



STATE OF INDIANA                                 )                 BEFORE THE INDIANA  
  ) SS:  
COUNTY OF MARION                                 )                 COMMISSIONER OF INSURANCE

IN THE MATTER OF:   )  
   )  
**CSAA Fire & Casualty Insurance Company**                                 )  
**450 E. 96th Street, Suite 500**   )  
**Indianapolis, Indiana 46240**   )

Examination of: **CSAA Fire & Casualty Insurance Company**

### **FINDINGS AND FINAL ORDER**

The Indiana Department of Insurance conducted an examination into the affairs of the CSAA Fire & Casualty Insurance Company (hereinafter “Company”) for the time period January 1, 2020, through December 31, 2023.

The Verified Report of Examination was filed with the Commissioner of the Department of Insurance (hereinafter “Commissioner”) by the Examiner on January 6, 2025.

A copy of the Verified Report of Examination, along with a Notice of Opportunity to Make Written Submission or Rebuttal, was mailed to the Company via Certified Mail on May 15, 2025, and was received by the Company on May 20, 2025.

The Company did not file any objections.


NOW THEREFORE, based on the Verified Report of Examination, I hereby make the following **FINDINGS**:

1. That the Verified Report of Examination is a true and accurate report of the financial condition and affairs of the CSAA Fire & Casualty Insurance Company as of December 31, 2023.
2. That the Examiner’s Recommendations are reasonable and necessary in order for the CSAA Fire & Casualty Insurance Company to comply with the laws of the State of Indiana.

Based on the FINDINGS, the Commissioner does hereby ORDER:

1. Pursuant to Ind. Code § 27-1-3.1-11(a)(1), the Verified Report of Examination is adopted and shall be filed. Hereafter the Verified Report of Examination, may constitute prima facie evidence of the facts contained therein in any action or proceeding taken by the Indiana Department of Insurance against the Company, its officers, directors, or agents.
2. The Company shall comply with the Examiner's Recommendations enumerated in summary form and throughout the text of the Verified Report of Examination. A written response to these recommendations should be provided to the Department within 30 days of receipt of this order.
3. Compliance with the Examiner's recommendations shall be completed on or before the filing of the subsequent annual statement. In the event it is not feasible to comply with a recommendation before the filing of the subsequent annual statement, the Company shall submit a written explanation as to why it was not feasible with the filing of the annual statement.

Signed this 30<sup>th</sup> day of  
June, 2025.

  
\_\_\_\_\_  
Holly W. Lambert  
Insurance Commissioner  
Indiana Department of Insurance

## **ABOUT AFFIRMATIONS**

The following pages for affirmations need to be signed by each Board Member and returned to the Indiana Department of Insurance within thirty (30) days in accordance with I.C. §27-1-3.1-12(b).

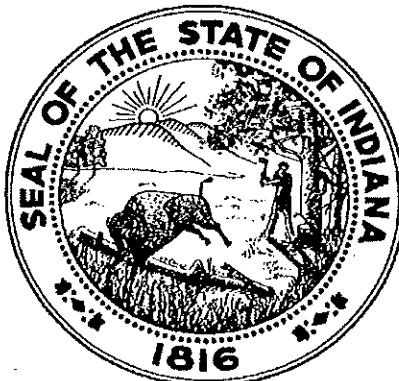
If your affirmations list individuals that are no longer on your Board of Directors, you may simply retype the form on plain white paper with the correct names and a line to the right for signature. If the names are misspelled, you may do the same, simply re-type the corrected form with a line to the right for signature.

Should you have any questions or difficulties with these forms or you require additional time past the thirty (30) day requirement, please do not hesitate to contact this department at (317) 232-2390.

