

Insurance

BUSINESS AMERICA

IBAMAG.COM
ISSUE 9.12



RISING STARS

Naming the talented young professionals on track to be the industry leaders of tomorrow

THE OUTLOOK FOR CONSTRUCTION

Why this segment of insurance is poised for explosive growth

5-STAR PROFESSIONAL LIABILITY AND D&O

Brokers name 32 insurers that have consistently come through in a hard market

HOSPITALITY'S COMEBACK

How brokers can help with the sector's post-pandemic recovery

ONE PLATFORM.®
Accomplish more, faster.®

877.932.2382 | EZLYNX.COM

EZlynx®

Your agency, amplified.

- ⚡ Multiply the **impact** of your staff
- ⚡ **Automate** best practices
- ⚡ Boost **sales** and **retention**
- ⚡ **Scale** for growth
- ⚡ Give customers the **digital agency** experience



CONTENTS

CONNECT WITH US

Got a story or suggestion, or just want to find out some more information?

 twitter.com/InsuranceBizUS

 facebook.com/InsuranceBusinessUS



SPECIAL REPORT

HOT 100

Meet 100 insurance leaders who helped push the industry to new heights this year

PEOPLE

INDUSTRY ICON

For Applied Underwriters founder and chairman Steve Menzies, philanthropy is an integral part of doing business



16



FEATURES

HELPING OUT HOSPITALITY

What role can insurance brokers play in the hospitality industry's comeback from COVID-19?



SPECIAL REPORT

5-STAR AWARDS: PROFESSIONAL LIABILITY AND D&O

Brokers tell IBA which insurers are excelling in these challenging lines of business



FEATURES

CATALYST FOR POST-PANDEMIC RECOVERY

Marsh's Richard Gurney on how the economic recovery will drive demand for construction insurance

UPFRONT

02 Editorial

It's time for insurance to shed its 'ugly duckling' reputation

04 Statistics

Key data that should be on your radar this month

06 News analysis

Tech companies are stepping up to help the insurance industry make better use of data

08 Intelligence

This month's big movers, shakers and new products

10 Workers' comp update

Taking care of the tree care industry

12 Technology update

How brokerages can use data analytics to their advantage

14 Opinion

Are you making one of these three critical business mistakes?

FEATURES

46 Building inroads

Arch Insurance opens up about its new foray into the middle-market construction space

50 Transforming restoration claims

CoreLogic broadens its abilities to help homeowners mitigate and recover from catastrophic claims

PEOPLE

56 Other life

Setting sail with veteran yachtsman and agency VP Marcus Eagan

[IBAMAG.COM](https://ibamag.com)

CHECK IT OUT ONLINE



From ugly duckling to beautiful swan

Insurance has too long been the 'ugly duckling' of the financial services brood. Hans Christian Andersen's original fairytale, published in 1843, has a happy ending when the abused and abandoned ugly duckling finally discovers he is in fact a beautiful swan and can spread his wings with his new family at his side. As countries seek to recover from COVID-19, the insurance industry has the chance to realize its own full swan potential – if it can alter its narrative slightly.

Unfortunately, insurance has never had the best public reputation. Fundamentally, it's extremely difficult for the average consumer to understand paying for an insurance policy year after year when they will more than likely never have to make a claim. Insurance is often a grudge purchase, which is just one reason why it's seen as the ugly duckling of the financial services world. For those who actually have to make a claim, even if their experience is top-notch – with excellent communication and support, quick adjudication, and a swift payout – suffering a loss will always be an ugly experience.

The potential for positivity in the insurance narrative is great – and yet the industry has not quite managed to shake off its perceived 'ugliness'

At the end of Andersen's *The Ugly Duckling*, the duckling sees his reflection in the water and realizes he's been a swan all along. Similarly, the insurance industry needs to take a long, hard look at its own reflection. What insurance does is by no means ugly – it pieces people's lives and businesses back together after a loss and enables people to take risks, innovate and grow. Shout about that! Help consumers, business owners, regulators – everybody – understand where their money is going, how claims work and, perhaps most importantly, how insurance underpins and supports all global industry, and therefore all human opportunity. Explain that while they might never make a claim, insurance is an essential part of good financial hygiene.

The potential for positivity in the insurance narrative is great – and yet the industry has not quite managed to shake off its perceived 'ugliness.' Changing the narrative and painting insurance with a new (and more accurate) brush will help the sector attract and retain the talent it needs to spread its wings in 2022.

The team at Insurance Business America

Insurance
BUSINESS AMERICA
www.ibamag.com

EDITORIAL

Managing Editor
Paul Lucas

Senior Editor
Bethan Moorcraft

Journalists
Surina Nath, Ksenia Stepanova,
Mia Wallace, Danny Wood

News Writers
Lyle Adriano, Terry Gangcuangco,
Roxanne Libatique, Gabriel Olano

Staff Writers
Pete Miller, Jonathan Russell, Ryan Smith

Copy Editor
Clare Alexander

CONTRIBUTORS

Brian Freeman

ART & PRODUCTION

Designer Joenel Salvador
Production Manager Alicia Chin
Production Coordinators Loiza Razon, Kat Guzman
Customer Success Coordinator Bernz Jalandoni

SALES & MARKETING

Head of Insurance – Sales & Marketing Cathy Masek
Vice President, Sales John Mackenzie
Senior Business Development Manager Desiree McCue

CORPORATE

Chief Executive Officer Mike Shipley
Chief Operating Officer George Walmsley
President Tim Duce
Chief Information Officer Colin Chan
Human Resources Manager Julia Bookallil

Editorial Inquiries

paul.lucas@keymedia.com

Subscription Inquiries

subscriptions@keymedia.com

Advertising Inquiries

cathy.masek@keymedia.com, desiree.mccue@keymedia.com



Key Media
7807 E. Peakview Ave., Suite 115
Centennial, CO 80111, USA
tel: +1 720 316 0151 keymedia.com

Denver • London • Toronto •
Sydney • Auckland • Manila • Singapore

Insurance Business America is part of an international family of B2B publications, websites and events for the insurance industry

Insurance Business Canada

john.mackenzie@kmimedia.ca T +1 416 644 8740

Insurance Business UK

gemma.powell@keymedia.com T +44 20 7193 0935

Insurance Business Australia

peter.smith@keymedia.com.au T +61 2 8437 4700

Insurance Business NZ

alex.rumble@keymedia.com T +61 2 8437 4708

Insurance Business Asia

peter.smith@keymedia.com.au T +61 2 8437 4700

Printed in Canada



Insurance
BUSINESS AMERICA

Women in Insurance

The last 12 months have showcased the resilience and perseverance of insurance professionals everywhere. Although the industry is still bouncing back from the pandemic, there's the light of a brighter future ahead. Looking towards 2022, we can envision a new and better world and an industry that continues to grow, thrive, and innovate.

Insurance Business is happy to announce that the Women in Insurance roadshow will return to the United States as a live and in-person event series next year. Join us in Atlanta, Chicago, New York, or San Francisco to connect, learn, and be part of the conversation on equality and inclusivity in the insurance industry.

