MTM Manufacturing Technology Mutual Insurance Company
CELEBRATING OVER 45 YEARS

News

Monthly Newsletter for November 2025

Insights from NAMIC 2025: A Positive Outlook for Mutual Insurers

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President

IN THIS ISSUE:

Last month, I attended the National Association of Mutual Insurance Companies (NAMIC) annual convention in San Diego, California. NAMIC, a 125-year-old organization that supports mutual insurance companies through advocacy, compliance, industry benchmarking, education, and networking. Recent research, presented at NAMIC reveals a notable shift in buyer sentiment and behavior within the commercial insurance market, with mutual insurance companies gaining favor and outperforming their stock counterparts across critical performance metrics.

Some of the key findings relating to mutual insurance companies include:

- Industry favorability has increased by 11 points since 2019 in the commercial insurance sector.
- Growing familiarity and awareness of mutual insurance companies increased by 13% between 2019 - 2025
- Mutual insurance companies have 53% of the Michigan market share.
- Mutuals are strongly associated with financial strength, excellent customer service and fair claims handling.
- Mutuals outperform stock insurers in all key brand attributes.

Importantly, 93% of the buyers surveyed indicated they are likely to consider a mutual insurer for their next policy, which outpaced stock insurers (84%). This preference is largely driven by factors such as fair claims settlement practices, service quality, price stability, affordability and financial strength.

Given the positive trends, mutual insurers are well-positioned to capitalize on shifting market preferences, with a clear lead in trust-driven attributes. Prioritizing service, transparency, and affordability can further strengthen competitive positioning and long-term retention.

The report lists the following headwinds for mutual insurance companies: adverse development, increased competition for the same business, economic and inflation uncertainty as well as legal system abuse. Conversely, tailwinds such as positive results for the first 2-3 quarters that carryover through the rest of the year, strong industry capital as well as stability in the reinsurance market were mentioned.

While reviewing the research, it is clear that MTM already embodies many of the strengths attributed to successful mutual insurers. MTM's financial strength is noted by our AM Best A- (Excellent) Stable rating, excellent customer service and fair claims settlements are depicted in our 97% retention rate and combined loss ratio of 86.3%.

As MTM moves into 2026, we will be celebrating 50 years of service to Michigan employers and pride ourselves on maintaining these core attributes.

Our vision is

> *"To be Michigan's most trusted partner for workers' compensation insurance by delivering innovative, responsive and cost-effective solutions that support Michigan businesses focusing on employee safety and productivity."*

Thank you for being an MTM policyholder and allowing us to be your responsive and cost-effective workers' compensation insurance partner.

– Megan

Donna Motley
Vice President of Claims

What is an Accident?

I have been processing Claims my entire adult working career. And not just processing Workers' Compensation claims. Many years ago I also processed property damage and motor vehicle claims. While working at my former employer, I had a middle management supervisor tell me "there is no such thing as an accident". Think about that statement for a minute. I do not believe the statement means an incident that occurred was "intentional", I think it means it could have been "prevented or avoided".

Ask yourself how or why do accidents occur? I recently read a good test following an accident is to ask "why" five times to get to the root cause of any problem. Were you rushing – why? Because you were late – why? Because you overslept – why? Because you stayed up too late the night before – why? Because you were watching the Lions win a game – why? Because the Lions are finally doing well and we are excited and hopeful to go to playoffs! Does this remind you of when your child was small and would continually ask why? It's kind of fun to play out and maybe with surprising results. In the workforce, once you know the "why", corrective action can be implemented.

I believe the same article I read also mentioned "second order thinking" – defined as – consider future impacts by asking "what comes next" What comes next could be an accident and or injury OR corrective action – how to assure the same accident does not occur again. Thinking "if I rush, I may drive erratically which can result in an accident" or "if I rush, it is easier to slip, trip and/or fall". Maybe the current terminology is "being pro-active".

Or maybe this all means we just need to "SLOW DOWN". MTM's Loss Control Department basically instructs employers to be pro-active. Do you have lights that are burned out? Are there cracks in the floor or parking lot pavement? Are rugs curling on the ends? Are stairway guard rails secure? Are hoses, cardboard, shavings laying on the ground? Was there an oil spill not cleaned up properly? These are all relatively minor items that can create a hazardous situation and all relatively easy to resolve to avoid a hazardous situation.

My last take away from what I read: "1% daily improvement leads to 37 times "growth" in one year. I'm not sure who comes up with these statistics, but it makes sense.

O.K. – I'll go back to reading my Harlan Coben books now!

