# 1973 ANNUAL REPORT



#### A MESSAGE TO POLICYOWNERS

1973 was a good operating year for Mutual Service Insurance and is the third consecutive year of solid progress. The financial reports that follow indicate sound growth, excellent operating gains, and good investment returns. These results reflect the confidence of you, our policyowners, in our service and products.

Mutual Service Casualty had satisfactory premium growth despite many selective rate reductions and underwriting liberalizations. Average claim costs increased materially during the year while claim frequency declined. Homeowners rates were selectively reduced and coverage improved. Private passenger loss experience continued in line while business insurance losses were excessive. The year end ratio of surplus to premium compares favorably with the stronger insurance companies in the industry.

Modern Service continues to serve the "high risk" automobile market by providing insurance for those who would be denied protection at standard rate levels. Loss costs for 1973 were again satisfactory. Substantial rate reductions during 1973 materially affected premium income and operating margins. Capitalization was increased during the year so that Modern Service can be licensed in additional states.

Mutual Service Life had somewhat narrower operating margins during 1973 due primarily to loss experience in the group health lines, together with additional personnel staffing required to service the heavy growth experienced in 1971 and 1972. Sharply rising medical costs have strained rate structures. Investment yields were excellent and adequately support contract obligations. Policyowner dividends were at record highs while the market turndown adversely affected surplus gain.

During 1973 Mutual Service continued to support modified "no-fault" auto insurance and adequate health care for all. Several grants were made in direct support of hospitals, health maintenance organizations and medical scholarships. Early last year the "people helping people" television program was launched throughout the midwest. This program is designed to develop a positive awareness of Mutual Service and at the same time performs a significant public service. Overall acceptance and response to this effort has been gratifying.

The energy shortage, unemployment, inflation and Watergate all create uncertainties that have an effect on the insurance business.

On the casualty side, the curtailment of gasoline should cause less driving and less congestion on the highways. It will also restrict the market of insurable automobiles. The shift to smaller cars, more passengers per car, and continued inflation will increase claim costs. Inflation will have a depressing effect on premium volume and put a further strain on operating expenses. Changes and adjustments in our operations and rate structures will be made as warranted by the actual experience of 1974. We pledge that there will be no "fuel crisis gain" at Mutual Service.

Life insurance sales should follow a somewhat more normal pattern, except in the health lines. Rising medical costs will cause health rates to increase further. Inflation will affect operating costs and affect growth due to the increased need by consumers to use available spending power to purchase the basic requirements for livelihood. The public's disenchantment with the stock market should channel more dollars into life insurance. Life insurance continues to be a basic necessity with a majority of people.

Our company depends on people for growth and quality service. We are fortunate to have an outstanding group of people in all areas whose dedication and efforts are directly responsible for our progress. People are still our greatest asset.

Thank you for your continued support and interest in Mutual Service Insurance.

Famou n. Ell

President and Chief Executive Officer

#### A MESSAGE TO POLICYOWNERS

1973 was a good operating year for Mutual Service Insurance and is the third consecutive year of solid progress. The financial reports that follow indicate sound growth, excellent operating gains, and good investment returns. These results reflect the confidence of you, our policyowners, in our service and products.

Mutual Service Casualty had satisfactory premium growth despite many selective rate reductions and underwriting liberalizations. Average claim costs increased materially during the year while claim frequency declined. Homeowners rates were selectively reduced and coverage improved. Private passenger loss experience continued in line while business insurance losses were excessive. The year end ratio of surplus to premium compares favorably with the stronger insurance continues to serve the "high risk" automobile market Modern Service continues to serve the "high risk" automobile market

Modern Service continues to serve the "high risk" automobile market by providing insurance for those who would be denied protection at standard rate levels. Loss costs for 1973 were again satisfactory. Substantial rate reductions during 1973 materially affected premium income and operating margins. Capitalization was increased during the year so that Modern Service can be licensed in additional states.

Mutual Service Life had somewhat narrower operating margins during 1973 due primarily to loss experience in the group health lines, together with additional personnel staffing required to service the heavy growth experienced in 1971 and 1972. Sharply rising medical costs have strained rate structures. Investment yields were excellent and adequately support contract obligations. Policyowner dividends were at record highs while the market turndown adversely affected surplus gain.

