



# Life and Health

Delivering comprehensive insurance  
experience and technical expertise

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## 50+ Years experience

With accredited and expert life and health professionals, Davies delivers operations, consulting and technology solutions across the risk and insurance value chain, including excellence in claims, underwriting, distribution, regulation, customer experience, human capital, transformation & change management.

**Leveraging data insights to manage risk and deploy effective claim administration services in the life and health sector is critical. Davies' leading levels of investment in innovation and dedicated technology division ensure we are best placed to serve the full range of data needs for insurers and optimize the entire customer experience.**

Our systems and technology are customized to facilitate best practice in the life and health market and deliver end-to-end administration and automated solutions across hundreds of disability and long-term care products.



- > A global team of more than 5,500 employees
- > Operating across Bermuda, Canada, India, Ireland, Spain, Switzerland the UK and US
- > Providing specialist solutions to more than 1,000 highly regulated and global clients
- > Helping clients to manage risk, operate their core business processes, transform and grow
- > Increased annual investment in innovation & digital transformation more than four-fold in recent years



# Life and Health Value Proposition

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## Culture focused on our customer needs that optimizes results

- ✓ Convenience and efficiency of a single vendor for both LTC & DI
- ✓ Customized solutions designed to align optimally with each client's objectives
- ✓ Committed to keeping our promises and making life easier for our clients

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## Proprietary platforms developed specifically for LTC and DI

- ✓ Flexible, customizable and scalable to enable both end-to-end and a la carte administration
- ✓ Fully integrated, real-time data access facilitates first-call resolution
- ✓ Well-designed security architecture and procedures

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## Expert team of LTC and DI professionals

- ✓ The deepest product line knowledge and risk management expertise available for DI & LTC
- ✓ Highly experienced at data conversions and block take-overs with a superior track record of customer satisfaction
- ✓ Commitment to excellence and a passion for what we do

# Introducing LTC

No two LTC claims are alike, and every claimant deserves to be treated with dignity, respect, and care. Davies takes a methodical, thoughtful approach to LTC claims management, focusing on thorough investigations and objective evaluations. This approach helps us achieve timely, accurate adjudication and deliver exceptional customer service.

LTC is focused on helping you meet your business goals with our insurance administration and professional consulting solutions. Whether you are considering full or partial outsourcing, or contemplating a LTC rate increase, you can count on LTC.

Our single platform technology and project management expertise ensure a smooth transition and an exceptional service experience for both you and your policyholders.

We also offer comprehensive actuarial and claims consulting services to support your overall strategy. We deliver a fully out sourced administration model and can support clients with targeted initiatives - we promise to deliver the tailored solution our clients need to reach their goals.



Introducing LTC

## Our LTC Value Proposition:

### Expertise

Our collective insurance technical expertise are at your disposal, focused completely on you.

### Culture

We treat your business like it's our own, with a culture of trust, passion and accountability.

### Platform

Our proprietary platform, built by insurance professionals for insurance professionals, makes doing business easier.



Our business model is built on the simple premise of putting ourselves in our customers' shoes.



Introducing LTC

## LTC Solutions

### Insurance Administration

Our administration solutions are collaboratively created with tailored solutions that best benefit our client's business. Our skilled teams use a metrics-driven approach and industry-leading systems to deliver results that achieve the desired business goals.

### LTC Rate Increase Solutions

We have experience with various rate increase structures and scenarios, and we offer an end-to-end rate increase product, from actuarial work through implantation, or any combination therein.

### Actuarial Services

Our robust suite of actuarial services can be easily tailored to meet specific needs, from actuarial support for existing business, to help assessing the viability of a new product offering. We can deliver on time-sensitive initiatives or more extensive block analyses – or anything in between.

### Claims Consulting

We offer claims review and audit services that lead to recommendations for improving performance, increasing compliance, and reducing risk, based on proven tools, leading practices, and extensive industry specific knowledge.



# DI Solutions

## Claim Management and Administration

Delivering individual & group disability claim management services to insurers, reinsurers, employers and municipalities, customizing its services to meet the unique product, customer and reporting needs of each client.

Decisions concerning disability claims are rarely black & white. We gather facts and objectively evaluate each claim continuously, to recognize changes in the impact of disabling conditions and to address different opinions. We focus on early and proactive involvement with every disability claim, using a team-oriented approach.

We often work with clinical experts, forensic accountants and legal advisers to get a clear understanding of each claim. We have access to medical examination providers and functional capacity evaluation professionals who help in the assessment of impairment and its impact on the claimant's capacity to work. Our thorough process ensures that new claims are assessed fairly and active claims are managed correctly.

### Our services include:

- ✓ Full-service claim management
- ✓ Complex case review
- ✓ Benefit disbursement and tax reporting
- ✓ Appeals
- ✓ Claim performance audits
- ✓ Negotiation of disputed claim settlements
- ✓ Special investigative resources
- ✓ Training
- ✓ Financial consulting services



## Policy Administration

We offer customized services facilitated by proprietary technology, providing an efficient and accurate service to our clients and their customers. Our team collectively has over 15 years' experience in the disability industry.