Ruth Kiefer, MSc, ARM

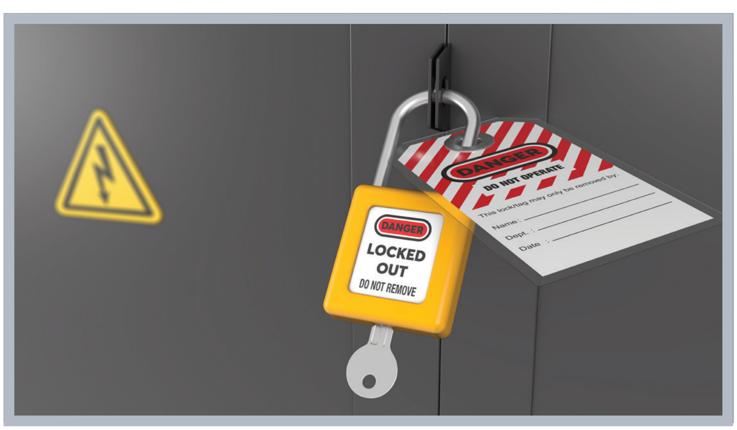
Vice President of Loss Control

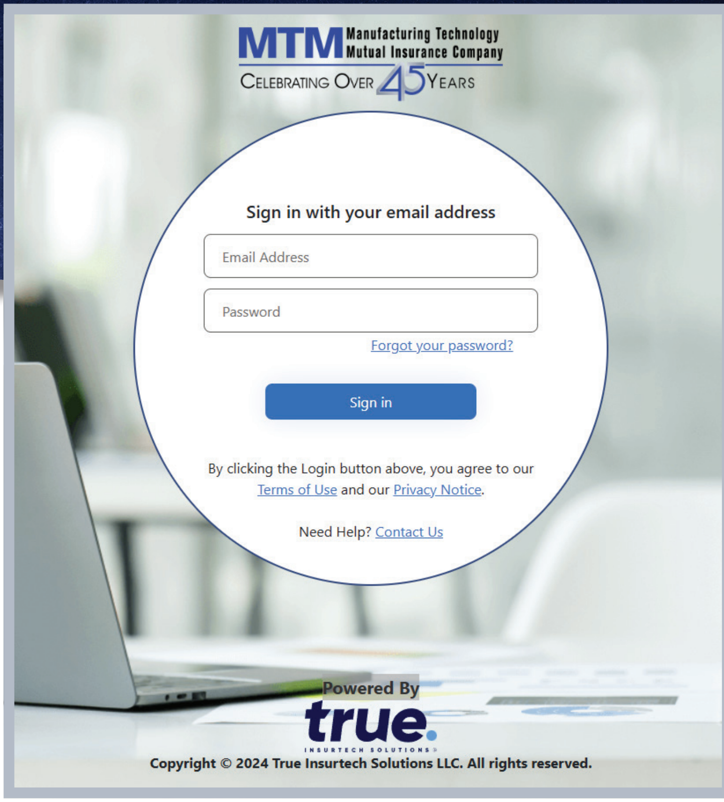
On Demand Safety Video's

When you have a new hire, or you need to renew your employee's industrial truck licenses have you ever wished you had a little assistance? Or a place for them to turn to have the class training? Well, I'm here to tell you we have that assistance for you!

Using our on-line portal, you may gain access to our video library on demand! That's right, a huge video library made up of over 730 current safety video's that are available 24/7 to use to help train your employees on various safety topics. Do you have an employee that continually has strain injuries, why not sit him in front of a monitor and watch a back safety video? Maybe you have a maintenance person, you have seen on the production floor and question his safety techniques while using a ladder, well, let him take 10 minutes out of the day, and sit him in front of the monitor to watch a short video on proper ladder use. There is a robust library to choose from and all the videos are current, short, and to the point.

Some of our most popular videos that are watched during the last year, include GHS (Global Harmonization System), Lockout Tagout training, safe driving, Industrial Truck, and how to lift safely. Do you have a delivery driver who delivers parts and may come back with a few dings in the truck? Well, there are various driver safety training videos on there as well. Topics range from safe backing of trailers, winter driving, snow-plow safety, defensive driving, and many others that you may find useful to assist your drivers in returning safely.





Do you have an emergency action plan and want just a little more training on evacuation procedures or define an employee's responsibility? Guess what? Those types of videos are also on the portal for you to use. Topic's covered are basic first aid, emergency preparedness, fire safety, workplace violence, active shooter awareness training, and how to use a fire extinguisher.

Our videos on demand not only cover the required MIOSHA training courses, but so many other topics that we believe this is one of your best training resources that is literally at your fingertips. This library is all inclusive to other industries we service, such as restaurant safety, school district safety, janitorial services, office safety, healthcare training, and hospitality training.

To access these video resources, you must be an MTMIC active policyholder and have your log-in credentials. If you have lost your log-in credentials or need new ones, please contact your Loss Control Consultant so we can forward your access request or contact the MTM Sales Department at sales@mtmic.com and they can set you up with portal access to view these videos. Once you have access and need assistance in choosing a video, you can always ask your loss control person, we are happy to assist you in finding the right one to watch. Happy streaming!

FEEL FREE TO CONTACT ANY OF US IF WE CAN BE OF SERVICE TO YOU:

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The MTMIC Board of Directors election results are in.

Please Congratulate

Joe Keppler
of Shuert Technology

Barry Kavanagh
of Avalon & Tahoe

Kurt Heuser
for another 3 year term.

mtmic Holiday Hours

November 27th & 28th – CLOSED

December 25th & 26th – CLOSED

January 1st & 2nd - CLOSED