During 1973 Mutual Service continued to support modified "no-fault" auto insurance and adequate health care for all. Several grants were made in direct support of hospitals, health maintenance organizations and medical scholarships. Early last year the "people helping people" television program was launched throughout the midwest. This program is designed to develop a positive awareness of Mutual Service and at the same time performs a significant public service. Overall acceptance and response to this effort has been gratifying.

The energy shortage, unemployment, inflation and Watergate all create uncertainties that have an effect on the insurance business.

On the casualty side, the curtailment of gasoline should cause less driving and less congestion on the highways. It will also restrict the market of insurable automobiles. The shift to smaller cars, more passengers per car, and continued inflation will increase claim costs. Inflation will have a depressing effect on premium volume and put a further strain on operating expenses. Changes and adjustments in our operations and rate structures will be made as warranted by the actual experience of 1974. We pledge that there will be no "fuel crisis gain" at Mutual Service.

Life insurance sales should follow a somewhat more normal pattern, except in the health lines. Rising medical costs will cause health rates to increase further. Inflation will affect operating costs and affect growth due to the increased need by consumers to use available spending power to purchase the basic requirements for livelihood. The public's disenchantment with the stock market should channel more dollars into life insurance. Life insurance continues to be a basic necessity with a majority of people.

Our company depends on people for growth and quality service. We are fortunate to have an outstanding group of people in all areas whose dedication and efforts are directly responsible for our progress. People are still our greatest asset.

Thank you for your continued support and interest in Mutual Service Insurance.

N

President and Chief Executive Officer

# **Combined 1973 Financial Highlights**

Assets\$	151,654,000 up 8.5%	c
Surplus	26,691,000 up 11.7%	5
Premiums	56,107,000 up 5.7%	5
Net Investment Income	7,972,000 up 8.3%	c
Life Insurance in force	1,047,000,000 up 1.8%	c

Roman N. Eller, President Joel E. Dahl, Chairman of the Board

# MUTUAL SERVICE CASUALTY INSURANCE COMPANY

### BALANCE SHEET

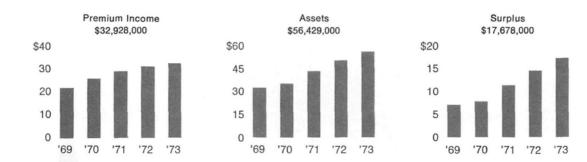
#### ASSETS

	December 31,*		
	1973	1972	
Bonds Mortgage Loans Preferred and Common Stocks Real Estate Investment in Modern Service	\$48,204,193 1,909,416 1,792,368 94,278	\$42,372,095 2,078,352 1,469,724 96,717	
Insurance Company	959,961 351,696	757,187 747,776	
Premiums Due and Other Receivables Accrued Interest Electronic Data Processing Equipment	1,961,873 909,086 245,825	1,805,107 788,489	
TOTAL ASSETS	\$56,428,696	332,409 \$50,447,856	

#### LIABILITIES AND POLICYOWNERS' SURPLUS

Liabilities:		
Reserves for Losses and Loss Expenses	\$24,420,391	\$22,462,908
Unearned Premiums	11,635,505	10,944,301
Advance Payments		589,328
Unpaid Expenses and Taxes	1,850,269	1,283,762
Other Liabilities	190,556	208,123
TOTAL LIABILITIES	38,750,524	35,488,422
Policyowners' Surplus	17,678,172	14,959,434
TOTAL LIABILITIES AND		
POLICYOWNERS' SURPLUS	\$56,428,696	\$50,447,856

\*As filed with the Minnesota Insurance Department

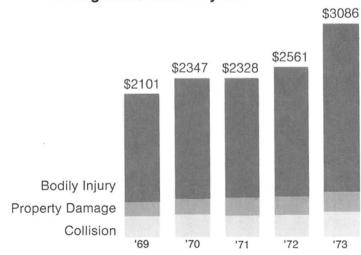


3

## MUTUAL SERVICE CASUALTY INSURANCE COMPANY

	Year ended December 31, 1973 1972	
Underwriting: Premiums Written, Gross Less Reinsurance Ceded Premiums Written, Net Change in Unearned Premiums Premiums Earned	\$32,928,850 1,045,889 31,882,961 (691,204) 31,191,757	\$31,263,335 1,137,476 30,125,859 95,981 30,221,840
Losses and Loss Adjustment Expenses Commissions and Other Acquisition Expenses Other Underwriting Expenses Total Losses and Underwriting Expenses Gain from Underwriting	20,152,298 5,650,522 3,675,363 29,478,183 1,713,574	19,606,630 5,218,433 3,539,564 28,364,627 1,857,213
Investment Income Less Related Expenses   Gain from Operations Before   Federal Income Taxes   Federal Income Taxes   Gain from Operations	2,674,125 4,387,699 715,149 3,672,550	2,380,338 4,237,551 743,768 3,493,783
Policyowners' Surplus at Beginning of Year Increase in Unrealized Appreciation of Investments Other Changes, Net Policyowners' Surplus at End of Year	14,959,434 (302,354) (651,458) \$17,678,172	11,418,850 256,965 (210,164) \$14,959,434

