS RATIO

The Loss Ratio finished at 56.8% for 2025 which was 1.7 points better than prior year. More favorable weather results and underwriting actions led to improved results in 2025.



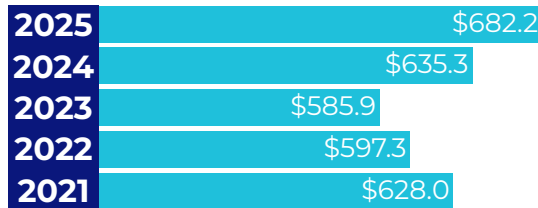
## SURPLUS (IN MILLIONS)

Surplus finished 2025 at \$356.1 million representing an increase of \$34.0 million or 10.6% due to net income for the year, unrealized gains on equity investments, and a decrease in nonadmitted assets. We remain A rated by AM Best and will continue to work to bolster our surplus through underwriting and investment initiatives to maintain our solid financial standing which will ensure our ability to meet our policyholders' needs.



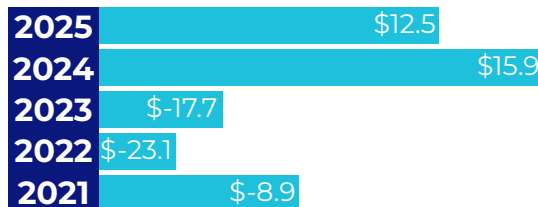
## TOTAL ADMITTED ASSETS (IN MILLIONS)

Total Admitted Assets for the Group in 2025 were \$682.2 million, finishing \$46.9 million higher than the prior year as a result of investment and cash management strategies deployed to meet the needs of our policyholders throughout the year.



## NET INCOME (IN MILLIONS)

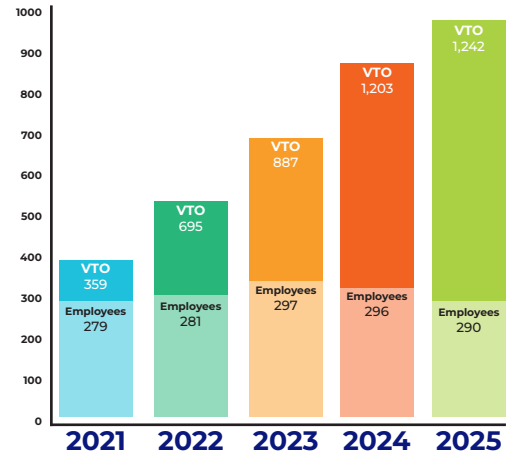
In 2025, premium growth and strong investment returns generated \$12.5 million in net income for the year.



# Employee & Corporate Outreach

## EMPLOYEE COUNT AND VTO

Western Reserve Group has a commitment to Community Outreach and offers 16 hours of “Volunteer Time Off” (VTO) annually to every employee. In 2025, 170 WRG Employees utilized 1,242 of VTO hours serving over 30 different organizations to help our local Community.



## OUTREACH

Financially, Western Reserve Group supported over 40 nonprofit organizations through fundraisers, paid casual days, and corporate donations for a total of \$45,000.



## DIRECTORS

**Kenneth Vagnini**  
Retired President of  
The Gerstenslager Company

**Eddie Steiner**  
CEO & CSB Bancorp Inc.

**Floyd Trouten**  
Director & Barnes Wendling CPAs Inc.  
Vice Chair of the Board

**Mary Legerski**  
Retired Sr. Director & Corporate  
Compliance at Cleveland Clinic

**Dorothy Baunach**  
Retired CEO of DigitalC

**Greg Brunn**  
President & CEO of Western Reserve Group

**John Murphy**  
Retired (formerly President/  
CEO and Secretary of Western  
Reserve Group)

**Jeffrey Hastings**  
Attorney and Counselor at Law &  
Chair of the Board of Western Reserve  
Group

## EXECUTIVE LEADERSHIP

**Greg Brunn**  
President & CEO of Western Reserve Group

**David Freetage**  
Vice President – Information Technology &  
Chief Information Officer (CIO)

**William Galonski**  
Vice President – Claims & Chief Claims  
Officer (CCO)

**Michael Shutt**  
Vice President – Finance & Treasurer &  
Chief Financial Officer (CFO)

**Kay Risner**  
Vice President – Insurance Operations &  
Chief Underwriting Officer (CUO)



## TESTIMONIALS

*Very quick response and resolution! All questions were responded to with professionalism and courtesy. Very pleasant experience considering the circumstances.*

– Renee

*All of the representatives I talked to were very understanding and patient. They helped me through the process of submitting my claim and updating it. My claims representative who called me the other day was very professional, she explained the process and was very helpful, which made everything go smoothly.*

Thank you.  
– Julie

*Very happy with the adjuster. Communication was great and the speed of the claim from the time it was turned in until the time it was processed was excellent.*

– Laurie

*We GREATLY appreciate YOU and the Western Reserve Group. Having been community leaders in Wooster, OH for 20-plus years, and now living in Dayton, OH, it makes us proud to still call the WRG home, our former home. You have WOWed both me and my wife!*

Kind Regards,  
– Frank

# Mission Vision & Values

## MISSION

To provide quality insurance products that Independent Agents select for their clients, Customers prefer, and Employees stand behind - allowing our policyholders to insure with confidence.

## VISION

To be a leading organization providing quality insurance coverage that protects what matters most, grounded in integrity, and serving our community.

## CORE VALUES (S-E-R-V-E)

**Superior Service:** We make it happen

**Excellence:** We are committed to operational excellence and financial stability

**Relationships:** We put people first and value the power of teamwork

**Volunteerism:** We support and improve the community through our culture of outreach

**Education:** We continuously educate ourselves to adapt and grow





Insure with confidence.

**Western Reserve Mutual Casualty Company**  
**Lightning Rod Mutual Insurance Company**  
**Sonnenberg Mutual Insurance Company**