APR
7

Insurance
BUSINESS AMERICA

Women in Insurance
ATLANTA

MAY
11

Insurance
BUSINESS AMERICA

Women in Insurance
CHICAGO

SEP
7

Insurance
BUSINESS AMERICA

Women in Insurance
NEW YORK

OCT
11

Insurance
BUSINESS AMERICA

Women in Insurance
SAN FRANCISCO

FOR SPONSORSHIP ENQUIRIES:

Cathy Masek

Global Head of Insurance

T: +1 720 650 4488 ext. 9414

E: cathy.masek@keymedia.com

FOR SPEAKING OPPORTUNITIES:

Jesse Friedl

*Global Conference
Production Manager*

T: +1 720 650 4488 ext. 9412

E: jesse.friedl@keymedia.com

LEARN MORE



STATISTICS

THE NEXT DECADE IN INSURANCE



\$10 trillion

Projected size of the global insurance market by 2030 (up from \$5.5 trillion in 2019)



15% to 20%

China's expected share of global GWP by 2030 (up from 11% in 2019)



20%

Expected reduction in claims payouts across all lines due to new tech and data capabilities



50%

Expected reduction in operating expenses due to automation, the Internet of Things and modular technology architectures

Source: Insurance 2030, Bain & Company

MAJOR WILDFIRE AND NAMED STORM EVENTS, Q3 2021

NATURAL DISASTERS DEAL HUGE LOSSES IN Q3

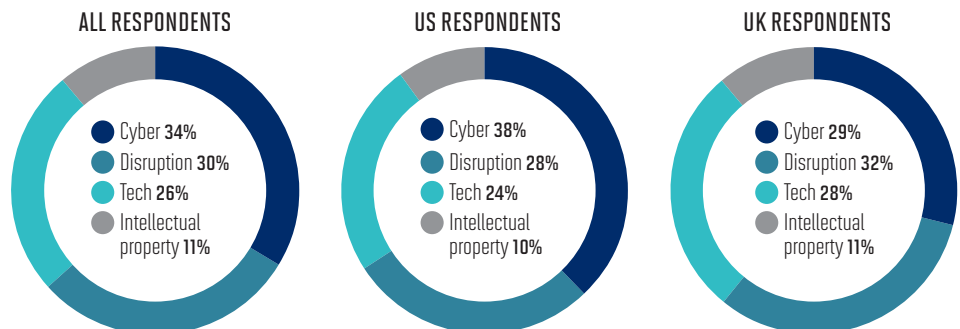
The US saw no shortage of natural catastrophes in the third quarter of 2021, between an above-average Atlantic hurricane season and wildfires that continued to rage in the Western states, exacerbated by drought conditions and an extreme heat wave. Hurricane Ida, which made landfall in Louisiana on August 29, was the most devastating storm of the quarter, causing at least 77 deaths and tens of billions in economic damage, according to Aon's Global Catastrophe Recap. On the wildfire front, the biggest losses were attributed to the Caldor Fire in El Dorado County, California, which razed more than 215,000 acres and caused hundreds of millions dollars worth of economic losses.



US BUSINESSES BETTER PREPARED FOR CYBER RISKS

Business leaders in the US are more attuned to cyber risks than their counterparts in the UK, according to a new survey from Beazley. Across the pond, disruption risks – such as the failure to innovate and keep pace with new developments, customer demand or market shifts – are top of mind.

WHICH TECHNOLOGY RISK IS MOST SIGNIFICANT IN 2021?



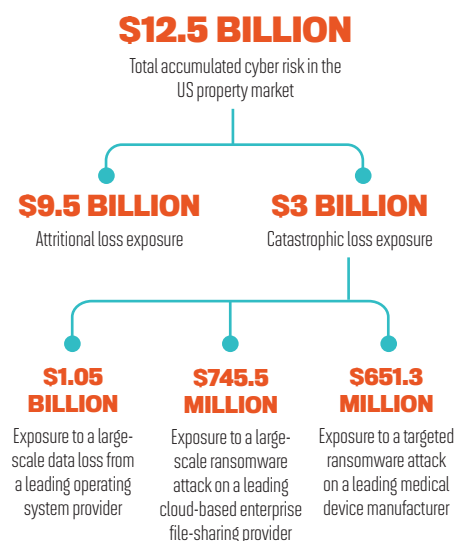
Source: Spotlight on Technology Risk, Beazley



Source: Global Catastrophe Recap, July–September 2021, Aon

HIDDEN CYBER RISK COULD COST THE PROPERTY MARKET

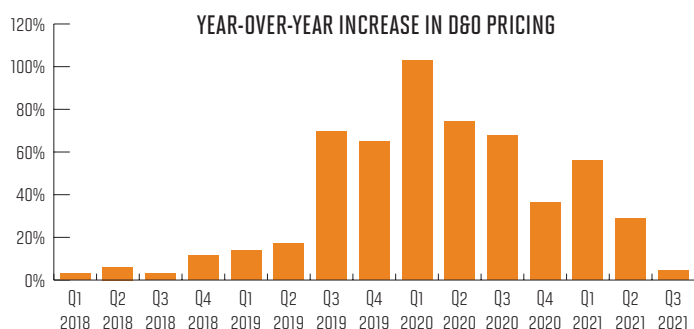
The US property market has accumulated enough cyber risk to trigger a one-in-100-year loss of \$12.5 billion, according to a new joint report from Aon, CyberCube and A.M. Best. A loss of this magnitude would be enough to cause A.M. Best to downgrade its Best's Capital Adequacy Ratio (BCAR) for 18 US property carriers.



Source: Spotlight on Cyber: A Study of Aggregation Risk in the US Property Insurance Market, CyberCube, Aon and A.M. Best

D&O PRICE INCREASES MODERATE

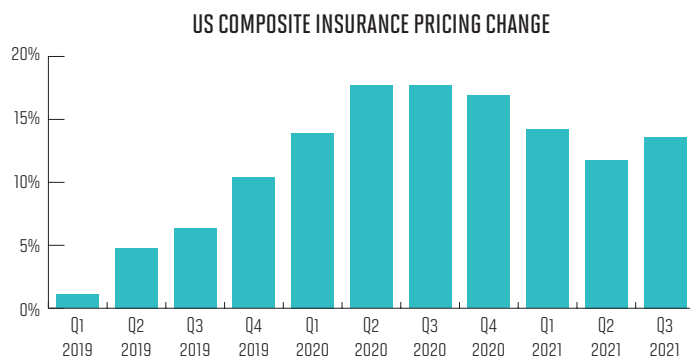
The average price per million of directors & officers cover increased by 4.3% year-over-year in the third quarter, according to Aon's Quarterly D&O Pricing Index. That marks the 15th consecutive quarter of year-over-year price increases but is a significant drop from the 28.7% increase seen in the second quarter of 2021.



Source: Quarterly D&O Pricing Index, Q3 2021, Aon

COMPOSITE PRICING CREEPS BACK UP

Composite insurance prices in the US increased by nearly 14% in the third quarter of 2021, according to Marsh. This slight rise after three consecutive quarters of less severe increases was due largely to a 96% jump in cyber insurance prices in the US market.