**STATE OF INDIANA**  
**Department of Insurance**  
**REPORT OF EXAMINATION**  
**OF**

**CSAA FIRE & CASUALTY INSURANCE COMPANY**  
NAIC Co. CODE 10921  
NAIC GROUP CODE 1278

As of  
December 31, 2023



## TABLE OF CONTENTS

SALUTATION.....	1
SCOPE OF EXAMINATION.....	2
HISTORY .....	2
CAPITAL AND SURPLUS .....	3
DIVIDENDS TO STOCKHOLDERS .....	3
MANAGEMENT AND CONTROL .....	3
Directors.....	3
Officers .....	4
CONFLICT OF INTEREST .....	4
OATH OF OFFICE.....	4
CORPORATE RECORDS .....	4
Articles of Incorporation.....	4
Bylaws.....	4
Minutes .....	5
AFFILIATED COMPANIES .....	5
Organizational Structure .....	5
Affiliated Agreements.....	6
FIDELITY BOND AND OTHER INSURANCE .....	7
TERRITORY AND PLAN OF OPERATION .....	7
REINSURANCE.....	7
Reinsurance Pools.....	7
Ceded Reinsurance.....	8
Assumed Reinsurance .....	8
FINANCIAL STATEMENTS .....	8
Assets .....	9
Liabilities, Surplus and Other Funds .....	10
Statement of Income .....	11
Reconciliation of Capital and Surplus Account.....	12
COMMENTS ON THE FINANCIAL STATEMENTS.....	13
OTHER SIGNIFICANT ISSUES .....	13
SUBSEQUENT EVENTS .....	13
AFFIDAVIT .....	14



# STATE OF INDIANA

MIKE BRAUN, GOVERNOR

## Indiana Department of Insurance

Holly W. Lambert, Commissioner  
311 W. Washington Street, Suite 103  
Indianapolis, Indiana 46204-2787  
Telephone: 317-232-3520  
Fax: 317-232-5251  
Website: [in.gov/doi](http://in.gov/doi)

January 6, 2025

Honorable Holly Williams Lambert, Commissioner  
Indiana Department of Insurance  
311 West Washington Street, Suite 300  
Indianapolis, Indiana 46204-2787

Dear Commissioner:

Pursuant to the authority vested in Appointment Number 4208, an examination has been made of the affairs and financial condition of:

**CSAA Fire & Casualty Insurance Company**  
**450 E. 96<sup>th</sup> Street, Suite 500**  
**Indianapolis, Indiana 46240**

hereinafter referred to as the "Company", an Indiana domestic property and casualty insurer. The examination was conducted remotely with assistance from the corporate office in Walnut Creek, California.

The Report of Examination, reflecting the status of the Company as of December 31, 2023, is hereby respectfully submitted.

ACCREDITED BY THE NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS

AGENCY SERVICES 317-232-2389	COMPANY COMPLIANCE 317-232-3495	CONSUMER SERVICES 317-232-2395/1-800-622-4461	FINANCIAL SERVICES 317-232-2390	MEDICAL MALPRACTICE 317-232-5253	COMPANY RECORDS 317-232-2383	STATE HEALTH INSURANCE PROGRAM 1-800-452-4800
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## SCOPE OF EXAMINATION

The Company was last examined by representatives of the Indiana Department of Insurance (INDOI) and covered the period from January 1, 2015 through December 31, 2019. The present risk-focused examination was conducted by The Thomas Consulting Group, Inc. (Thomas Consulting) and covered the period from January 1, 2020, through December 31, 2023, and included any material transactions and/or events occurring subsequent to the examination date and noted during the course of this examination.

The examination was conducted in accordance with the NAIC *Financial Condition Examiners Handbook* (Handbook). The Handbook requires that we plan and perform the examination to evaluate the financial condition, assess corporate governance, identify current and prospective risks of the Company, and evaluate system controls and procedures used to mitigate those risks. An examination also includes identifying and evaluating significant risks that could cause an insurer's surplus to be materially misstated both currently and prospectively.

