

Loss Control Update and Feedback

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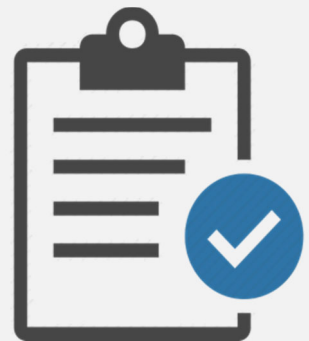


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Agenda

- Introduction / background
- Actions since joining
- Initial thoughts
- Current initiatives with open discussion / feedback
- Next steps



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Introduction / Background

- 12 years, US Army
- Joined GE through their Six Sigma program in 2000
- Joined GE Global Asset Protection Services (GAPS) upon spinoff
- Business sold to Swiss Re in 2006, then to XL in 2007
- Ran the Loss Control team for XL through 2011
- Transitioned to COO role supporting North American Property in 2012
- Joined AEGIS late March, 2019



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Actions Since Joining

To summarize in one word: learning

- Meeting with key stakeholders, leaders
- Loss Control Leader Team meetings
- RIMS meetings, Boston
- Board and RMAC update
- Starting to frame out priorities



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Initial Thoughts

Bottom line: We have an experienced and dedicated Loss Control team that is adding a lot of value to our underwriting teams and to our members

- There is a lot of great work already taking place
- Related, but differing focuses for Excess Liability and Property
- Opportunities for increased communication and information sharing



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Initiatives – Your Feedback Is Needed!

- **Loss Control webpages:** how can we increase utilization?
- **Review of Major Liability Losses:** how do we share as broadly as possible?
- **Focused services:** how can we best serve our members?
- **Training:** what are your additional needs?
- **Self-Assessments:** can we help provide more support?
- **“Push” communications:** what are you interested in hearing about?
- **Data and analytics:** which key metrics and/or data you would like available?
- **Service:** how are we doing?



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Next Steps

- Continue to gather feedback and information from both internal sources and our members with initial areas of focus around
 - Coordinated messaging with Claims and Underwriting
 - Improving and increasing our communication and information-sharing with members
- Define and plan the initiatives we'd like to move forward
- Deliver solutions
 - Continue to monitor key metrics to ensure we are on track
 - Collect and act upon internal and member feedback



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