Source: Global Insurance Market Index, Q3 2021, Marsh

Delivering the data

In a rapidly evolving digital environment, several technology companies are working to make data accessible and usable for the insurance industry

THERE ARE endless applications for technology and data in insurance, but understanding what the benefits are for insurers, carriers, brokers, agents and clients allows for the most effective adoption. Carriers and underwriters are starting to see that data can increase efficiency, for example, but that data must be dynamic in order to assess risk accurately. Providing real-time digital insights and appending evidence that goes along with decision-making is where the true value of data lies.

“Simplifying the exchange of data is easier said than done – it’s a complex web that needs to be built,” says Michael Levin, founder and CEO of Vericred. “Traditionally, if you’re a carrier, you’re trying to build to hundreds of different technology companies

Planck, adds that “carriers still use legacy systems, and integrating data platforms to those systems is a challenge. Sometimes to start a process, we’ll use a web interface to deliver the results. Other times, if a carrier starts using an interface like ours, they may want to integrate it into their actual underwriting platform.”

Levin says “there’s a belief on the carrier side that they have to build all this modern technology right away. Our experience is that it costs millions and takes years to implement – even then, the end result isn’t optimal. Our philosophy is to meet them where they are today, be a thought partner so they’re building the right technology at the right time.

“Data and connectivity are table stakes, which is what we’re focused on. COVID-19



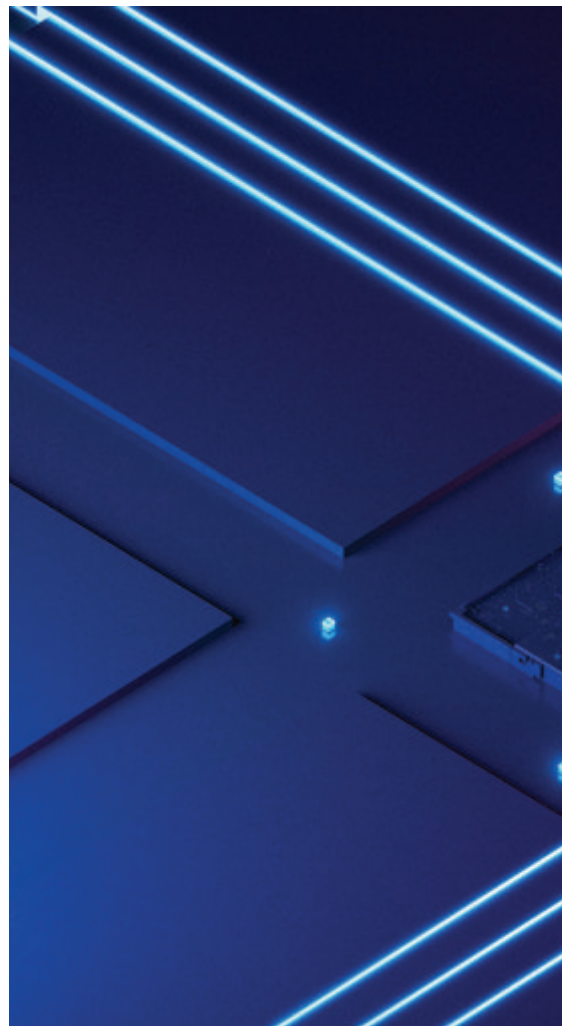
“COVID-19 was really an inflection point ... We’re seeing a march towards connectivity to create better experiences around transparency and efficiency”

Michael Levin, Vericred

and vice versa, which isn’t a sustainable way to create value. Value is created on the carrier side through products and on the technology side through experience.”

Ernie Feirer, head of US business at

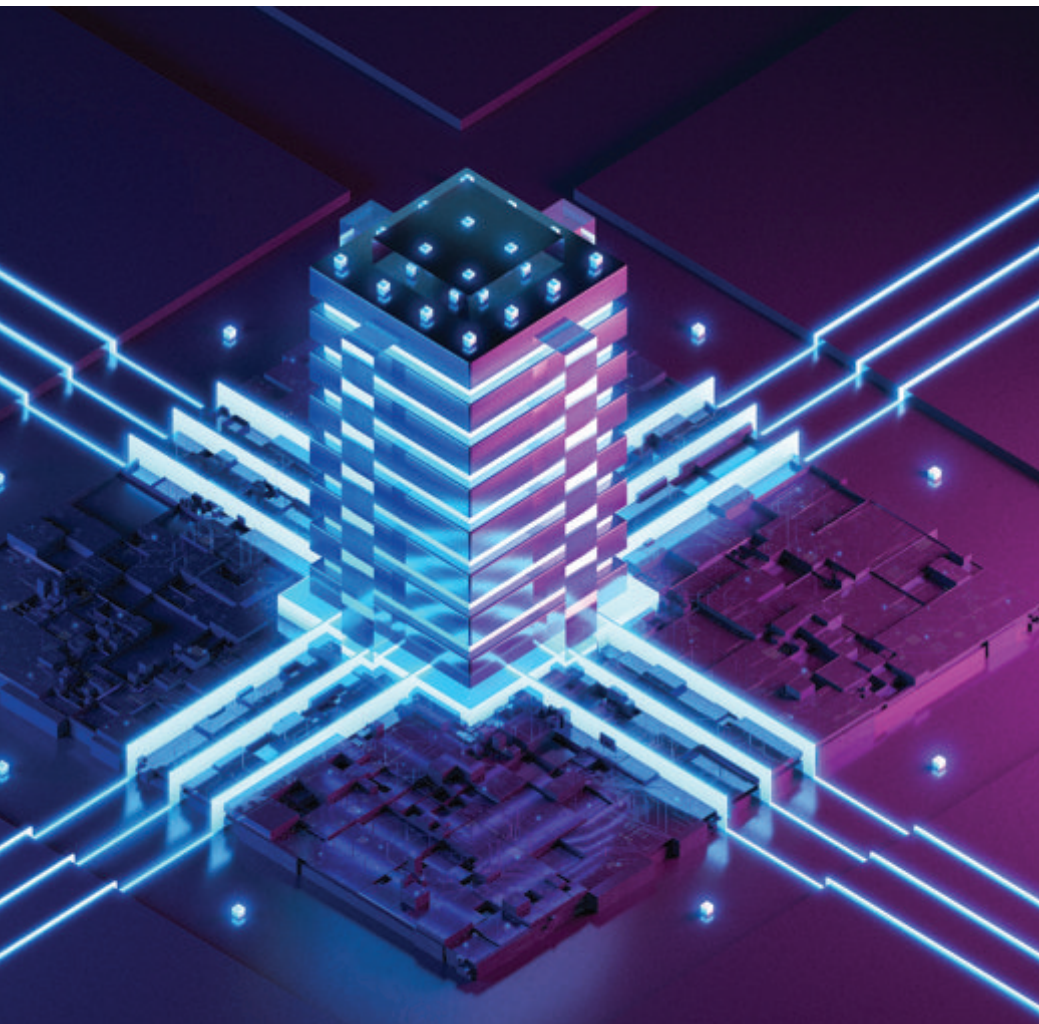
was really an inflection point – all of a sudden there was a realization on the carrier side that digitization was not only coming, but necessary. We’re seeing a march towards connectivity to create better expe-



periences around transparency and efficiency. Adopting technology and data analytics ultimately allows carriers to deliver better products at lower costs.