The examination of CSAA Insurance Group (CSAA IG), was called by the California Department of Insurance (CDI), in accordance with the Handbook guidelines, through the NAIC's Financial Examination Electronic Tracking System. The CDI served as the lead state for the coordinated examination, the other participating states were the Arizona Department of Insurance and Financial Institutions, INDOI and the New Jersey Department of Banking and Insurance.

The actuarial specialist, Giovanni Muzzarelli, FCAS, CERA, MAAA, Senior Casualty Actuary with the CDI, provided all actuarial services on a group basis throughout the examination and conducted a review of CSAA IG's actuarial-related risks as of December 31, 2023.

In conducting the risk-focused examination, the INDOI, by its representatives, relied upon the independent audit reports and opinions contained therein rendered by PricewaterhouseCoopers, LLP for the periods ending December 31, 2023 and 2022. Such reports were prepared on a statutory basis and reconciled to the financial statements contained in the Annual Statement.

All accounts and activities of the Company were considered in accordance with the risk-focused examination process. This may include assessing significant estimates made by management and evaluating management's compliance with Statutory Accounting Principles. The examination does not attest to the fair presentation of the financial statements included herein. If, during the course of the examination an adjustment is identified, the impact of such adjustment will be documented separately following the Company's financial statements.

This examination report includes significant findings of fact, as mentioned in the Indiana Code (IC) 27-1-3.1-10, and general information about the insurer and its financial condition. There may be other items identified during the examination that, due to their nature (e.g., subjective conclusions, proprietary information, etc.), are not included within the examination report but separately communicated to other regulators and/or the Company.

## HISTORY

On October 10, 1997, the Company, formerly AAA Mountain West Insurance Company, was incorporated under the laws of Alaska and received a Certificate of Authority from the State of Alaska effective April 3, 1998. The certificate authorized the Company to transact the following lines of insurance; health, disability, property, casualty, surety, marine, and wet marine and transportation. On December 1, 2003, the Board of



Directors (Board) amended the Articles of Incorporation changing the name of the Company to ACA Insurance Company. The Company re-domesticated to Indiana from Alaska effective December 31, 2008. The Company is a member of a holding company group and is owned by CSAA Insurance Exchange (CSAA IE), a California reciprocal insurer, as the sole shareholder. Effective January 3, 2014, the name of the company changed from ACA Insurance Company to CSAA Fire & Casualty Insurance Company.

### **CAPITAL AND SURPLUS**

The Company had 10,000,000 authorized shares of common stock with a par value of \$1 per share and 3,415,965 shares issued and outstanding throughout the examination period.

No capital contributions were made or received during the examination period.

### **DIVIDENDS TO STOCKHOLDERS**

No dividends were paid to the Stockholders during the examination period.

### **MANAGEMENT AND CONTROL**

#### **Directors**

The Company's Bylaws provide that the business affairs of the Company are to be managed by a Board of Directors (Board) consisting of no more, or less, than five (5) directors. That number may change by approval from the Board or shareholders in the manner provided, subject to any requirements or limitations of the Indiana Insurance Code. At least one (1) director must be a resident of Indiana. The shareholders, at each annual meeting, elect the members of the Board.

The following is a list of persons serving as directors as of December 31, 2023, and their principal occupations as of that date:

<u>Name and Address</u>	<u>Principal Occupation</u>
Brian James Gust Pendleton, Indiana	Senior Market Growth Consultant CSAA Insurance Exchange
Andrea Kay Hecht Clayton, California	EVP CFO/Treasurer CSAA Insurance Exchange
Linsay Danice Hohmann Brentwood, California	SVP Policyholder Services & Support CSAA Insurance Exchange
Robert Edward Valliere Las Vegas, Nevada	EVP, Chief Operations Officer CSAA Insurance Exchange
Michael Jay Zukerman Oakland, California	Chair of Board, Interim President; CEO & Secretary CSAA Insurance Exchange

Note: At the annual meeting of the sole shareholder held on May 9, 2023, Thomas Michael Troy was elected as a director of the Company, however resigned on September 15, 2023.