#### STATEMENT OF OPERATIONS AND POLICYOWNERS' SURPLUS





4

# MODERN SERVICE INSURANCE COMPANY

#### **BALANCE SHEET**

#### ASSETS

December 31,*		
1973	1972	
\$3,165,813	\$2,351,866	
509,601	369,125	
16,968	239,126	
17,316	39,119	
70,409	47,949	
\$3,780,107	\$3,047,185	
	<b>1973</b> \$3,165,813 509,601 16,968 17,316 70,409	

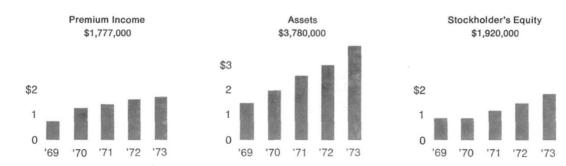
#### LIABILITIES

Reserves for Losses and Loss Expenses	\$1,416,639	\$1,294,258
Unearned Premiums	233,216	172,940
Advance Payments	25,826	39,996
Unpaid Expenses	184,504	25,616
TOTAL LIABILITIES	\$1,860,185	\$1,532,810

#### STOCKHOLDERS' EQUITY

Common Stock Par Value Additional Paid-in Capital	\$1,000,000 500,000	\$ 500,000 500,000
Retained Earnings: Beginning of Year	514,375	218,650
Current Year	151,907	295,725
Stockholders' Dividends	(200,000)	-0-
Deferred Federal Income Tax	(46,360)	-0-
End of Year	419,922	514,375
TOTAL STOCKHOLDERS' EQUITY	1,919,922	1,514,375
TOTAL LIABILITIES AND		
STOCKHOLDERS' EQUITY	\$3,780,107	\$3,047,185

\*As filed with the Minnesota Insurance Department



# MODERN SERVICE INSURANCE COMPANY

#### STATEMENT OF OPERATIONS

Underwriting:	Year ended D 1973	ecember 31, 1972
Premiums Written, Gross	\$1,777,421	\$1,662,032
Less Reinsurance Ceded	63,501	66,139
Premiums Written, Net	1,713,920	1,595,893
Change in Unearned Premiums	(60,276)	(16,805)
Premiums Earned	1,653,644	1,579,088
Losses and Loss Adjustment Expenses	1,073,094	935,869
Commissions and Other Acquisition Expenses	264,392	213,628
Other Underwriting Expenses	214,966	179,234
Total Losses and Underwriting Expenses	1,552,452	1,328,731
Gain from Underwriting	101,192	250,357
Investment Income Less Related Expenses	183,621	205,165
Gain from Operations Before Federal Income Taxes Federal Income Taxes Gain from Operations Increase in Unrealized Appreciation of Investments Other Changes, Net Retained Earnings	284,813 63,698 221,115 (56,214) (12,994) \$ 151,907	455,522 163,044 292,478 5,175 (1,928) \$ 295,725

# MUTUAL SERVICE LIFE INSURANCE COMPANY

#### **BALANCE SHEET**

#### ASSETS

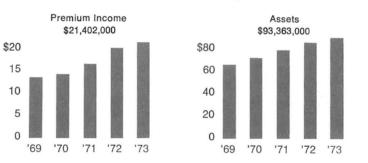
	December 31,*		
	1973	1972	
Bonds	\$38,594,561	\$31,802,613	
Mortgage Loans	37,049,989	39,608,080	
Preferred and Common Stocks	1,894,408	1,876,658	
Real Estate	3,361,333	3,292,143	
Policy Loans	4,001,134	3,607,839	
Investment in Modern Service Insurance Company	957,849	753,856	
Cash	622,908	320,735	
Due and Deferred Premiums	2,186,640	1,930,861	
Accrued Interest	1,110,497	898,957	
Separate Account Assets	3,583,279	3,646,004	
TOTAL ASSETS	\$93,362,598	\$87,737,746	