“The industry is still very paper-based, [but] we’re making material strides towards cleaning data to the benefit of the client, broker and carrier. It’s early, but the impact on efficiency and transparency could be very significant.”

Technology has the power to create closer relationships with customers. Data offers the opportunity to improve communication – for example, by allowing agents to address changes in risk exposures more quickly and accurately. By using technology, an insurer can make a client feel like there’s added value to their partnership, as data platforms enable engagement with the insured throughout



FOUR TYPES OF DATA ANALYTICS



Descriptive: What happened?

Using data analysis to explain the state of a business or figure out why a problem is occurring



Diagnostic: Why did it happen?

Analyzing historical data to learn about the past and present patterns of a business or investigate underlying issues



Predictive: What might happen?

Using past and present data to fill in the gaps and forecast future patterns



Prescriptive: What is the optimal action?

Data modeling and forecasting to estimate different outcomes based on variables, using algorithms, artificial intelligence and machine learning to assess the best course of action

the life cycle of the policy, creating a closer relationship through the consistent management of risk.

that will pass underwriting criteria and have the appetite to be written.”

Digitization and data have changed



“The data is not just focused on underwriting and policy insights – it also provides insights to potential market opportunities”

Ernie Feirer, Planck

“The data we have can change the whole relationship and process,” Feirer says. “The data is not just focused on underwriting and policy insights. It also provides insights to potential market opportunities – businesses

the whole marketplace for the better, and once the industry gets used to using data to communicate transparently, there’s no going back.

In commercial lines, for instance, there’s

often very limited information in a typical business report, so companies like Planck have been using multiple sources to harvest data on a specific business risk.

“Commercial insurance is challenging; every type of risk is different, and it’s hard for carriers to get nontraditional data on commercial assets,” Feirer says. “We’re taking the technology stack we have and finding underwriting insights on businesses across the globe.”

Typically, when a commercial risk is being underwritten today, underwriters are told to assess what information they can find about a business on the internet. The underwriter then must interpret that information and turn it into answers to underwriting questions.

“We do all of that across multiple sources and turn it into an answer for potential insurance exposures,” Feirer explains. “The risk of a business is constantly changing, and because we’re harvesting information in real time, we can give carriers an update on the changes in that business throughout the life of the policy, not just when it’s underwritten.” **IB**

INTELLIGENCE

CORPORATE

ACQUIRER	TARGET	COMMENTS
Covéa	PartnerRe	The deal, which is back on track after a major setback last year, is worth an estimated \$9 billion
Crawford & Company	BosBoon Expertise Group; Praxis Consulting	Crawford's recent acquisitions include Dutch specialist loss adjusting company BosBoon and subrogation outsourcing firm Praxis
Gallagher	River Valley Capital Insurance	A retail P&C broker, RVCi provides insurance for the trucking industry, with a focus on long-haul trucking companies in the Midwest
HSB	Zeguro	Zeguro's platform includes a suite of cyber risk management tools and services for small businesses
K2 Insurance Services	American Reliable Insurance Company	A subsidiary of Global Indemnity, American Reliable offers specialty residential property insurance, including for manufactured homes
Jencap Group	Russell Bond & Co.	Russell Bond is an MGA and E&S wholesale broker based in upstate New York
OLI Insurance Services	Rose City Associates	OLI is a subsidiary of Heffernan Insurance Brokers; post-acquisition, Rose City Associates will be renamed Heffernan Rose City
Risk Strategies	Corrigan Johnston Risk Advisors	An all-lines brokerage focused on transportation-related industries, Corrigan Johnston will boost Risk Strategies' national transportation practice
USI Insurance Services	Daul Insurance	Founded in 1960, Daul is an independent risk management and employee benefits agency based in Louisiana



HSB adds cybersecurity platform to its arsenal

Specialty insurer and Munich Re subsidiary HSB has acquired Zeguro's digital cybersecurity platform, which provides integrated online access to cybersecurity training, compliance policies and web application monitoring to help small and medium-sized businesses identify their cyber vulnerabilities. According to HSB, the addition of the Zeguro Cyber Safety Solution platform and key personnel will strengthen the cybersecurity services the insurer is able to offer its customers and partners.

"A business needs both cyber insurance and security," said Timothy Zeilman, vice president and global product owner of cyber and privacy insurance at HSB. "The combination of HSB's cyber coverage and Zeguro's proven risk management platform offers a seamless experience for our customers to get the protection they need."

PRODUCTS



AXA XL launches contractor schedule benchmarking

AXA XL's construction insurance team has launched a new schedule benchmarking service to help its subcontractor default insurance clients strengthen their risk management efforts. The service reviews 40 schedule performance indicators across three categories: schedule processes and procedures, schedule development, and schedule updates/ongoing management. The new service, made possible by a partnership with SmartPM Technologies, allows contractors to observe analytics in real time and "pinpoint where they might improve to drive project success," said AXA XL's Gary Kaplan.



DUAL unveils terrorism and political violence program

DUAL North America has introduced a comprehensive stand-alone political violence and terrorism program offered through its international network of underwriters and supported by a panel of Lloyd's and A+-rated carriers. The new program covers property damage, liability and business interruption, with limits up to \$150 million. Coverage is available for residential, retail and commercial properties; commercial real estate; entertainment and sports venues; industrial and manufacturing sites; power and energy facilities; construction projects; and real estate portfolios.



Tokio Marine Highland adds fine art insurance

P&C underwriting agency Tokio Marine Highland has expanded its suite of specialty risk management products with the launch of fine art insurance for personal and commercial risks. The new division is being led by Christiane Fischer, who will oversee the delivery of insurance products to the fine art market, including art dealers, exhibitions, museums, and private and corporate collections. "We look forward to providing brokers with custom solutions to meet the complex needs of their clients and offering top-notch service and hands-on claims management," Fischer said.



NEXT Insurance rolls out embedded solution

NEXT Insurance has launched NEXT Connect, an embedded insurance solution for small business software ecosystems. NEXT Connect enables payroll, point-of-sale, accounting, e-commerce and banking software solutions to easily embed NEXT's insurance offerings into their existing platforms, allowing small businesses to purchase coverage either completely online or with the assistance of an agent. NEXT Connect is a result of NEXT's acquisition of AP Intego, combining AP Intego's partner-based, multi-carrier model with NEXT's customer experience and tech capabilities.



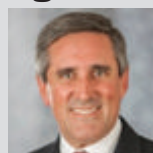
Lemonade debuts auto insurance product

After announcing its plans to move into auto insurance in April, insurtech Lemonade has finally launched Lemonade Car. The product is initially only available in Illinois, but the company plans to expand to Tennessee next and is eventually targeting a nationwide rollout. The new coverage can be purchased through Lemonade's proprietary app, which has been updated to be part of the Lemonade Car experience, using telematics to measure how much and how safely policyholders drive. Drivers with low mileage and safe driving behavior will be rewarded with lower rates.

