Grange Enterprise

2025 Annual Report





John Ammendola
President & CEO

A Message From the President & CEO

In 2025, we proudly celebrated our 90th year of providing peace of mind and protection to our policyholders. For more than 50 consecutive years, we have also delivered that mission while maintaining our A.M. Best "A" (Excellent) rating. This was no small task, especially during the past several years of significant industry disruptions. It was the steady hand of our agents and associates that allowed us to navigate through the challenges and continue to deliver outstanding service and exceptional financial results for our policyholders.

The past decade has been a journey of transformation and modernization ensuring our company is a certain thriving survivor for years to come. During this time, we modernized our infrastructure and core systems, digitized key service interactions, invested in new personal and commercial lines products and services, and deepened our amazingly inclusive and resilient culture. Our leadership team has reflected this growth as we continued to cultivate and attract talent to take us to the next level.

Last year will stand as a unique and successful year, as our early actions to steady the company in previous years were powerfully reflected in our outcomes.

Our results collectively exceeded expectations as we delivered strong, profitable growth with improving stakeholder metrics on every front.

- As noted, A.M. Best once again affirmed our "A" (Excellent) rating with a stable outlook along with a prominent rating in innovation.
- We achieved a very strong combined ratio of 94.1% which culminated in a combined ratio averaging below 100% during this past decade of transformation.
- Our growth in direct written premium exceeded expectations while reaching an all-time high of $1.61 billion, with both new and renewal premiums above plan.
- Total new business was above plan by nearly 20%, with Personal Lines coming in at nearly 30% above plan and Commercial Lines at nearly 14% above plan.
- We delivered record net income of $158 million and grew our surplus to $1.55 billion, more than $100 million over prior year, while total assets reached nearly $3.4 billion. These outcomes afford us the ability to continue to profitably grow and invest for our thriving future.

These results were not only validated by our industry through A.M. Best, but also by the relationships we've established with our agents and policyholders. Our agent Net Promoter Score (NPS) continues to improve with agents indicating that we are a brand they trust, demonstrated by their confidence in our ability to deliver on claims when our policyholders need us most.

On our website's customer review page, we continued our consistent service excellence with 4.5 out of 5 stars. In addition, our average customer star rating on third-party sites increased to a very strong 4.0 out of 5 stars. All these interactions and reviews are critical not only to boost consumer confidence in our brand, but to help our independent agents trust and represent us.

The positive results of the past year are a direct reflection of our associates and leadership and their dedication to representing our core values at each turn. The culture of our enterprise never ceases to amaze me and is a vital part of our success and stability. In 2025, our associate engagement index hit an all-time high of 83.2% strongly outpacing industry engagement indexes. We were also recognized by the Columbus Young Professional Club as one of the Wonderful Workplaces for Young Professionals. Additionally, we added exceptional new talent to our strong leadership team with Ryan Michel joining as Chief P&C Officer along with Steve Marohn as Commercial Lines President.

A crucial part of our inclusive culture is the support of the neighborhoods in which we live and work. In 2025, we made almost $2 million in donations via our foundation to non-profit partners throughout our footprint. Nearly half of that was raised via our associates in our most successful annual giving campaign in company history, with our foundation matching their donations dollar-for-dollar. Our associates also volunteered more than 12,000 hours to nearly 500 non-profit organizations. These community impacts were recognized as we were honored with the Columbus Business First Corporate Citizenship Award, the Medical Mutual Pillar Award for community service, and named a National Philanthropy Day honoree by the Association of Fundraising Professionals in Columbus.

Since launching our strategy a decade ago, we have approached change as both a science and an art. This resiliency is now baked into our DNA and has allowed us to remain stable yet agile during this new era of risk and uncertainty. By staying true to both our long-term strategy and our mission of providing peace of mind and protection to our policyholders and agents, our results demonstrate that we have successfully navigated our way through one of the most unique and challenging markets in modern times. The past few years have proven we can handle whatever comes our way. I'm excited for what the future holds, as we are now in a tremendous position for even more profitable growth.

Making so much of this possible are our independent agency partners, whose dedication, diligence, and patience have truly been remarkable. We are honored to have your partnership, and I cannot express enough appreciation for the work you do representing and counseling our policyholders.