Our service operation is enabled by our proprietary disability insurance system that is integrated with our claims system. The system's flexibility allows us to meet the varying needs of our clients.

### Our administrative team delivers comprehensive services that include:

- ✓ Policyholder and Agent Call Center
- ✓ Premium billing and collections
- ✓ Policy accounting
- ✓ Policy changes
- ✓ Change underwriting (reinstatements, removal of ratings/riders, contractual benefit increases)
- ✓ Commission processing

## Actuarial Valuation, Projections and Financial Reporting Services

Davies' actuarial experts offer a broad a range of services in support of product development and legacy block management. These Actuarial services include liability projections and reserve monitoring, valuation of Reserve Buyouts, general ledger maintenance and more.

Our actuarial professionals provide the detailed analysis and reporting required of insurance and financial services enterprises. Our team holds FSA and ASA designations and collectively have over 55 years' experience in disability actuarial applications.

### Clients can select the following actuarial services:

- ✓ Experience monitoring and reporting
- ✓ Liability projections and reserve monitoring
- ✓ Valuation of Reserve Buyouts
- ✓ Preparation of statutory, GAAP, tax and management reports
- ✓ General ledger maintenance
- ✓ Reserve calculations and adequacy testing
- ✓ Customized product design and pricing

## DI Solutions

### Legal Support

Davies' experienced legal staff ensures that claim and policy administration decisions reflect the rights and obligations of both our clients and their policyholders. Our compliance team ensures that Davies satisfies each client's compliance needs.

We have earned the trust of leading insurance companies by consistently making appropriate decisions in compliance with policy terms and applicable laws.

Our experienced legal team helps ensure that claim and policy administration decisions reflect the rights and obligations of both our clients and their policyholders. When disputes arise, our attorneys minimize litigation by proactively seeking amicable resolutions, often before litigation even arises. When necessary, our attorneys manage litigation to promote fair and cost-effective outcomes.

Our compliance team ensures that we satisfy each client's compliance needs. We make it our priority to make sure our clients' reputations are safely guarded, and maintain our partners' trust by never allowing it to be compromised.

Our audit team evaluate the performance and effectiveness of current practices and our clients' claim operations.



**We offer legal support in the following areas:**

- ✓ Litigation Management
- ✓ Compliance
- ✓ Auditing

#### Specialized audit services include:

##### Claims Audits

Assess the appropriateness and efficiency of claims handling to identify training needs.

##### Compliance Audits

Ensure compliance with claim administration statutory and regulatory requirements.

##### Process Audits

Identify potential claim processing improvements and training needs.

## DI Solutions

### Information Technology

Davies offers the technology needed to implement effective operational solutions as well as the expertise to effectively apply it. The experienced technical team works alongside our clients to determine the most effective means of achieving their operational goals.

Our proprietary technology provides efficient communication and information management.

To support business requirements, we offer the technology needed to implement effective operational solutions and provide the expertise to apply it. Our experienced technical team works closely with our clients to determine the most effective means of achieving their operational goals.

Our proprietary policy administration and claim system, IDEAS, provides our claim professionals with a dynamic tool to better manage risk and streamline the claims process. Its operating efficiency, flexible structure and broad functionality facilitates:

- ✓ Better decision making
- ✓ Data accuracy
- ✓ Lower operating costs
- ✓ Improved communications and service
- ✓ Reduced training time
- ✓ Compliance with regulatory guidelines and industry practices
- ✓ Robust reporting capabilities



The **IDEAS system** is a service solution for managing the full claim process from claim intake to the adjudication of the claim and to the payment of benefits.

#### Technology services include:

- ✓ Application Development
- ✓ Data conversions
- ✓ Project Management
- ✓ Remote Access Logistics

