



20 ANNUAL 13 REPORT

BROTHERHOOD MUTUAL INSURANCE COMPANY



Advancing the Kingdom by Serving the Church

LETTER FROM THE PRESIDENT

Brotherhood Mutual marked its 97th year in business in 2013. It was a good business year for us, as the policyholders' security fund grew by more than 11 percent. This was the 17th time in the last 20 years that our company increased this fund, which now stands at more than \$178 million. In addition, 3,200 ministries joined our family. We now insure more than 46,000 ministries—including one-third of our nation's largest churches.



Because we're mutual and only insure churches and related ministries, your premium dollars went toward paying the claims of more than 15,000 ministries that experienced a loss in 2013. Brotherhood Mutual responded quickly and fairly to meet their needs, earning an overall 98 percent claims satisfaction rate.

Also in 2013, we expanded MinistryWorks, a payroll processing service that helps ministries comply with tax regulations. MinistryWorks is now available in all 50 states—giving more churches and ministries the opportunity to have their payroll and tax filings completed by our ministry experts.

As good as the numbers are, they only tell part of our story. For me and for everyone who works at Brotherhood Mutual, insurance is more than a business transaction. It's about making a difference to our customers. It's about living our mission statement: "Advancing the Kingdom by Serving the Church."

Like our home office staff, our agents are also personally involved in ministry. They understand many of the burdens that pastors and church administrators face. In fact, I know many pastors who have shared prayer requests with their Brotherhood Mutual agents. We really do understand why.

As we enter 2014, you'll hear more about the ministries we insure and how they're advancing the Kingdom. Our national campaign, Reach One More, shines a spotlight on the creative ways churches and organizations are spreading the Gospel. We encourage you to visit ReachOneMore.com. The stories you'll find there inspire us, and we hope they inspire you, too.

Thank you for being a part of our family. We pray for you daily, and we're energized by how you're answering the call that God has given you.

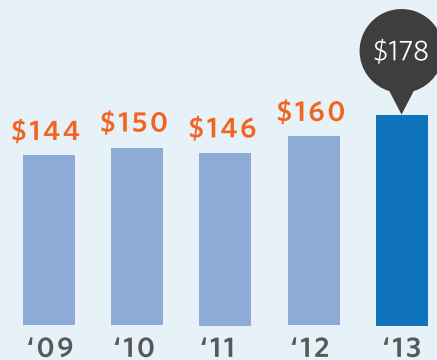
A stylized, handwritten signature in black ink, appearing to read 'Mark Robison'.

MARK ROBISON | CHAIRMAN & PRESIDENT
Brotherhood Mutual Insurance Company

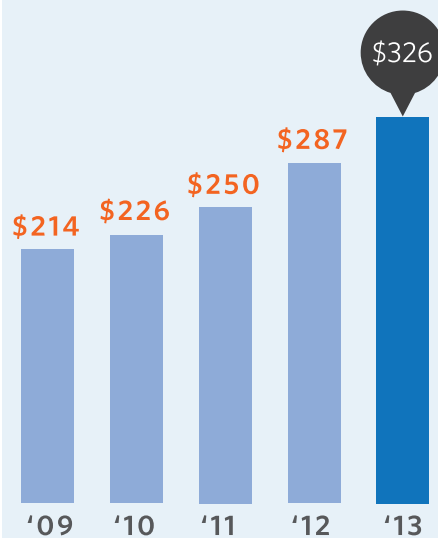
STATEMENT OF INCOME

2013		2012
\$236,163,086	Premiums Earned	\$203,560,841
(\$152,317,071)	Losses and Loss Expense Incurred	(\$127,173,880)
(\$79,832,415)	Underwriting Expense Incurred	(\$72,326,479)
\$4,013,600	Net Underwriting Gain	\$4,060,482
\$9,315,257	Net Investment Gain	\$6,513,939
\$745,174	Other Income	\$1,122,746
(\$2,904,139)	Dividends to Policyholders	(\$2,142,192)
(\$1,679,160)	Federal Income Taxes	(\$2,271,766)
\$9,490,732	Net Income Gain	\$7,283,209

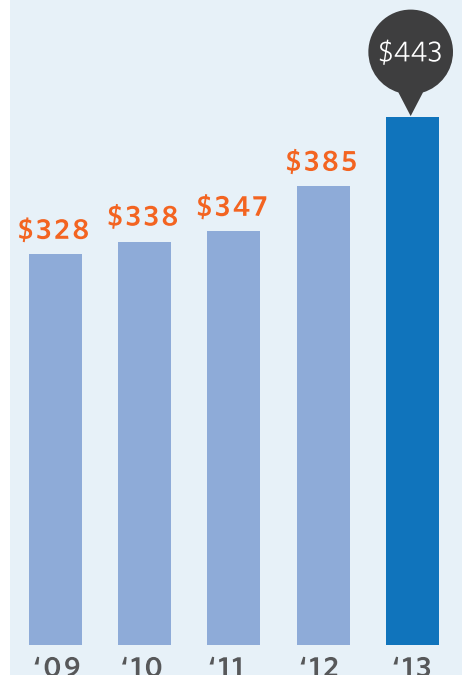
POLICYHOLDERS' SECURITY FUND



DIRECT WRITTEN PREMIUM



ADMITTED ASSETS



{All dollar amounts in millions}

MAKING THE CONNECTION

THE COMPANY HAS
96.3%

**CUSTOMER
RETENTION**

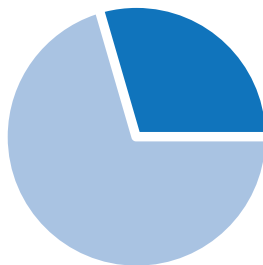
IN 2013, OUR TEAM PROCESSED
15,941 CLAIMS
WITH A SATISFACTION RATE OF
98 PERCENT



LEGAL ASSISTANCE ANSWERED
980 REQUESTS
AN INCREASE FROM 2012 OF
29 PERCENT



CUSTOMER SERVICE RESPONDED TO
27,217 CALLS
AN AVERAGE OF
108 PER DAY



WE INSURE **30**
OF THE
**TOP
100**
CHURCHES

240,062
VISITS TO OUR WEBSITE



SOCIAL INTERACTION



40%
INCREASE IN "LIKES"



68%
INCREASE IN FOLLOWERS



10,870
PUBLIC AND PRIVATE VIEWS



Brotherhood Mutual®
Insurance Company

FIND MORE OF OUR 2013 STORY ONLINE
annualreport2013.brotherhoodmutual.com