

# BUCKEYE

≡ INSURANCE GROUP ≡

## 2025 ANNUAL REPORT



***A Note from John Brooks, Page 3***

***Buckeye Leadership, Page 4***

***Premium Overview, Page 5***

***2025 Agency Survey, Page 6***

***Buckeye Team Updates, Page 8***

***2025 Recap, Page 9***

After a couple of years with challenging results, it was refreshing to finish 2025 in the black, with a net combined ratio of 99%. Calmer weather and a profitable auto program played a role in this result. Weather losses accounted for only 19 points of our net combined ratio, and a combined auto ratio of 97% continued our positive trend in this line.

As our results improved, we were able to revisit the underwriting guidelines established in response to our results and to the shifting market. In the spring, we increased our TIV limit on farms to \$4 million per location. On January 1, 2026, we lifted the moratorium on homes 100 years old or older. With this change, new guidelines were established to help us better evaluate older homes.

Throughout 2025, the market continued to soften. We are continuing to evaluate this evolving marketplace and are reviewing our strategies to write more business at a consistent level of profitability.

2025 brought leadership changes to our Board of Directors. Congratulations once again to Oyauma Garrison, our new Chairman of the Board, and Jean Bratton, our new Vice Chair of the Board. Oyauma and Jean have been great assets to our Board of Directors, and we look forward to their continued leadership.

Last year, we welcomed eight new partner agencies to our growing network of independent agencies, listed on page 9. Please join me in

welcoming these new agencies to Buckeye Insurance Group!

Thanks again to everyone who participated in our 2025 Agency Survey. We were pleased with the results and the outstanding agent participation. More information on these results can be found on pages 6 and 7.



While much of the survey feedback recognized our company's dedication to service and our relationship with our partner agencies, we recognized where further improvements can be made. Several of these suggestions have been incorporated into our strategy to provide top-level customer service for our agents and policyholders.

As we head into 2026, we are eager to continue the progress made in 2025. I would like to once again thank our staff for their efforts and progress during a successful year. We also send our appreciation to our agency partners and policyholders for their continued support and trust.

A handwritten signature in black ink that reads "John M. Brooks". The signature is fluid and cursive, with a large initial "J".

*President & Chief Executive Officer*

# BUCKEYE LEADERSHIP

# PREMIUM OVERVIEW

## SENIOR MANAGEMENT



**John Brooks**  
President & Chief Executive Officer



**Rob Bornhorst**  
Chief Underwriting Officer



**Chris Collins**  
Chief Financial Officer & Treasurer



**Jon DeHass**  
Vice President of Claims



**Brian Minnich**  
Chief Information Officer



**Lisa Wesner**  
Vice President of HR & Corporate Secretary

## BOARD OF DIRECTORS

**Oyauma Garrison**  
Chairman of the Board  
Chief Executive Officer,  
Maryhaven

**Jean Bratton**  
Vice Chair of the Board  
President, Centerra Co-op

**Zahid Afzal**  
Retired Banking Executive

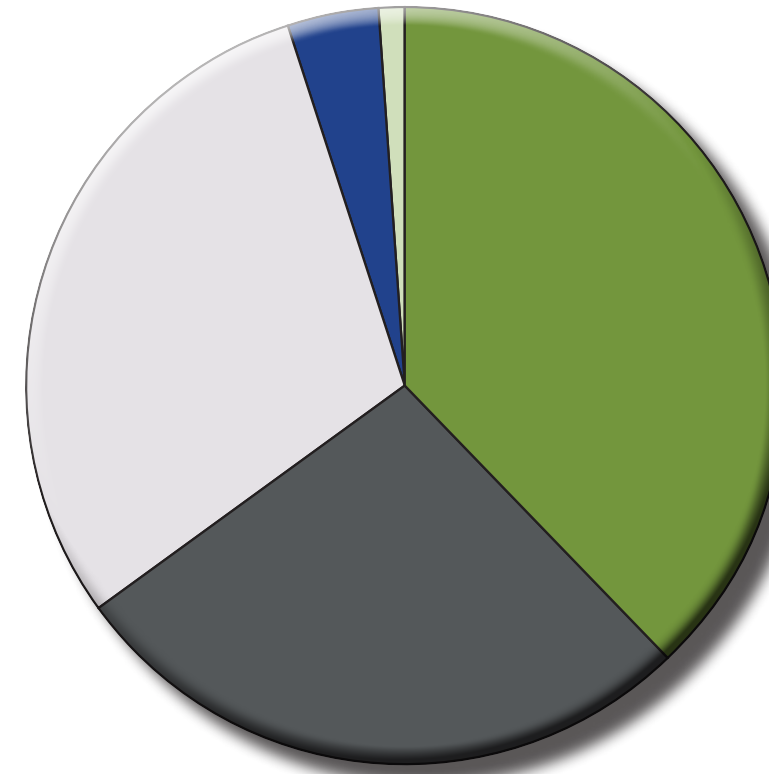
**John Brooks**  
President & Chief Executive Officer,  
Buckeye Insurance Group