## DI Solutions

### Product Development

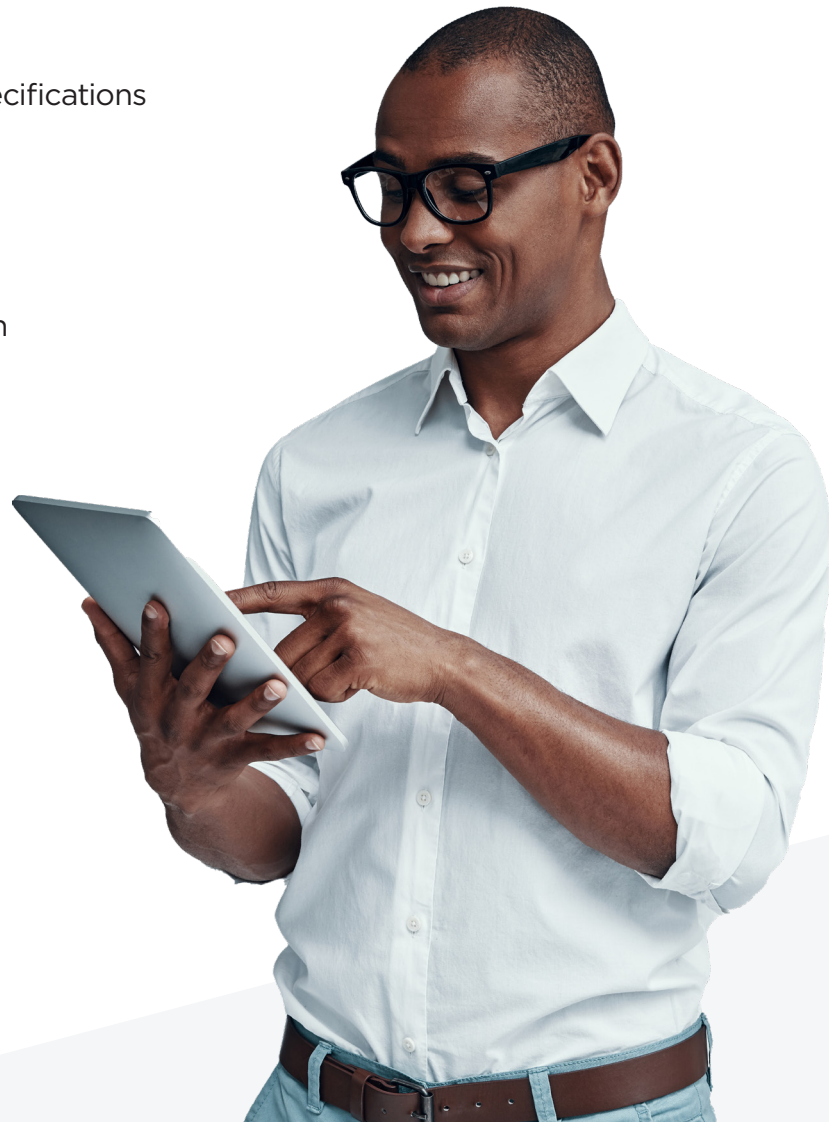
Product development experts work in collaboration with client companies to design products that meet the needs of target markets and distributors. Product development services include competitive market analysis, product design and business specifications, policy form drafting and many more.

Our vision is to develop and introduce innovative disability insurance products to the marketplace, which will competitively position our insurance and reinsurance partners for profitable growth.

Our product development experts work with clients to design products that meet the needs of target markets and distributors alike. Product development services can include turnkey implementation utilizing our systems and policyholder services, or include implementation support on a client's system platform.

#### Our services include:

- ✓ Competitive market analysis
- ✓ Product design and business specifications
- ✓ Policy form drafting
- ✓ Compliance
- ✓ Development of marketing tools
- ✓ Actuarial pricing and certification
- ✓ Securing reinsurance
- ✓ Training
- ✓ Systems development



## DI Solutions

### Risk Assessment

The knowledge we have gained in claim management and policy administration provides a solid foundation for assessing and selecting risk. Our team approach and technology allow us to streamline the underwriting process and leverage existing services to make effective risk management decisions.

Davies' underwriting team offers cutting edge programs for accurately, quickly, and efficiently assessing risk. The services include medical underwriting, financial underwriting, policy reinstatements, amongst others.

As a result, we are well positioned to manage disability insurance risk for our partners.

#### Our services include:



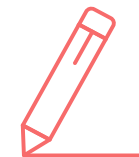
Medical underwriting



Financial underwriting



Policy reinstatements



Change underwriting



Underwriting audits



## DI Solutions

### Consulting Services

Davies provides specialized consulting services to clients seeking to be more proficient in the areas of claim management, medical case assessment, litigation management, compliance audits and more.

**We provide specialized consulting services to clients seeking to become more proficient in the areas of:**

- ✔ Claim management
- ✔ Risk assessment
- ✔ Medical case assessment
- ✔ Systems technology and data conversions
- ✔ Litigation management
- ✔ Market assessment
- ✔ Actuarial valuation, financial projections and experience monitoring
- ✔ Product design and pricing

## DI Solutions

### Employer Services

The effect of employees' disabilities on employers goes well beyond the direct cost of benefits. Disabilities in the workplace can impact productivity, healthcare costs and revenue. By embracing a best-practice disability management model, employers can enhance workforce productivity and reduce healthcare costs.

Most employers do not have the resources to accurately assess disability, determine whether or not rehabilitation or job modification will facilitate a return to work, or monitor recovery.

**Our services include:**

- ✔ Plans Claim management and administration
- ✔ Vocational rehabilitation services
- ✔ Clinical consultative service
- ✔ Clinical case management
- ✔ Occupational rehabilitation services
- ✔ Audit Services
- ✔ Appeals review



### How we help

We assess the functional impact of medical and psychiatric impairments thoroughly and fairly. To manage disability claim outcomes, we utilize highly trained claim professionals and clinical experts to interpret key information, address any inconsistencies and reconcile differing opinions.





#### Davies Group

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