On behalf of myself and the Board of Directors, thank you to our Grange and Integrity policyholders, agency partners and associates for continuing to be a part of our exciting journey.



John Ammendola

Property & Casualty Report



Ryan
Michel
Chief Property & Casualty Officer

Sustainable, profitable growth

In 2025, both Personal Lines and Commercial Lines grew premium year over year and beyond our expectations. Particularly encouraging was our personal lines new business growth, which started in March and continued for the remainder of the year. Similarly, our core Middle Market Commercial package business also saw double digit new business growth in 2025. This is attributable to improved agent and policyholder experience, improved product pricing and availability, and new agents appointed with Grange and Integrity throughout the year.

Internally, we continued to roll out our service excellence program across all of our Property & Casualty associates, to bring consistency in our high expectations for how we will interact with our agents and customers. We continued to see positive feedback on our efforts, with both our agent and customer Net Promoter Scores (NPS) improving over 2024.

It's not hard to understand why we appointed over 240 new agents, who wrote over $25 million in new business premium with us in 2025.

Both of these accomplishments are a record for Grange and Integrity.

Personal Lines

Due to the work done to refine our coverage and rates over the last few years, combined with better-than-expected weather, our personal lines business finished 2025 with strong bottom-line results.

This success has allowed us to invest further into our customer experience by continuing the build of our new personal lines policy system — marking the final phase of our core systems transformation. While this is a technology initiative, we are also taking the opportunity to create a new line of products — TrueCover for auto, home and umbrella. Development of these products is on track for implementation in the final quarter of 2026.

Commercial Lines

Commercial Lines also saw improved bottom line results and completed a conversion of all business to our GAINWeb 2.0 platform.

Over the course of 2025, we also invested in a new Small Business program with a focus on Businessowners Policy and Contractors & Tradesman products. The team made frequent improvements to the quoting platform, with enhancements such as an "Instant Price Indicator" that assists the experience of our agent partners quoting small business. As a result, we experienced strong new business growth over the last quarter of the year — over $1 million of new business per month.

Strategy & Transformation

In 2025, we also leveraged the great work that our Innovation team has fostered over the years. For the sixth straight year, we were recognized by A.M. Best as a "Prominent" Innovator. The team has been particularly active in Artificial Intelligence, focused on embedding AI into our core business operations, enhancing associate productivity and exploring emerging opportunities and partnerships. Our structured innovation framework is successfully translating AI investments into tangible business outcomes that support our strategic objectives.

Sales & Marketing

Our teams pivoted to support our growth in 2025, building deeper relationships with our current agents while appointing new, impactful agencies along the way. Our Marketing team supported agents with timely, relevant product information as well as information on key industry topics such as Legal System Abuse. Our communication open rates and response rates continued to exceed industry benchmarks, showing high engagement with our agents. Lastly, our Agent Advisory Board and first-ever Leadership Summit allowed us to learn even more about our agents and how we can offer top-of-class service and products.



John North
President, Personal Lines



Steve Marohn
President, Commercial Lines

It is also worth noting that the team evolved over the course of the year. I'm thrilled to be a part of this team and to have the character, experience, and commitment of John North as President of Personal Lines and Steve Marohn as President of Commercial Lines as we look forward to a successful 2026 and beyond.

Technology & Modernization



Tim
Cunningham
Chief Information Officer

Meeting the needs of today and the future

Grange Technology Services (GTS) is committed to aggressively supporting business transformation and modernization activities that benefit policyholders, agents, and associates. We take a collaborative approach, working with strategic partners and innovators to deliver meaningful outcomes. In 2025, we achieved several significant milestones:

- We implemented an improved call center solution to increase agent efficiency through streamlined workflows and reducing call handling times. This platform has enhanced cross-departmental collaboration via integrated communication channels, simplified operations and elevated overall user satisfaction.
- GTS completed the inception phase and progressed through the software development sprints for the next-generation of Personal Lines products — TrueCover for auto, home and umbrella. We achieved key development milestones while implementing innovative features that address critical market gaps. Additionally, we are preparing for solution deployment within a cutting-edge cloud environment that will enhance scalability and enable rapid market adaptation.
- We sponsored the end-to-end implementation of an enterprise-wide knowledge management solution that transformed information accessibility. This solution integrates cutting-edge Generative AI capabilities, empowering all associates to instantly retrieve critical information and reducing search times. The platform's advanced analytics and natural language processing capabilities enable teams to uncover previously hidden patterns, generate actionable insights, and improve document summarization and comparison tasks.
- As always, we remain vigilant in our cybersecurity efforts and have continued to make necessary investments to protect our systems and data from an increasingly aggressive threat landscape. Our cyber insurance risk score continues to show year-over-year improvement.