**Julie Covault**  
Chief Financial Officer,  
Wilson Health

**Joe Dickerson**  
Owner, Koverman Staley  
Dickerson Insurance Agency

**Tim Hein**  
Retired Reinsurance Executive

**TOTAL IN-FORCE PREMIUM: \$49.2 Million**

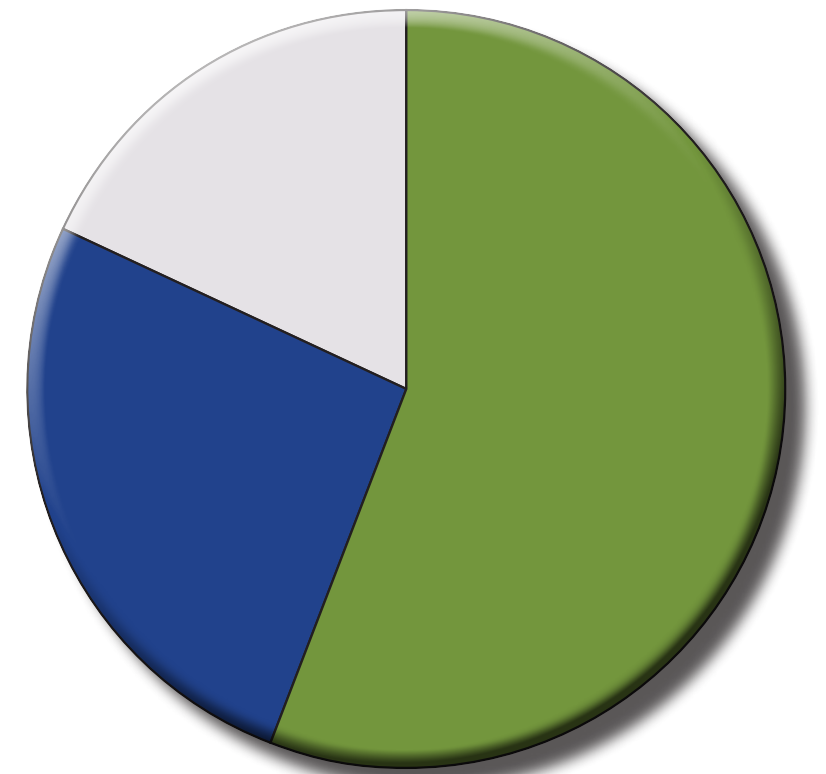


**PREMIUM BY LINE**

- Auto- 38%
- Farm- 27%
- Home- 30%
- Dwelling Fire- 4%
- Other- 1%

**PREMIUM BY STATE**

- Ohio- 56%
- Kansas- 26%
- Indiana- 18%



# 2025 AGENCY SURVEY

We created our Agency Relationship Survey to gain an anonymous, comprehensive view of the current state of our relationship with our partner agencies. Each section included “Agree or Disagree” statements, along with an option to provide general feedback. This page includes a summary of all survey sections, along with their overall scores. The following page includes feedback we received from our agency partners.

## UNDERWRITING

This section received a score of **4.1**, with the comments reflecting a variety of opinions about the Underwriting Department. A few agents reported no issues, but others said the recent guideline changes have made it difficult to write business with Buckeye.

## CLAIMS

The claims section was one of the highest-rated in our Agency Relationship Survey, with a score of **4.4**. The feedback from our agents shows that our team works hard to settle our claims in a timely manner and treats our insureds as they would want to be treated.

## IT

This section of the survey received an overall score of **4.3**, with many of the comments noting that there was nothing that needed to be changed. As we have always told our agency force, we will consider any feedback or suggestions to improve our online resources for our agents and policyholders.

## MARKETING

Our Marketing Department received one of the lowest survey scores, **3.9**. In reviewing the feedback, many agents were unaware of available Co-op Advertising Program opportunities or assumed some options were no longer available. We are working to improve our Co-op communication strategies to establish regular updates with additional program information.

## BILLING

The billing section was one of the best-rated sections on this survey, with a score of **4.4**. Several recommended billing features included combined billing for accounts and changing the 12-pay EFT process.

## AGENCY BENEFITS

With a score of **4.0**, this portion of the survey was one of the lowest rated. However, several agents explained that they were not involved in this aspect of the agency. Many comments noted that while they appreciate the events and benefits, a strong relationship with the company is more important to them.