### Officers

The Company's Bylaws state that the elected officers of the Company shall be a President, a Secretary, a Treasurer, and other officers with titles and duties as deemed necessary by the Board. Any two (2) or more offices may be held by the same person, except the offices of President and Secretary.

The following is a list of key officers and their respective titles as of December 31, 2023:

<u>Name</u>	<u>Office</u>
Michael Jay Zukerman	Interim President, Chief Executive Officer & Secretary
Andrea Kay Hecht	Treasurer and Chief Financial Officer
Ryan Daniel Vigus	Assistant Vice President
Todd Patrick Walker	Assistant Vice President
Carrie Christine Collins	Assistant Secretary
Katherine Jean Evans	Assistant Secretary

Note: At the annual meeting of the Board held July 26, 2023, Thomas Michael Troy was elected as President and Chief Executive Officer, however resigned on September 15, 2023, and Michael Zukerman was appointed as the interim President & Chief Executive Officer of the Company. Michael Zukerman was appointed permanent President and Chief Executive Officer on May 10, 2024 and Katherine Evans was named Secretary on May 12, 2024.

### **CONFLICT OF INTEREST**

Directors and officers are required to review and sign Conflict of Interest statements annually. It was determined that all directors and officers listed in the Management and Control section of this Report of Examination have reviewed and signed their statements as of December 31, 2023.

### **OATH OF OFFICE**

Indiana Code 27-1-7-10(i) stipulates that every director, when elected, shall take and subscribe to an oath stating that he or she will faithfully, honestly, and diligently administer the affairs of the Company and will not knowingly violate any of the laws applicable to such Company. It was determined that all directors listed in the Management and Control section of this Report of Examination have subscribed to an oath as of December 31, 2023.

### **CORPORATE RECORDS**

#### Articles of Incorporation

There were no amendments made to the Articles of Incorporation during the examination period.

#### Bylaws

There were no amendments made to the Bylaws during the examination period.

#### Minutes

The Board and shareholder meeting minutes were reviewed for the period under examination through the fieldwork date. Significant actions taken during each meeting were noted.

IC 27-1-7-7(b) states that an annual meeting of shareholders, members, or policyholders shall be held within five (5) months after the close of each fiscal year of the Company and at such time within that period as the Bylaws may provide. The Company's Bylaws do not specify the date or time the annual meeting of shareholders is to be held, however, state "the date fixed from time to time by the directors". For each year under review, the annual meeting of shareholders was held within five (5) months following the close of each fiscal year.

The Company's parent, CSAA IE, designates the Audit Committee of its Board to serve as the Audit Committee for the Company and CSAA General Insurance Company (CSAA GIC) per the approval the INDOI as of January 2011.

### **AFFILIATED COMPANIES**

#### Organizational Structure

The following abbreviated organizational chart shows the Company's parent and affiliates as of December 31, 2023, that were included in this examination:

	NAIC CO. Code	Domiciliary State/County
CSAA Insurance Exchange	15539	CA
<b>CSAA General Insurance Company</b>	<b>37770</b>	<b>IN</b>
<b>CSAA Fire &amp; Casualty Insurance Company</b>	<b>10921</b>	<b>IN</b>
CSAA Affinity Insurance Company	11681	AZ
Mobilitas General Insurance Company	10675	AZ
Fortential Insurance Company	42960	NJ
Mobilitas Insurance Company of Arizona	16599	AZ
Mobilitas Insurance Company	16392	AZ
CSAA Insurance Services, Inc.		CA
CSAA Specialized Services LLC		CA
CSAA Life and Financial Services, Inc.		CA
Pacific Beacon Life Reassurance, Inc.	84162	HI
ACLI Acquisition Company (26.305%)		DE
AAA Life Insurance Company	71854	MI
AAA Life Insurance Company of New York	15282	NY
AAA Life Agency, LLC		MI
Club Marketing Services, LLC		CA
Avanta Ventures, LLC		CA
Avanta Studios, LLC		CA
CSAA Investment Fund, LLC		CA
Pathway Private Equity Fund/CSAA Venture Capital Fund, LLC (80.01249%)		DE
Pathway Private Equity Fund/CSAA Special Equity Fund, LLC (99.47499%)		DE

#### Affiliated Agreements

The following affiliated agreements and transactions were disclosed as part of the Form B-Holding Company Registration Statement and were filed with the INDOL, as required, in accordance with IC 27-1-23-4(b)(4).