Customer reviews

4.5 ★★★★½
Overall customer star rating on grangeinsurance.com

4.0 ★★★★☆
Overall average customer star rating on third-party sites

Julia ★★★★★
"I called this morning to add a vehicle to my policy. I was a little nervous about the process. But I was immediately at ease. They are so knowledgeable and so very kind. I wholeheartedly recommend Grange Insurance."

Vicki B ★★★★★
"This company has gone above and beyond for me. I couldn't have asked for kinder personal treatment. I am impressed with them. Thank you so much."

Brad H ★★★★★
"I was amazed. It was only two days from the time I submitted my claim to get it resolved and receive a check. It could not have been a better experience."

Customer Care & Associates



Doreen
DeLaney Crawley
Chief Operations Officer

Culture that leads the way

Building and maintaining our culture are the building blocks of our business. Every interaction with a customer or agent should be based in the culture we've curated. We're committed to continuing that journey. Here's how we supported that culture in 2025:

- We handled more than 95,000 claims in 2025 and our agents indicated that our Claims team again provided differential service compared to other carriers. Expanding our Premier Choice Auto Body Shop program as well as Repair Assistance initiative gives our customers even more access to expert service professionals in the auto and construction industry.
- To better support customers and agents, we deployed new e-signature capabilities for our billing team that streamlined the reinstatement process and reduced turnaround time for our agents. We implemented Zoom technology for our call center to modernize our infrastructure, while also giving customers better self-service options through our Interactive Voice Response System. We've also expanded our billing service hours to ensure greater accessibility for those who need it most.
- Our culture shined through once again as our Associate Engagement Index resulted in record-high scores, far exceeding the industry average. Our annual associate development conference, "Elevate," offered more than 3,200 unique training experiences. Additionally, we launched multiple professional growth initiatives including our first "March Mentoring Madness," our internal Job Shadowing program and enhancements to our Enterprise Career Council.
- For the third consecutive year our Internship Development Program was recognized as one of the top programs nationally. We also facilitated cohorts for our popular leadership development programs, Emerging Leaders and LeaderView, which provide meaningful opportunities for high-potential associates.

Leadership & philanthropic highlights

Columbus Business First Corporate Citizenship Award

Wonderful Workplaces for Young Professionals
by the Columbus Young Professionals Club

United Way of Fox Cities Top 25 Most Generous Workplaces

2025 National Philanthropy Day Honoree
by The Central Ohio Association of Fundraising Professionals

Rising Insurance Star Executives (RISE)
for offering one of the 50 best internship programs in the insurance industry across the U.S. for the third consecutive year

Giving highlights

Nearly $2 million in donations to our non-profit partners

87% of associates participated in our annual giving campaign, pledging $594,000 — new company milestones

77% of officers serving on non-profit boards

A record 43% of associates serving in our four Associate Resource Groups

Over 12,200 hours volunteered by associates through nearly 500 non-profit organizations

Board of Directors



M. Marnette Perry
Board Chair



John Ammendola
President & CEO



Kathie Andrade



Holly Benson



James Benson



Mark Boxer



Philip Davis



Michael Fraizer



Robert Hoyt



Cheryl Lebens
Chief Financial Officer



Thomas Stewart



Christianna Wood

A Message From the Board Chair

Having successfully navigated the unprecedented challenges of the past few years, 2025 produced profitable, sustainable growth in premiums, profit, agencies, and policyholders' surplus. 2025, by all accounts, was a highly successful year that positions Grange for greater growth in the future.

