

Tower Hill Insurance Exchange

QUARTERLY UPDATE

2025 | SECOND QUARTER

A Message from Our CEO

This is technically the second quarter results newsletter, but by the time you're reading this we are well into the hurricane season. The good news is that we've had a relatively quiet June through September. The bad news is that hurricane season doesn't officially end until November 30th, so we're keeping a close eye on the weather pattern for you.

Regardless of what Mother Nature brings us, just know your Tower Hill Team stands ready to assist you when you need us. We're ready both from an operational standpoint and from a financial standpoint. We have one of the largest claims operations of any Florida domestic carrier, and we also have one of the largest surpluses to ensure our members are well taken care of in case of large storm events.

You made a great choice when you chose to become a member of Tower Hill Insurance Exchange. You're insured by an organization with almost 54 years of experience in Florida, along with being one of the most financially sound insurance exchanges. But it's not just our longevity and financial strength, it's also our focus on delivering a great customer experience when you need us.

Now, let's focus on making sure you're well prepared for the remainder of the storm season or future weather events. For starters, download the Tower Hill Mobile App if you haven't done so. The app gives you a great tool in the palm of your hand to file, track, and manage your claim, along with other great policy services.

In addition, now is a great time to do a policy review with your agent to ensure you have the proper coverages and a deductible that you're comfortable with. Let's also not forget about flood coverage. Last year's storms (Hurricanes Helene and Milton) brought record flood damage from Florida to the Carolinas, impacting areas no one ever thought flooding could.

That's it for now, but never hesitate to reach out to us if we can help in any way. Thank you again for being an Exchange member, and we wish you a safe and happy fall!



KIRK LA, CEO

Quarterly Stats*

IN-FORCE
PREMIUM

\$1.154B

SURPLUS

\$336.0M

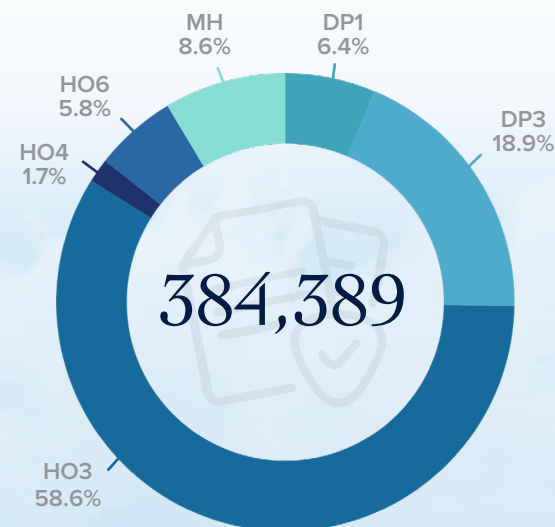
IN-FORCE
RETENTION

83.0%

RENEWAL
RETENTION

94.9%

POLICIES IN-FORCE



Homeowners (HO3) | Landlord (DP1/DP3)
Manufactured Homes (MH) | Condo (HO6) | Renters (HO4)

*Results as of June 30, 2025

Ready to Serve with Excellence: Tower Hill Delivers on Its Promise During Storm Season

June 1st may be the official beginning of hurricane season, but preparation and commitment to our members remain a focus all year. Our promise is to provide excellent service with compassion and empathy every day, and it is on full display when a catastrophic storm hits.

From our call center service teams to behind-the-scenes support, internal claims adjusters to the field, and employee volunteers to vendors, we engage the resources needed to ensure everyone is ready when our members need us most.

Prepared to Serve

Meticulous preparation, strong collaboration, and a shared dedication to serving our customers. Our teams use the time before the storm strategically to enhance preparedness, ensuring we are ready to meet the moment with confidence and care. From training to technology, we ensure resources are in place well in advance of the storm.

Patty W., our Vice President of Field Claims, reports, “We prepare for 100,000 claims events annually and plan enough resources for that number of claims. We have over 30 catastrophe contracts to provide enough field and desk adjusters, in addition to more than 130 employee volunteers from inside the company.”



When storms make landfall, Tower Hill's infrastructure is built to withstand the impact. The Gainesville headquarters is equipped with a 300kW diesel generator and multiple telecom redundancies to ensure uninterrupted operations. Remote access tools enable staff to work safely and efficiently, even during widespread outages.

“Readiness isn't just seasonal—it's continuous,” said Chad T., AVP Catastrophic Claims & Meteorology. “We constantly calibrate our processes, run scenario planning, and incorporate lessons learned after every event.”



Teamwork in Action

“While the Claims department maintains the plan, it is the whole company that executes the plan,” said Patty W.

When taking your claim, Britt P., Customer Service Manager, describes a customer's initial experience: “We lead with empathy, prioritize clear and timely communication, and address urgent needs, all while supporting our own team's wellbeing to foster resilience and sustained performance.” Whether you call into our contact center or visit a CAT site in person, you can expect to be received with care.

Our desk and field adjusters work from there to ensure fair adjusting and timely resolution. Additionally, Tower Hill offers emergency response services through its 24/7 contractor network, CastleCare, powered by Alacrity. This includes roof tarping, water mitigation, tree removal, and window board up, along with full post-storm rebuilding services.