#### *Service Agreements*

The Company was party to an Amended and Restated Consolidated Intercompany Services Agreement, effective October 1, 2021. Pursuant to the agreement CSAA Insurance Services, Inc. (CIS) provides certain administrative and special services, and use of certain property and facilities to CSAA IE and its subsidiaries, including the Company and CSAA GIC. Service may include: (a) accounting, tax and auditing; (b) information technology; (c) advertising and marketing; (d) insurance production and services; (e) policy administration; (f) claims administration; (g) investments; (h) functional support services; and (i) Attorney-in-Fact. The service fees paid under the terms of this agreement for 2023 totaled \$39.1 million.

#### *Consolidated Federal Income Tax Allocation Agreement*

The Company was party to a Second Amended and Restated Tax Allocation Agreement with certain subsidiaries and affiliates, effective January 1, 2011. The fees paid by the Company to CSAA IE under the terms of this agreement for 2023 totaled \$71,507.

## **FIDELITY BOND AND OTHER INSURANCE**

The Company, along with its parent and any affiliates as part of the Exchange, are named insured's on a Financial Institution Bond underwritten by the Traveler's Insurance Company. The bond provides the Exchange with a single loss limit of \$15,000,000 with a single loss deductible of \$250,000 for various risks covered under the policy. Coverage's under the policy include: dishonesty of employees, on premiums and in transit; forgery or alteration; securities; counterfeit money and money orders; claim expense; and computer systems. The aggregate limit of insurance is \$30,000,000. The amount of fidelity coverage carried on this policy meets the suggested minimum amount of fidelity coverage as measured on a group basis using the NAIC's formula and exposure index.

In addition to the Fidelity Bond Coverage, the principal insurance coverages in which the Company is a named insured as at December 31, 2023, include the following: business automobile, commercial general liability, pollution legal liability, commercial property, directors and officers securities liability, fiduciary, professional liability, employee practices liability, workers' compensation, cyber liability, foreign liability, and umbrella/excess.

## **TERRITORY AND PLAN OF OPERATION**

The Company is licensed in 23 states and is an accredited Florida reinsurer. The Company writes private passenger automobile coverage and homeowners in 17 states.

The Company's largest states, by Direct Premiums Written (DPW) at December 31, 2023, are California (\$110.2M or 47%), Utah (\$49.9M or 21%), and Oregon (\$20.4M or 9%). These three (3) states accounted for 77% of total writings in 2023. The largest lines of business, based on DPW, were fire (40%), other private passenger auto liability (27%), and private passenger auto physical damage (18%), respectively through various channels, which included AAA club agents, independent agents, and direct sales units.

## **REINSURANCE**

### **Reinsurance Pools**

Effective January 1, 2019, CSAA IE, as the lead insurer, was party to a Restated Pooling Agreement with the following participating insurers; the Company, CSAA GIC, CSAA Affinity Insurance Company, CSAA Mid-Atlantic Insurance Company of New Jersey, Mobilitas Insurance Company (MIC), Mobilitas General Insurance Company (MGIC), and Mobilitas Insurance Company of Arizona (f/k/a Mobilitas Insurance Company of America). Pursuant to the agreement, the participating insurers cede 100% of all premiums collected to the lead insurer. There is no retrocession from the lead insurer to any participating insurers.