PEOPLE

NAME	LEAVING	JOINING	NEW POSITION
Alex Bovicelli	University of Southern California	Tokio Marine HCC	Director of threat intelligence
Chris Coleman	Third Point Re	Aspen	Chief financial officer
Chris Favorito	N/A	Swiss Re Corporate Solutions	Head of executive risks, North America
Christiane Fischer	AXA Art Insurance Corporation	Tokio Marine Highland	President, fine art division
George Williams	Guy Carpenter	Nationwide	COO, E&S/specialty
Jay Peterson	N/A	Independent Insurance Agents of Illinois	President
Jim Kilduff	Harbor Hill Solutions	TigerRisk	Head of programs
Jon Lewis	PartnerRe	Applied Underwriters	Aerospace team leader
Kate Roy	Willis Towers Watson	Canopus	Chief operating officer
Linda Schultz	The Hartford	Zurich North America	Head of life sciences, US middle market
Mike Smith	Willis Towers Watson	Chaucer	Marine specialty division lead
Peter Buckley	Cincinnati Global Underwriting	Sompo International	Vice president, aerospace
Richard Savage	Rockville Risk Management	Tokio Marine HCC	Director of cyber incident response
Sarah Downey	N/A	Lockton	Head, emerging asset protection team

TigerRisk selects industry vet to lead MGA business



TigerRisk has appointed Jim Kilduff to head up its MGA business. Kilduff was previously the CEO of Harbor Hill Solutions; during his two decades in the MGA and program space, he has amassed extensive experience in helping MGAs find and secure carrier partners. He has also worked with insurtechs, program managers, insurance and reinsurance companies, and retail and wholesale distributors.

"I am excited to join the Tiger team and assist in growing our presence in this ever-expanding market segment," Kilduff said. "TigerRisk's resources and market strength in reinsurance, capital markets and strategic advisory are exactly what MGAs and program managers need to grow their businesses."

Nationwide names new COO for E&S/specialty



Nationwide has appointed George Williams as chief operating officer for its E&S/specialty unit, responsible for the insurer's E&S/specialty business operations, claims and Nationwide Indemnity. With nearly 30 years of industry experience, Williams joins Nationwide from Guy Carpenter, where he served as head of global client support services.

Prior to that, he spent nearly 21 years at AIG, where he served in a variety of leadership roles.

"I am proud to be joining a company with the tradition and history of Nationwide," Williams said, "and I look forward to collaborating with colleagues across claims, operations and technology to deliver an enhanced value proposition to stakeholders."

WORKERS' COMP UPDATE

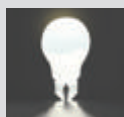
NEWS BRIEFS



Industry veteran launches new workers' comp MGA

Veteran insurance executive and entrepreneur Marguerite Dixon has established Adroit General Agency, an MGA providing workers' compensation insurance, along with a range of technology-driven safety, loss prevention and claims management services for employers vulnerable to high-severity losses. Adroit is collaborating with Origami Risk to give brokers and insureds access to a variety of risk management resources, including loss control consulting services, a safety management system, a claims management tool, analytical capabilities and case management support.

experience in business development, account management and strategic relationship-building. Grandrino, meanwhile, began her career as an insurance coordinator at an agency in 2004. She has worked with both domestic and foreign lines for small businesses and has extensive knowledge of small-business solutions.



ICW Group names VP of national workers' comp underwriting

ICW Group Insurance Companies has promoted Rob deViere to the newly created role of vice president of national workers' compensation underwriting. He most recently served as ICW's vice president of workers' compensation underwriting for the East region. In his new role, deViere will be responsible for the national operations strategy and execution of the underwriting portion of ICW's workers' compensation business. He has more than 28 years of workers' compensation experience; before joining ICW in 2013, he held management and executive positions at Zenith and other insurance carriers.



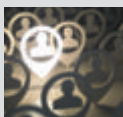
NCCI creates new academy for affiliate insurers

The National Council on Compensation Insurance (NCCI) has launched NCCI Academy, a new online learning experience for NCCI affiliates that covers both fundamental and advanced workers' compensation subjects. NCCI Academy currently has 25 modules; the organization plans to develop and add more in the coming months. "Designed with input from more than a dozen insurers, NCCI Academy is a valuable extension to in-house training programs," said NCCI president and CEO Bill Donnell.



The Hartford develops medical provider training program

In partnership with the Yale Program in Addiction Medicine (Yale-PAM), The Hartford is creating a training program focused on addiction, pain management and stigma for medical providers who treat injured workers. The first phase of the pilot, which is currently underway, includes developing training modules and a compendium of clinically relevant resources. During the second phase, scheduled for January to June 2022, the training will be delivered to a cohort of 50 to 100 medical professionals. In the final phase, The Hartford and Yale-PAM will update the modules based on medical providers' feedback.



MEMIC adds two production underwriters to its team

The MEMIC Group has appointed Cindy Beswick and Angela Grandrino to the roles of senior production underwriter and production underwriter, respectively. Beswick has more than 26 years of workers' compensation experience, including hands-on

Nipping risks in the bud

A new workers' comp program is bringing crucial coverage to the niche but dangerous tree care industry

The tree care industry sounds innocuous enough from a business standpoint – yet it's one of the most hazardous industries in the US. Workplace fatality data compiled by the Bureau of Labor Statistics named "first-line supervisors of landscaping, lawn service and groundskeeping workers" as the tenth most dangerous job in the country for 2020. According to the BLS, the industry has a 20.2% rate of fatal work injuries, with 48 fatalities recorded in 2020.

While the tree care industry is inherently dangerous, workers' compensation insurance for the space is very limited. Enter NIP Group, which has joined forces with AmTrust Financial Services to launch a new workers' compensation program for tree care professionals.

"Workers' compensation for tree service workers is a hazardous class of business," says Thomas Doherty, senior vice president of specialty programs at NIP Group. "There are a limited number of service providers with a limited number of offerings because it requires very specialized underwriting, risk control and claims handling. It's not a matter of if you'll have claims, but when."

Doherty also confirmed the dangerous nature of tree care work, noting that the industry averages approximately two to three deaths per month. Some of the more common causes of injury or death among tree care workers include falling from heights, getting

struck by tree limbs and lacerations from heavy equipment.

Interestingly, the COVID-19 pandemic had a limited effect on the work of arborists – if anything, their work even increased, Doherty says.

“We believe the industry stayed relatively safe through the pandemic by following CDC guidelines while working outside, wearing masks and social distancing,” he says.

“It’s not a matter of if you’ll have claims, but when”

“However, the pandemic did result in a larger amount of work for arborists. There were more people home who wanted more work done, and construction of housing developments was at an all-time high. This left many arborists feeling fatigued and ultimately increased their chances of making mistakes. Additionally, the current labor shortage is causing staffing issues throughout the country for every industry.”

