

CHART 20TH ANNIVERSARY MESSAGE
CELEBRATING OUR PAST AND CHARTING OUR FUTURE



Dear Friends,

It is with great pride that we mark the occasion of CHART'S 20th Anniversary in 2022!

When CHART was founded in 2002, we were a new and ambitious team of member hospitals in a challenging insurance market, but with a well-defined mission:

To become a vibrant, comprehensive risk services provider with the unwavering goal of promoting safety and protection to our member 'community' hospitals, our practitioners, and our patients.

We have grown into one of the largest and most successful hospital-owned malpractice insurance companies in America. THANKS TO ALL OF YOU.

From the beginning, we have worked diligently to assure that our focus has been on YOU--- our members.

Because we are 100% hospital-owned, you are not just our partners; you are the assets we value most. Together we have evolved and thrived by developing and introducing an expanded array of new, innovative, and creative added-value products and services that has driven us to a prestigious record of accomplishments. CHART has saved our member hospitals over 25% on annual premiums through intensive cost-containment and claims management practices and by selective underwriting.

Investing heavily in risk control practices over the years has led to the development of extensive safety and support programs that directly target safety issues, as well as on-demand educational training resources--- all guided by a core operating philosophy that emphasizes continuous improvement and the highest standards of patient outcomes.

As the pandemic swept the globe, it caused an unprecedented public health crisis that threw the world into turmoil. Yet, even in this very challenging Covid-19 environment, our financial performance has been remarkably robust, thanks to our strong business model. But most importantly, THANKS TO YOU!

We are honored to have been entrusted to build on these achievements and are committed to preserving the unique blend of hard work, collaboration, and satisfaction that has fueled our growth and success resulting in an average compound annual growth rate on member investment of 30%; over \$258M in surplus growth including \$93 million in cash dividends paid to members; one of the industry's lowest expense ratios; and a solid strategic business plan that has earned the prestigious A (Excellent) Rating for Financial Strength from A.M. Best.

We are grateful to all our CHART members for their continued faith and for the staunch leadership of our Subscribers' Advisory Committee.

And while a lot has changed since we embarked on this journey back in 2002, one thing has remained the same: our unshakable pledge to deliver the highest standards of healthcare protection for all our stakeholders.

We will remain a dynamic organization just as ambitious and excited about continuing this trajectory of success, and truly believe our enduring passion will help us build on the solid foundation we've laid for the future.

Look for more news and information throughout the upcoming year as we find occasions to acknowledge our past, recognize our loyal member hospitals, employees and partner-vendors and celebrate our bright future!

Very truly yours,



A handwritten signature in black ink that reads "John I. Lewis".

John I. Lewis
Chairman



A handwritten signature in black ink that reads "Donna Normand".

Donna Normand
President & CEO