“At Tower Hill, we know that every storm is personal for the people affected,” said Chad T. “That's why our response must be personal too—timely, compassionate, and driven by every member of our team.”

Expect Care and Compassion

During times of a catastrophe, our CAT First Notice of Loss call center distinguishes itself through a steadfast commitment to service excellence. We respond swiftly, scale staffing to meet surging demand, and leverage technology to keep customers informed and reassured.

After a storm, we activate our remote catastrophe sites—our “CAT Villages”—to provide face-to-face claims support in impacted areas. These temporary field offices are staffed by employees from across the

company, and we experience how meaningful it is for our members to connect with us in person when they need us most.

“Our Claims Division is truly best in class—not just in terms of expertise, but in compassion,” said Carl N., Assistant Vice President of the Special Investigations Unit. “They bring empathy and understanding to every member interaction, especially during some of the most difficult moments in our policyholders’ lives. That human connection is what sets Tower Hill apart.”

**If you need to file a claim,
we are here for you.**

Call us at 1-800-342-3407, visit us online at thig.com/claims, or download our new mobile app in the Apple or Google Play stores. At Tower Hill, we know that every storm is personal. That is why our response is personal too—timely, compassionate, and powered by every one of us.



Tell Us What You Think!

Have you had a service experience with us during a storm you would like to share?

Would you recommend us to your friends and colleagues? We would love to hear from you.

Let us know by taking our [Member Care Survey](#).

Exchange Testimonial

Mark F.

Wesley Chapel, FL

When Mark filed his claim with Tower Hill, he experienced excellent service during a difficult time. A claim can begin in the most unexpected ways.

Tower Hill Exchange Member Mark, of Wesley Chapel, explains: “Well, the story is, one of our dogs threw up in a pair of my sandals. So, we put them inside the laundry sink, put in the stopper, turned it on, and then completely forgot about it.” To make matters worse, their laundry room is located on the second floor.

The family left the house for the day and when they returned, they noticed water running down their driveway. They went inside to see water covering their first floor inches high and dripping from the ceiling in several places. As Mark puts it, “It was raining in the house.”

Mark called Tower Hill to file the claim. We quickly sent out a Field Adjuster, who reassured Mark. The replacements and repairs were extensive and required multiple contractors for electrical, plumbing, reinstalling fixtures, and much more.

Mark emphasized Tower Hill took care of things in a timely manner; when he sent an email, he quickly received a response. Also, he appreciated the way Tower Hill processed invoices quickly so he could get the direct deposits as soon as possible. Mark says it “...made our life a lot easier.”



Exchange Member, Mark F.

“[Claims Adjuster Lori] was awesome. She took care of us. I can't say enough good things about how she helped us out.” — Exchange Member Mark F.

For Mark, the process wasn't just about fixing a home, but about knowing there was a team he could count on to make life easier when it mattered most. Mark's story is a reminder that unexpected events can happen to anyone. At Tower Hill, we pride ourselves on claims service that is fair, accurate, and timely to help turn life's toughest moments into manageable ones.

Coverage for Screened Enclosures

Many Florida homes have screen enclosures. If your home includes a screened enclosure, it's important to make sure you have the coverage needed in your insurance policy. Of course, we recommend checking with your insurance agent to find out if you have the proper coverage for your individual home and situation. Because screened enclosures can vary significantly from home to home, here are some key points to discuss with your agent.



Storm damage to screened enclosure

Coverage Exclusions, Limits and Endorsements

If coverage for the type of screened enclosure you have is not included in your base policy, typically there are policy endorsements that you can purchase to add the coverage. For example, some policies exclude – or do not cover – damage to a screened enclosure caused by a hurricane. Similarly, some policies limit the amount of coverage that applies to screened enclosures.

Let's first start with defining a few key terms. The definitions differ based on the type of policy, such as homeowners or dwelling fire.

Homeowners (HO3 and HO6)

A screened enclosure is an aluminum-framed enclosure including frames, screen material, footings, supports, or anchors of the enclosure. This definition also applies to aluminum-framed carport(s) permanently attached to the main dwelling (Coverage A).

Dwelling Fire (DP1 and DP3)

Any structure on the residence premises, whether or not attached to the dwelling, comprised of screens on more than one side and otherwise open to the weather. These are structures which are not constructed or covered by the same or substantially the same materials as that of the primary dwelling.

Attached vs. Detached Screened Enclosures

If the screened enclosure is permanently connected to the roof or walls of your home then it's considered **attached**. When it is instead freestanding, or not directly connected, it is **detached**. This distinction is important because it determines which type of coverage may apply; Dwelling (Coverage A) for attached or Other Structures (Coverage B) for detached.

EXAMPLE: An HO3 policy may include coverage for an attached screened enclosure due to damage resulting from by a fire or tornado, but the loss may not be covered if the loss was due to a hurricane. However, purchasing an endorsement specifically designed to provide coverage for screened enclosures could provide coverage for hurricane-related damage (i.e., \$10,000 up to \$60,000).

Deductibles and Replacement Cost

Your insurance agent can advise you on the coverage you need based on your home's screened enclosure(s), along with explaining your deductible and replacement cost options.



Especially since so many Florida homes include at least one type of screened enclosure, it's important to be sure you have the coverage that best meets your needs. When storms happen, screened enclosures are often the first part of your home to be damaged.