There are several ways for tree care specialists to better mitigate their risks, Doherty says. The first is to partner with a specialized insurance provider like NIP Group to leverage a risk control platform and learning management system. The other approach is to partner with an industry association or a third-party outsourced training company.

“All three options will keep you OSHA-compliant and ensure your employees come home at night,” Doherty says.



Lori Daugherty
CEO
ASCELLUS

Years in the industry
30+

Fast fact
IMCS Group rebranded as Ascellus in May 2021 to reflect its further expansion into telebehavioral health programs

■ Q&A

Tackling mental health head-on

● How has COVID-19 affected the behavioral health space?

While the pandemic has overall had negative repercussions on personal mental health, ironically, the pandemic has yielded some positive effects for the behavioral health industry. For instance, pandemic stress has been widely publicized in the press, serving to somewhat alleviate the stigma associated with seeking mental health services. Employers struggling with remote working arrangements and front-line workers exposed to COVID-19 are becoming more active in their discussion of and search for behavioral health services to support the workforce.

The emergency approval of telehealth solutions served to solve geographical inequities in access to behavioral health providers. And finally, telebehavioral health research shows that this treatment vehicle works. Ascellus’ data shows 87% of patients who use our services are able to return to work after an average of seven sessions.

● What are the main mental health issues reported among workers, and why are they trending?

According to a recent CDC survey, there has been a significant rise in self-reported behavioral health symptoms since the start of the pandemic. Thirty-one percent of people reported symptoms of anxiety or depression, and 13% reported starting or increasing substance use. These numbers are nearly double the expected rates.

But the main issue may be the pervasive, endemic stress that’s hard to quantify and has unforeseen consequences to health, wellness, relationships and even economies. Four in five adults cite the coronavirus pandemic as a significant source of stress.

● Do you think the mental health crisis will end once the pandemic is over? Or is this the new normal?

Even with vaccinations and a gradually improving outlook, the side effects of the pandemic – such as employment uncertainty, financial stressors, and housing and food security – will have a lasting effect. Compare the COVID crisis to the generational imprint of the Great Depression and the ubiquitous grandmothers who kept canned food in the cellar for decades afterward, and you can see why experts anticipate persistent disruption to mental health.

Unfortunately, without a robust behavioral health infrastructure, the mental health setback will probably last longer than it should. We don’t have to accept a ‘new normal,’ though.

● What can employers do to keep staff mentally healthy?

Changing the workplace to be more conducive to mental health discussions comes down to three things. The first is normalizing the conversation. Employees need to feel comfortable being outspoken about their holistic needs. Second, employers need to prioritize mental health initiatives by keeping the programs and conversations in the spotlight, not creating strong policies and tucking them into file cabinets. Finally, minimal, mainstream and evidence-based intervention is essential to get people using the services.

TECHNOLOGY UPDATE

Embracing data analytics

Bringing artificial intelligence and data sets together can go a long way in improving the client experience



A common question in the industry lately is: What is data analytics and what does it encompass? Independent brokerage Holmes Murphy recently hired Jeffrey White as chief analytics officer, and he spoke to *IBA* about the growing importance of data analytics in the industry.

The use of data allows brokers to meet clients' needs better, and insurtechs are leading the way in improving the usability and accessibility of information.

"We look to insurtechs and progressive insurance companies to help us ... use information in a more intelligent and insightful way," White says. "For a brokerage, a lot of responsibility relating to data is making sure the client is getting the best return on their investment and keeping their total cost of risk down. Finding ways to gather information to assess risk is incredibly important."

White hopes to advance Holmes Murphy's ability to use data analytics to provide a more

comprehensive explanation about what's impacting a client's risk profile. "I want to bring AI and data sets together so we can really elevate the client experience and build unique risk profiles on a case-by-case basis," he says.

White notes that the pandemic has drawn attention to digital capabilities. People have come to accept a certain level of digital accessibility in insurance – and now data is helping with risk mitigation and obtaining information about loss control, which is vital when it comes to lowering costs.

"Finding ways to gather information to assess risk is incredibly important"

"The concept of prescriptive analytics is in front of us and helping us understand what can be deployed to mitigate risk," White says. "Most of the science around prescriptive analytics is encapsulated in this concept called classification modeling. It looks at the history of a specific event and the probability of it happening again. As it starts to escalate, you can provide a series of strategies to reach the client and mitigate risk and cost earlier."

One of the biggest challenges for prescriptive analytics, White says, is that most individuals are not familiar with or confident in using artificial intelligence. "AI capability is non-linear – it formulates decisions based on an obscure collection of relationships that you can't see as a human processing information."

NEWS BRIEFS



Global insurtech investment hits record high

Insurtech investment has surpassed the \$10 billion mark for the first time in a single year, according to the latest data from Willis Towers Watson. During the first three quarters of 2021, global insurtech investment reached \$10.5 billion. With three months left to go, 2021 was only \$12 million short of the entire amount of global insurtech investment in 2018 and 2019 combined. The third quarter saw 113 deals, yielding more than \$3.1 billion in investment and marking the second largest funding quarter on record.



Zurich opens startup accelerator competition

Zurich has opened applications for the third iteration of its Zurich Innovation Championship. In early 2022, the insurer will select up to 12 startups from around the world for an intensive three-month accelerator. The chosen startups will each be provided with up to \$100,000 in funding and expert support from Zurich insurance professionals. To be considered, startups must address industry challenges in one of four categories: prevention and mitigation, simplicity, sustainability, and insurance reimaged.



Jacqueline LeSage
Managing director
MUNICH RE VENTURES

Years in the industry
20+

Fast fact
LeSage was one of the earliest investors in Helium, a decentralized wireless network that is now the largest real-world blockchain

■ Q&A

Investing in the next generation of insurtechs

● **Munich Re Ventures recently closed its \$500 million Munich Re Fund II. What sort of opportunities is the fund hoping to invest in?**

Munich Re Ventures [MRV] is focused on risk transfer, including insurtech opportunities. While some experts think we've reached peak insurtech, we see it differently. At MRV, we view insurtech as intersecting with areas of significant innovation and evolving risks.

● **Of the five sectors MRV is targeting – insurtech; climatetech; cybersecurity; privacy, commercial and industrial equipment technologies; and the future of transportation – is there one that deserves more attention?**

Every one of these areas is a hot topic for our present world: cyber risks, the industrial and manufacturing supply chain, and climate change. They are all important, and Munich Re Ventures views insurtech as intersecting with each of these areas through the lens of risk. These risks are evolving rapidly, and it's essential that we keep pace with the speed of change. At Munich Re Ventures, we're working to fund companies that are at the intersection of insurance and these areas of significant and evolving risk.

● **Which industry issues do you think up-and-coming insurtechs should be focusing on?**

Personally, I have the venture capitalist's perspective that startups should focus on areas with the greatest opportunity to build a successful company. That can

be solving unmet customer and market needs or addressing challenges of the current industry, including digital transformation.

The first wave of insurtechs, particularly those that have found the most success in terms of exit and valuation, often focused on digital experience and distribution in the following lines of business: consumer auto, home and small business. The new generation of startups is now building companies focused on increasingly technical risks, as well as larger commercial risks. The business model path to success for these companies might be very different than it was for the first wave.