# 2025 AGENCY SURVEY

“ In making the transition from one underwriter to another over the last two years, we have seen a dramatic shift in underwriting flexibility. This may not be as reflective of the difference in underwriters, but more of a sign of the current times. It’s just getting more and more difficult to place business and keep it on the books.”

“ We appreciate Buckeye’s partnership in growing our agency and book of business, and the willingness to think outside the box to support local projects and programs that are important in our community.”

“ They are professional, understanding, and handle the claim like they are handling it for a member of their own family.”

“ We appreciate when we are able to attend company sponsored events. It’s a nice opportunity to get to know company personnel that we speak to regularly and is a nice way to show appreciation to the agency sales force. The offerings are changed up each year and over a four to five-year time frame seem to meet the vast needs and interests of your diverse agency force.”

“ Buckeye needs to get back to a common sense approach to writing new business.”

“ I really wish the auto product was more competitive. I really enjoy working with Buckeye and would be happy to do more business with them, but the auto price is hard to sell.”

## 2025 CELEBRATIONS AND NEW ADDITIONS

This year, we had much to celebrate with our staff, including anniversaries, promotions, and new team members. Thank you to our team for another great year!

In 2025, we celebrated three landmark staff anniversaries. Congratulations to Holly Davison (20 years), Mary Jenkins (5 years), and Rob Bornhorst (35 years)! Thank you for your contributions to Buckeye over the years.

Although we are a small company, we encourage our staff to grow in their careers and aim to promote from within whenever possible. Congratulations, Kevin Crim (Senior Underwriter), Elizabeth Platzer (Claims Director), and Stephanie Meyer (Claims Operations Manager), who all received promotions in their departments! We are excited to see you thrive in your new roles.

Scott McDermott has joined our Research and Development team, bringing over 25 years of industry experience, including 20 years in product development. Scott has already been a great asset to our team by providing guidance with our product development and updates. Welcome, Scott!

## COMMUNITY INVOLVEMENT

Buckeye Insurance Group carries out our mission and vision through our core values: dignity and respect, accountability, teamwork, continuous learning, and community involvement. We take great pride in our commitment to community involvement, whether serving meals or providing donations to help those in need. This year, we were honored to have various opportunities to give back to Miami County, Ohio.

Over the summer, we supported The Salvation Army- Piqua, OH Summer Lunch Program, where meals are served to Piqua youth and expectant mothers. We were pleased that our staff helped serve over 1,200 meals to the Piqua community!

During the holiday season, we held a Thanksgiving food drive to support The Community Food Truck, a food pantry with "food trucks" stocked with non-perishable items. These locations are accessible to anyone and are spread throughout the community. As part of our annual traditions, we once again provided Christmas gifts to a family in need and achieved 100% participation in our United Way campaign. Our 2025 United Way donations were up 20% from 2024. Thanks again, everyone!



*Congrats to Mary, Rob, and Holly on their service anniversaries!*



*Thank you to our team members for their willingness to give back!*

## WELCOME TO BUCKEYE!

**Dobrozsi Insurance Agency**  
*(Middletown, OH)*

**M. Yogi Thompson Insurance Agency LLC**  
*(Terre Haute, IN)*

**Fouts, Davidson, Burks Agency LLC**  
*(Beloit, Delphos, & Jewell, KS)*

**Odyssey Insurance & Investments**  
*(Batesville, IN)*

**K.P. Insurance Group, LLC**  
*(Hartford City, IN)*

**Shamrock Insurance Agency**  
*(Marion, OH)*

**Lighthouse Insurance Agency**  
*(St. John, IN)*

**Vallery & Dorn Insurance**  
*(Sedalia & West Jefferson, OH)*

## POLICYHOLDER FEEDBACK

“ Jake was immediately in touch with us. He verified the claim, explained the coverage, and we verbally finalized the claim in a few days with Buckeye Insurance Group. I've told several family members and friends about Jake's exceptional expertise and great customer service. ”  
- Mary Ann, Kansas policyholder

“ Our claim handler, Nick, was very prompt, very courteous, and very easy to work with. He was very responsive and a pleasure to work with. When selecting an insurance company, this is everything that a customer could ask for. ”  
- Toni, Ohio policyholder



***Our mission is to provide exceptional protection and service through a dedicated and talented workforce that blends traditional practices with innovative thought and technology.***

**BUCKEYE**  
INSURANCE GROUP



1 Heritage Place  
Piqua, OH 45356  
937-778-5000 | [buckeye-ins.com](http://buckeye-ins.com)