Effective October 1, 2020, CSAA IE, as lead insurer, amended and restated its Pooling Agreement to remove MGIC as a pool member. The remaining pool participants continue to cede 100% of their insurance business to CSAA IE. Concurrently, a new Pooling Agreement, effective October 1, 2020, was established between the Company, as the assuming insurer, and MGIC, as the ceding insurer, whereby MGIC cedes 100% of its business to the Company. Under the provisions of IC 27-1-23-4(b)(3), the Company filed a Form D with the INDOI on August 13, 2020, and the INDOI issued a non-disapproval letter on October 8, 2020.

Effective October 1, 2021, the Company, as a participating insurer, entered into a Quota Share Reinsurance Agreement with MIC, as the lead insurer. Pursuant to the agreement, the participating insurer cedes 100% of the certain risks it assumes under that certain Pooling Agreement dated October 1, 2020, to the lead insurer, with no retrocession from the lead insurer to the participating insurer. The business covered is commercial auto liability and, to a lesser extent, commercial auto physical damage written on Lyft, Inc. Under the provisions of IC 27-1-23-4(b)(3), the Company filed a Form D with the INDOI on November 23, 2021, and the INDOI issued a non-disapproval letter on December 7, 2021.

#### Ceded Reinsurance

Except for the ceded business stated under the caption “Reinsurance Pools” above, no other significant ceded reinsurance agreements were noted.

#### Assumed Reinsurance

Except for the assumed business stated under the caption “Reinsurance Pools” and state market pools, as mandated, no other business was assumed by the Company during the examination period.

### **FINANCIAL STATEMENTS**

The following financial statements are based on the statutory financial statements filed by the Company with the INDOI and present the financial condition of the Company for the period ending December 31, 2023. The accompanying comments on financial statements reflect any examination adjustments to the amounts reported in the annual statement and should be considered an integral part of the financial statements.

# CSAA FIRE & CASUALTY INSURANCE COMPANY

## Assets

As of December 31, 2023

	Per Company
Bonds	\$ 58,845,141
Stocks:	
Common Stocks	435,700
Cash, cash equivalents and short-term investments	940,620
Receivable for securities	688
Subtotals, cash and invested assets	60,222,149
Investment income due and accrued	282,501
Premiums and considerations:	
Uncollected premiums and agents' balances in the course of collection	1,521,777
Amounts recoverable from reinsurers	12,974,923
Guaranty funds receivable or on deposit	22,904
Receivables from parent, subsidiaries and affiliates	164,325,822
Aggregate write-ins for other than invested assets	629,443
Totals	<u>\$ 239,979,519</u>

Note: Amounts are shown in whole dollars and columns may not total due to rounding.

CSAA FIRE & CASUALTY INSURANCE COMPANY  
Liabilities, Surplus and Other Funds  
As of December 31, 2023

	Per Company
Reinsurance payable on paid losses and loss adjustment expenses	\$ 3,367,024
Current federal and foreign income taxes on realized capital gains (losses)	495,624
Net deferred tax liability	1,108,523
Ceded reinsurance premiums payable	22,191,298
Amounts withheld or retained by company for account of others	239,809
Remittances and items not allocated	30,396
Payable to parent, subsidiaries and affiliates	150,693,838
Aggregate write-ins for liabilities	<u>1,298,973</u>
Total liabilities excluding protected cell liabilities	<u>179,425,485</u>
Total liabilities	<u>179,425,485</u>
Common capital stock	3,415,965
Gross paid in and contributed surplus	31,926,623
Unassigned funds (surplus)	<u>25,211,446</u>
Surplus as regards policyholders	<u>60,554,034</u>
Totals	<u>\$ 239,979,519</u>

Note: Amounts are shown in whole dollars and columns may not total due to rounding.



