



HARFORD MUTUAL
INSURANCE GROUP

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Harford Mutual Insurance Group Wins Novarica Impact Award

Bel Air, Md. - Harford Mutual Insurance Group is proud to announce it has won an Impact Award from the Novarica Insurance Technology Research Council, the largest peer-juried awards in insurance technology.

Harford Mutual Insurance Group was named the midsize property/casualty winner in the Core Initiatives category for creating a new policy administration system and building an agency quoting portal. The project was executed in just 17 months and increased production of agency-rated business by 100%.

“Modernizing our agency-facing portal along with our new policy admin system has simplified the process for agents to do business with Harford Mutual, increasing agent satisfaction and business throughput,” says Steven Linkous, President & CEO of Harford Mutual Insurance Group. “We are humbled and honored to receive this prestigious award as recognition for all of our work over the last two years.”

The project was a cross-departmental effort led by Harford Mutual’s IT and Underwriting departments. Team members replaced the company’s 25-year-old legacy policy system and increased straight-through processing for business owners, commercial auto, umbrella, and workers’ comp. The project generally increased customer experience and gave agents the ability to quote, bind, and issue in real-time.

The [Novarica Impact Award](#) recognizes insurance CIOs and their teams for implementing technology that has a positive business impact. More than 60 CIO council members reviewed more than 60 case studies in three divisions.

Harford Mutual’s case study was published in Novarica’s 10th Annual Impact Case Study Compendium.

About Harford Mutual Insurance Group

Harford Mutual Insurance Group, founded in 1842 in Harford County, Maryland, provides commercial property and casualty insurance products and services to a regional market. The company ended 2020 with over \$261 million in direct written premium sold through nearly 500 independent agents in Delaware, Maryland, New Jersey, Pennsylvania, North Carolina, South Carolina, Georgia, Tennessee,



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Virginia, and Washington DC. Harford Mutual contributed more than \$1 million dollars in community support in 2020. Harford Mutual is rated A (Excellent) by A.M. Best, the leading credit rating organization dedicated to serving the global insurance industry. For more information, visit www.HarfordMutual.com

About the Novarica Impact Awards

The Novarica Research Council Impact Awards are the largest purely peer-juried awards in insurance technology. CIO council members vote annually to recognize the efforts of their peers to use technology to drive business value in digital, data/analytics, core systems, and IT operations. No vendors, consultants, journalists, or members of the Novarica team participate in the selection committee, making the Novarica Impact Awards distinctive in being a purely peer-juried award.

The Novarica Insurance Technology Research Council is a free, moderated, knowledge-sharing community of more than 300 insurer CIOs and senior executives. In addition to recognizing successful initiatives through the Impact Awards, members participate in anonymized studies and private, vendor-free events. More information can be found at <https://novarica.com/council/>

The Council is managed by Novarica, a research and advisory firm that helps more than 150 insurers make better decisions about technology projects and strategy through published research, advisory services, strategic consulting, and special programs. <https://novarica.com/>



Harford Mutual Insurance Group has been named a 2021 Novarica Impact Award Winner for its new policy administration system and agent portal.