● **How can the insurance industry incentivize the development of tech solutions?**

The insurance industry can incentivize development of VC-funded tech solutions by being speedy, decisive customers. One of the biggest hurdles for startups that are selling to insurance companies is the lengthy process involved from initial contact to proof of concept to actual customer.

Startups raise capital in order to progress to the next milestone. If they are engaging with you early, they need to achieve the milestone goal with you before they start fundraising for the next round. In today's world, that window is very tight – 12 to 18 months, at the most. The younger the company, the more it is relying on a few early customers to get to that next milestone. It's a big responsibility to be an early partner for a startup.



CoTé debuts agency management solution

Australian tech company CoTé Software and Solutions has entered the US market with the launch of AGENCYMATE, a new agency management solution. AGENCYMATE's omnichannel platform allows users to seamlessly deliver premium service with personalized customer engagement. The pre-packaged application empowers agencies of all sizes to manage their business efficiently while complying with state regulations. It also allows agents to prioritize selling policies and to support customers instantly from anywhere.



Asia-based CoverGo expands to North America

Insurtech CoverGo, which provides a no-code platform that helps insurance companies streamline their ecosystem, is expanding from Asia into the US, Canada and Latin America. CoverGo, which has offices in Hong Kong, Singapore and Vietnam, has seen its subscription revenue rise by more than 400% since January 2021. Advisory firm DP88 is helping with the expansion by securing initial funding and building relationships with key partners and investors in advance of CoverGo's equity fundraising round.



Clyde & Co launches casualty claims platform

Insurance law firm Clyde & Co has launched a new online platform designed to help speed up the handling of casualty claims. The new platform offers a suite of six products, including an AI costs assessor, a loss of earnings and pensions calculator, a recoveries assistant, and an accommodation claim calculator. The rollout is part of "an ambitious digital program in casualty that will see insurers offered some truly game-changing technology," said Ben Parsons, Clyde & Co's head of digital for casualty.



Brokers' three big mistakes

Correcting these common missteps can help a brokerage generate new business and attract more partners, writes **Brian Freeman**

THE BUSINESS insurance world is always evolving, and thousands of insurance brokers in each market are vying for an employer's interest to retain and win new business. To stand out, it's critical that insurance brokers be strategic and intentional when reaching out to prospective customers.

In short, brokers must always be confident and knowledgeable about the issues that matter most to a company. But that's easier said than done. There are three common business missteps that, when redirected, can help your brokerage attract more business and generate new partners.

1 Assuming your customer service is best in class

Employers researching brokerages are similar to consumers evaluating a new physician, buying a new car or weighing which real estate agent to use. We are trained to research price, service and outcomes; as such, that data should be readily accessible and provided by an independent third party.

Our society is no longer a referral-based one. Now, business reputations are based on actual customer feedback. The same is true for insurance. If you have phenomenal service, it shows up in ratings and reviews.

Your ability to design creative solutions is what will set you apart. Your ability to provide great customer service is what will ensure you retain clients. The customer experience is – and always will be – important, but exceptional customer service is a baseline standard for this industry.

2 Over-generalizing the data

With any decision of this magnitude, employers expect detailed data to drive decision-making. Often, insurance agents might repurpose generalized data to persuade an employer to adopt a specific solution. Employers can see right through this. Use localized benchmarking data for that employer's industry. You wouldn't select a new technology for your business based on national trends, so you should use micro-targeted data that will resonate with your client.

Also, be sure to verify that all survey or benchmark data is from an accredited, independent source. This confirmation is a crucial

“Do you know who your competitor's top prospects are? Your biggest clients. If you are not proactive with your customers, someone else will be”

step that will provide an additional level of validation and credibility for your brokerage, and this attention to detail will go a long way in establishing your dedication to accuracy and transparency. More often than not, the broker with the most thorough and research-driven presentation of coverage will win the employer's business.

3 Waiting until renewals to engage

Do you know who your competitor's top prospects are? Your biggest clients. If you are

not proactive with your customers, someone else will be. As in any business-to-business sales environment, insurance prices and policies can change over time due to demand, market shifts or inflation. To keep current customers satisfied and informed, brokers must be proactive about informing and updating their clients when policy changes or pricing dynamics shift.

Brokers shouldn't wait for clients to flag emerging trends or question market changes, whether positive or negative. To develop transparency and trust, brokers must keep a steady stream of communication open with their clients throughout the year. This continuous line of communication provides a constant reminder that an employer's business is important to the brokerage and top of mind for the broker. In the end, employers work with insurance brokers for two reasons – to save time and to save money. At a bare minimum, make sure your brokerage is delivering on those expectations.

Today's interconnected, Amazon-driven world requires brokers to be more proactive and intentional when communicating with clients. Additionally, brokers should establish a strong online presence by publishing positive ratings and reviews from former and/or existing clients directly to their company profiles. Highlighting clients' positive experiences and interactions with a broker can help

employers make a more personalized and well-informed decision. Thoughtful communication, detailed-oriented proposals and expert knowledge of the industry will lead to happy clients and a growing book of business. **IBA**

Brian Freeman is the founder and CEO of Mployer Advisor, a national digital marketplace for insurance advisor ratings and reviews that seeks to redefine the way employers search for, evaluate and select insurance advisors.