Associate engagement, agency loyalty, product enhancements, claims and underwriting superiority, modernized systems and policyholder trust are hallmark accomplishments of 2025 that provide the framework for stronger delivery of our promise. The Board of Directors and I recognize that superior performance comes from superior, talented associates who deliver exemplary service every day.

Likewise, our agency family, who represent our brands to policyholders, are valued partners that are the best of the best. We are grateful for their confidence in Grange and Integrity.

The Grange Enterprise leadership team and associates are deeply engaged in the communities in which we operate evidenced by the many community and professional awards received in 2025. Grange associates are exemplary in their levels of giving both time and treasure to organizations throughout our communities.

We are inspired by the dedication and loyalty of our leaders, associates and independent agent partners.

Our shared future is bright with possibilities.

M. Marnette Perry | Board Chair

Executive Leadership Team



John Ammendola
President & CEO



Tim Cunningham
Chief Information Officer



Doreen DeLaney Crawley
Chief Operations Officer



Cheryl Lebens
Chief Financial Officer



Ryan Michel
Chief Property & Casualty Officer



Beth Murphy
Chief Legal Officer

Agent Advisory Board

We thank this select group for working with our leaders to strengthen all agent relationships so together we can provide better experiences to our policyholders.



Tommy Adams
Charles M. Moore Insurance Agency, KY



Nate Amack
Insurance Producers Network, MN



Grant Bassamore
Brown & Brown, MN



Michele Bicknell
Keystone Agency Partners, National



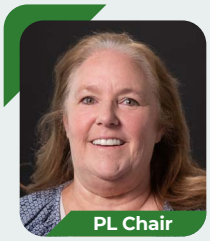
Tracy Blumberg
ISU Steadfast, National



Chad Bonner
Nulty Insurance, MI



Phil Carson
Carson Agency, IN



Kelly Endicott
John Dawson Associates, OH



Vince Gemma
My Preferred Insurance, PA



Jack Hertvik
Hertvik Insurance Group, OH



Todd Hufford
Conner Insurance, IN



Matt Hunter
The Hilb Group, VA



Rob Jackson
McDonald Insurance, TN



Abby Jirak
Twin City Group, MN



Tom Johnston
Verne Hart Insurance, OH



Kurt Keller
Ironpeak, PA



Zak Kephart
Bearing Insurance, VA



Jenna Kolb
Liberty Insurance Agency, PA



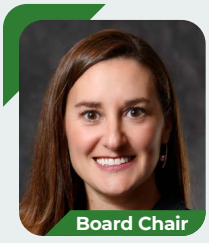
Dan Lau
Robertson Ryan & Associates, WI



Stephanie Miles
McGriff Insurance Services, IN



Heidi Nienow
Ansay & Associates, WI



Erin Osier
Holmes Murphy, IA



Randy Raymond
Risk Strategies, WI



Stephanie Rook
AssuredPartners of Ohio, OH



Ryan Rothrock
Brown & Brown of Tennessee, TN



Dan Stapp
Alliance Group, IN



Becky Swisher
Hylant Group, OH



Heather Wardrip
AHA Insurance Network, KY



Matt Wells
PointeNorth Insurance Group, GA



Katie Zurawka
Howard Hanna, PA

P&C Insurance Operations Financial Report

Balance Sheet as of December 31, 2025

Assets

Cash and cash equivalents	$	114,676,758
Bonds, at amortized cost		1,953,453,766
Stocks, at market value		597,104,075
Real estate, net of accumulated depreciation		75,141,766
Floating rate bank loans		108,742,531
Other invested assets		107,340,213
Securities lending reinvested collateral assets		15,144,057
Accrued investment income		13,212,002
Premiums in course of collection		341,691,628
Federal income tax receivable		13,534,173
Net deferred tax asset		15,716,558
Other miscellaneous assets		15,462,552
Total assets	**$**	**3,371,220,079**

Liabilities and Policyholders' Surplus

Unearned premiums	$	708,019,999
Reserve for losses		738,374,949
Reserve for loss adjustment expenses		134,563,941
General expenses payable		76,669,172
Borrowed money		110,200,000
Payable for securities lending		15,144,057
Other miscellaneous liabilities		36,828,726
Total liabilities		**1,819,800,844**
Policyholders' surplus		**1,551,419,235**
Total liabilities and policyholders' surplus	**$**	**3,371,220,079**