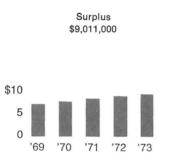
#### LIABILITIES AND POLICYOWNERS' SURPLUS

a	bı	lit	1	es:

	1	1
Reserves for Policy Contracts in Force	\$66,849,619	\$62,143,082
Dividends on Deposit	6,516,590	5,885,543
Advance Premiums and Suspense	611,411	868,860
Policyowners' Dividends	3,113,064	2,594,607
Pending and Unreported Claims	2,396,385	2,120,855
Unpaid Expenses and Taxes	766,117	707,119
Securities Valuation Reserve	515,537	848,692
Separate Account Liabilities	3,583,279	3,646,004
TOTAL LIABILITIES	84,352,002	78,814,762
Policyowners' Surplus	9,010,596	8,922,984
TOTAL LIABILITIES AND		
POLICYOWNERS' SURPLUS	\$93,362,598	\$87,737,746

\*As filed with the Minnesota Insurance Department

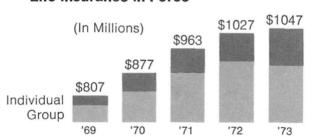




# MUTUAL SERVICE LIFE INSURANCE COMPANY

### STATEMENT OF OPERATIONS AND POLICYOWNERS' SURPLUS

Income:	Year ended D 1973	ecember 31, 1972
Premiums and Annuity Considerations Other Contract Considerations Investment Income Less Related Expenses Separate Account Income	\$20,519,021 891,567 5,113,684 16,890 26,541,162	\$18,965,329 893,152 4,773,060 1,277,343 25,908,884
Benefits and Expenses: Death and Other Contract Benefits Increase in Policy Reserves Annuities and Cash Value Payments Commissions and Other Acquisition Expenses General Expenses and Taxes Separate Account Benefits Total	9,381,810 5,307,700 3,226,368 3,239,567 2,252,750 16,890 23,425,085	8,336,434 6,338,952 2,318,046 2,924,718 1,829,871 1,277,343 23,025,364
Gain from Operations Before Dividends and Federal Income Taxes Dividends to Policyowners Federal Income Taxes	3,116,077 2,246,084 490,000	2,883,520 1,839,240
Gain from Operations Policyowners' Surplus at Beginning of Year Realized and Unrealized Gain on Investments, Net Change in Securities Valuation Reserve Other Changes, Net	379,993 8,922,984 (587,685) 333,155 (37,851)	349,000 695,280 8,394,375 250,614 (314,854) (102,431)
Policyowners' Surplus at End of Year	\$ 9,010,596	\$ 8,922,984



#### Life Insurance in Force

### DIRECTORS

\*Joel E. Dahl Chairman Superior, Wisconsin \*Elmer R. John Vice Chairman Saint Paul, Minnesota \*Emil Hierl Cambridge, Minnesota Bruce G. Anderson Albert City, Iowa Harold M. Bjerke Spring Grove, Minnesota Glen E. Gearing Merrillan, Wisconsin Ralph Hofstad Minneapolis, Minnesota Aldur T. Johnson Tamarack, Minnesota Helen E. Nelson Milwaukee, Wisconsin Gerald M. Rubin Corte Madera, California **Richard W. Vilstrup** Madison, Wisconsin \*Members of Executive Committee

#### MANAGEMENT STAFF

Roman N. Eller President and Chief Executive Officer N. Robert Barman Vice President, Investments James R. Humphrey Vice President, **Casualty Division** Arne A. Johnson Vice President, Controller Carl W. Lehmann Vice President, **Corporate Relations** Gordon E. Lindquist Vice President, Marketing C. F. Ricciardelli Vice President, Life Division **Richard G. Rosel** Vice President, Treasurer Donald M. Rupp Senior Vice President, General Counsel & Secretary

"We pledge to translate our social commitments and responsibilities into action. The insurance business is very closely linked with the dreams and hopes of people. The evaluation of our performance must be judged by the contributions we may make to a better society."

Roman N. Eller

"We pledge to translate our social commitments and responsibilities into action. The insurance business is very closely linked with the dreams and hopes of people. The evaluation of our performance must be judged by the contributions we may make to a better society."

Roman N. Eller



8."



Mutual Service Insurance 1919 University Avenue St. Paul, Minnesota 55104