CSAA FIRE & CASUALTY INSURANCE COMPANY  
Statement of Income  
For the Year Ended December 31, 2023

	<u>Per Company</u>
UNDERWRITING INCOME	
Premiums earned	\$ -
DEDUCTIONS	
Total underwriting deductions	<u>-</u>
Net underwriting gain (loss)	<u>-</u>
INVESTMENT INCOME	
Net investment income earned	699,494
Net realized capital gains or (losses) less capital gains tax	<u>5,487,478</u>
Net investment gain (loss)	6,186,972
OTHER INCOME	
Aggregate write-ins for miscellaneous income	<u>104,266</u>
Total other income	<u>104,266</u>
Net income after dividends, capital gains tax and before all other federal and foreign income tax	6,291,238
Federal and foreign income taxes incurred	<u>229,192</u>
Net income	<u>\$ 6,062,046</u>

Note: Amounts are shown in whole dollars and columns may not total due to rounding.

CSAA FIRE & CASUALTY INSURANCE COMPANY  
Reconciliation of Capital and Surplus Account

	2023	2022	2021	2020
Surplus as regards policyholders, December 31 prior year	\$ 55,797,709	\$ 55,639,967	\$ 52,615,767	\$ 51,024,777
Net income	\$ 6,062,046	\$ 528,621	\$ 6,671,791	\$ 1,184,801
Change in net unrealized capital gains or (losses) less capital gains tax	(407,105)	(160,639)	(2,639,355)	327,534
Change in net deferred income tax	(835,976)	(54,279)	(1,194,674)	126,182
Change in nonadmitted assets	(62,640)	(155,961)	186,438	(47,527)
Change in surplus as regards policyholders for the year	\$ 4,756,325	\$ 157,742	\$ 3,024,200	\$ 1,590,990
Surplus as regards policyholders, December 31 current year	\$ 60,554,034	\$ 55,797,709	\$ 55,639,967	\$ 52,615,767

Note: Amounts are shown in whole dollars and columns may not total due to rounding.

### **COMMENTS ON THE FINANCIAL STATEMENTS**

There were no recommended adjustments to the financial statements as of December 31, 2023, based on the results of this examination.

### **OTHER SIGNIFICANT ISSUES**

There were no other significant issues noted as of December 31, 2023, based on the results of this examination.

### **SUBSEQUENT EVENTS**

There were no events subsequent to the examination date and prior to the completion of fieldwork which were considered material events requiring disclosure in this Report of Examination.



## AFFIDAVIT

This is to certify that the undersigned is a duly qualified Examiner-In-Charge appointed by the Indiana Department of Insurance and that they, in coordination with staff assistance from The Thomas Consulting Group, Inc., and actuarial assistance from Giovanni Muzzarelli, FCAS, CERA, MAAA Senior Casualty Actuary, performed an examination of CSAA Fire & Casualty Insurance Company, as of December 31, 2023.

The Indiana Department of Insurance is accredited under the National Association of Insurance Commissioners Financial Regulation Accreditation Standards.

The examination was performed in accordance with those procedures required by the NAIC Financial Condition Examiners Handbook and other procedures tailored for this examination. Such procedures performed on this examination do not constitute an audit made in accordance with generally accepted auditing standard and no audit opinion is expressed on the financial statements contained in this report.

The attached Report of Examination is a true and complete report of the condition of the CSAA Fire & Casualty Insurance Company as of December 31, 2023, as determined by the undersigned.



David L. Daulton, CFE  
The Thomas Consulting Group, Inc.

Under the Supervision of:



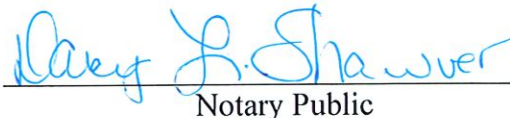
Jerry Ehlers, CFE, AES  
Examinations Manager  
Indiana Department of Insurance

State of: Indiana  
County of: Marion

On this 19th day of June, 2025, before me personally appeared, David L. Daulton and Jerry Ehlers to sign this document.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my notarial seal in said County and State, the day and year last above written.

My commission expires October 4, 2025

  
Notary Public