Statement of Income and Surplus

Premiums earned	$	1,476,270,468
Losses and loss adjustment expenses incurred		939,275,026
Other underwriting expenses incurred		464,524,917
Net underwriting gain		72,470,525
Net investment gain		118,175,838
Other income		9,749,437
Dividends to policyholders		2,568,206
Income before federal income taxes		197,827,594
Federal income taxes incurred		38,896,863
Net income		**158,930,731**
Dividends to parent (Grange Holdings, Inc.)		(89,000,000)
Other surplus changes		40,128,085
Change in policyholders' surplus		110,058,816
Policyholders' surplus — January 1		1,441,360,419
Policyholders' surplus — December 31	**$**	**1,551,419,235**

Our Mission

Providing peace of mind and protection during life's unexpected events.

Bringing security to our customers since 1935

For 90 years, Grange Insurance has been a source of protection, trust and stability for its customers. In 2001, Grange partnered with Integrity Insurance to create the Grange Enterprise, allowing us to bring better products and experiences to our agents and customers. Today, we offer customers business, auto and home insurance in 13 states. And because we believe that our customers deserve only the best counsel and partnership in making these decisions, we sell our products exclusively through Independent Agents.

We are Committed, Connected, Partners for our agents.

We are committed

With an "A" Excellent Rating from A.M. Best and with nearly $3.4 billion in assets, Grange Enterprise is a stable, reliable partner that makes decisions based on doing what's right for our agents and customers.

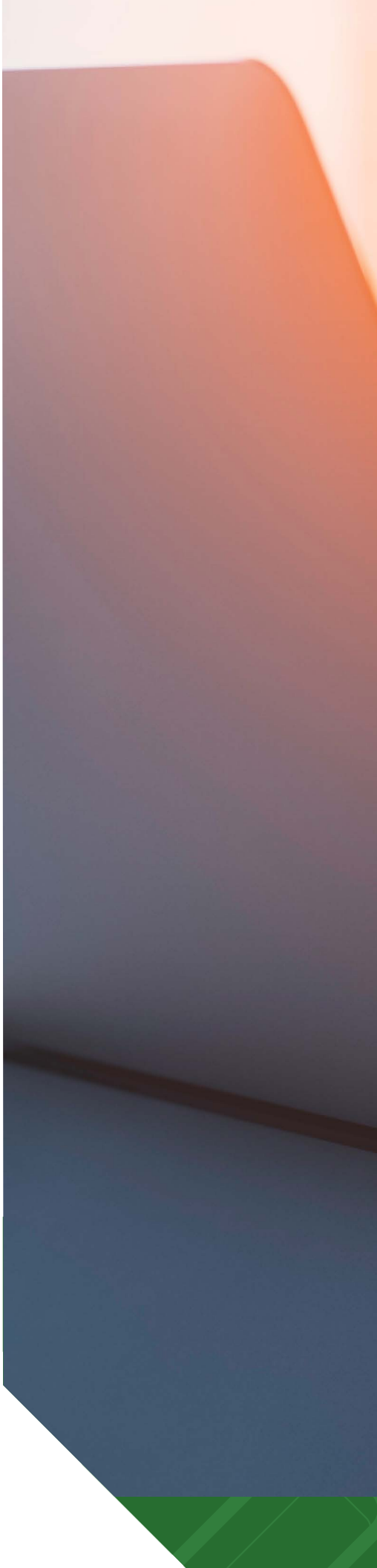
We are connected

And while we have the stability of a larger carrier, we're still small enough to know our agents and their individual business needs. Whether it's our easy-to-use online platforms, specialized claims representatives or dedicated underwriters, we are connected to our agents.

We are partners

Our Independent Agents get more than a carrier, they get a partnership. We respect the sacred relationship between agent and client, and that at each interaction, we represent our agents.

100% committed to the independent agent channel



Grange Insurance®

Integrity Insurance®

Grange Enterprise Companies

grangeinsurance.com
integrityinsurance.com

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671 S. High Street
Columbus, OH 43206

26-014 (2-2026)