Insurance

BUSINESS AMERICA

BROUGHT TO YOU BY AN AWARD-WINNING
PUBLISHING COMPANY

DIGITAL

AUSTRALASIAN Lawyer

AustralianBroker

HRD

Insurance
BUSINESS

MPA

the educator

NZA

NZ LAWYER

CMP

LHP LIFE | HEALTH
PROFESSIONAL

WP

Employment Law Today

Labour Reporter

HRReporter

CANADIAN
OCCUPATIONAL SAFETY

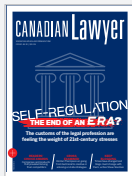
CANADIAN Lawyer

INHOUSE

LEXPERT

LAW TIMES

PRINT



EVENTS

AUSTRALASIAN
LAW AWARDS

HR
AWARDS

AMA
AUSTRALIAN MORTGAGE AWARDS

Insurance
BUSINESS
Awards

AUSTRALIAN EDUCATION
AWARDS

Insurance
BUSINESS
WOMEN IN INSURANCE
AWARDS

NEW ZEALAND
LAW AWARDS

NZMA
NEW ZEALAND MORTGAGE AWARDS

CANADIAN
LAW AWARDS

CMA
CANADIAN MORTGAGE AWARDS

WP
Awards

HR
AWARDS

HRD
HR Tech Awards

CANADA'S
SAFEST EMPLOYERS

LEADER
RISING STARS

HRD
AWARDS

AUSTRALASIAN
IN-HOUSE LEGAL
SUMMIT

CANADIAN
IN-HOUSE LAWYERS
SUMMIT

CANADIAN
YOUNG LAWYERS
SUMMIT

CANADIAN
WOMEN IN LAW
CANADA

LegalTech Summit

NZ ADVISOR
WOMEN IN MORTGAGE
& FINANCE

HRD
HR Tech Summit

HRD
National HR
Directors Summit

HRD
National HR Summit

HRD
HR Summit

HRD
HR Leaders Summit

HRD
HR Mental
Health Summit

HRD
Learning & Development
Summit

HRD
Employment Law
masterclass

HRD
Employee Engagement

Insurance
TechFest

Insurance
BUSINESS
WOMEN IN INSURANCE
SUMMIT

Insurance
Women in Insurance

the educator
Leaders Summit

the educator
Education Mental
Health Summit

WP
Tech Summit

WP
Women in
Wealth Management

WP
ADVISOR CONNECT

OCCUPATIONAL SAFETY
SAFETY LEADERS SUMMIT
CANADA

OCCUPATIONAL SAFETY
WOMEN IN SAFETY

WOMEN IN SAFETY
SOUTH AFRICA

OCCUPATIONAL SAFETY
OHS Law
masterclass

FIND OUT MORE ABOUT US AT WWW.KEYMEDIA.COM



MPAS



PUBLISH AWARDS



TABBIES



AZBEE'S



THE BIG 95



COPA



APEX



MAGGIES



EXCELLENCE AWARDS



BELL AWARDS



NMA: B2B



SYDNEY | AUCKLAND | DENVER | LONDON | MANILA | SINGAPORE | TORONTO

INDUSTRY ICON

FROM PHILANTHROPY TO PROFITABILITY

Steve Menzies, founder and chairman of Applied Underwriters, has used his bold, optimistic and entrepreneurial outlook to unite the professional and charitable worlds

APPLIED UNDERWRITERS head Steve Menzies takes a holistic approach to leadership, motivating his peers to engage cohesively in business, citizen diplomacy and philanthropy to achieve optimal success.

“I believe that any lines that try to set apart one’s professional, personal and philanthropic undertakings miss the point,” he says. “Life’s approach should be unified if one is to be consistent and successful.”

Amid the ongoing success of his professional career, Menzies actively works to build out his charitable footprint, setting an exemplary standard for his colleagues, partners and friends. This May, he met with Pope Francis and was appointed to create and spearhead the global St. Francis Day Foundation, focusing on ‘human ecology’ to develop an agenda that harmonizes the disparate interests of human activity in a meaningful way to benefit humankind.

“An example of the first activity underway is the construction of a supranational arrangement for the distribution of vaccine-related medical technology fairly among nations and stateless peoples,” he says.

Menzies also prioritizes philanthropic involvement to promote and facilitate meaningful growth within his organization. Applied’s new headquarters in Omaha, Nebraska’s Heartwood Preserve is in the process of being built; once complete, it will

be part of one of the largest urban developments in the US. The 500-plus-acre Heartwood Preserve has surpassed expectations of most conventional land development projects. The environmentally conscious development includes a variety of retail, commercial, residential and recreational facilities.

The Berkshire buyback

Back in 2005, Menzies sold a percentage of Applied Underwriters to Berkshire Hathaway. However, as Applied’s footprint became more robust within the national marketplace, its growth began to create a problem for Berkshire: Applied and Berkshire’s other insurance

“I believe that any lines that try to set apart one’s professional, personal and philanthropic undertakings miss the point. Life’s approach should be unified if one is to be consistent and successful”

“The results have been overwhelmingly favorable economically, environmentally and aesthetically,” Menzies says. “It’s Applied’s way of giving back to the local community and our dedicated employees.”

He adds that in business, philanthropy and in everything one does, having the same set of values is key. “The point is to apply an intellectual and emotionally courageous approach to every effort,” he says. “For me, there is no end to learning, to thinking and rethinking, to investing, and to retaining a deep, abiding optimism.”

businesses were growing into competitors, creating unproductive channel conflict.

In 2019, Menzies reacquired the company in a deal valued at \$920 million, including the buyout of 81% of stock that had been held by Berkshire since 2005.

“I recall when Warren Buffett expressed an interest in our company in 2005, purchasing a majority share – and equally defining, our unprecedented buyback from Berkshire in 2019, returning Applied Underwriters on its own course as a private company,” Menzies says. “As an entrepreneur, I have long felt a



PROFILE

Name: Steve Menzies

Title: Founder and chairman

Company: Applied Underwriters

Years in the industry: 27

Based in: Omaha, Nebraska

Fast fact: Menzies is also the founder of Bold Thinkers – Steve Menzies Global Foundation, a nonprofit organization dedicated to tackling complex social problems

INDUSTRY ICON

sense of inevitability about such a buyback and have looked toward the opportunities that independent ownership holds. Our acquisitions and market positioning over the past 24 months show the value of that transaction for Applied.”

Buffett typically makes investments in companies, then leaves their affairs in the hands of those who made the company attractive to him in the first place. This approach allowed Applied to develop its own corporate culture within the Berkshire Hathaway group.

“Warren set the governance standards with great but tempered ambition for all of the companies in Berkshire and showed strength through his native humility and modesty,”

tive of loyal customers and partners.”

While Applied’s philosophy is rooted in care for injured workers, homeowners and business owners, the company continues to extend its reach to countless other classes.

“With imagination, experience and integrity, we dig into new risks to create original solutions while factoring the human story into every pursuit,” Menzies says.

“Disciplined financial strength is a core value, since without it, you cannot earn a customer’s confidence,” he adds. “We are proud that Applied’s insurance companies became the first monoline workers’ compensation writer ever to receive an A+ (Superior) rating from A.M. Best 10 years ago.”

“With imagination, experience and integrity, we dig into new risks to create original solutions while factoring the human story into every pursuit”

Menzies says. “He is a consummate capitalist and easily among the leading paradigms of entrepreneurship in business history. He operates with utmost integrity.

“On a personal note, my relationship with Warren meant a lot to me – it still does – and I found myself emulating his approach to business with objectivity, yet always with respect for the courage of entrepreneurs.”

Commitment to culture

Applied was born in the workers’ compensation realm – a difficult, dynamic and heavily regulated line of insurance.

“We learned its intricacies and the very real human risk it involves,” Menzies says. “We then used that insight to help our customers better manage their risk. Through a pattern of profound study, considering the human side of risk and seeing opportunities where others see obstacles, we have grown into new product lines, new challenges and built a global collec-

Menzies also notes that Applied’s staff reflects the company’s unique spirit through their dedicated and thoughtful responsiveness, as well as their forward-looking approach to clients’ needs well beyond the letter of the policy.

“All of our customer calls and needs are handled on our Omaha campus by company employees,” he says. “Our customers and producers never reach a TPA or someone halfway around the world. Unified operations present Applied’s customers with a consistent and responsive experience.

“We honor claims and go beyond the minimum in care, which we believe is simply the best option for real protection and responsible pricing. While our competitors adopt slogans and often do mean them, getting actions to suit the words is quite another matter. Applied’s leadership and top decision-makers have a dimension of care that runs deep in our corporate culture.” **IE**

FAST FACTS: APPLIED UNDERWRITERS



YEAR FOUNDED

1994



HEADQUARTERS

Omaha, Nebraska



GLOBAL LOCATIONS

The US, UK, EU and Middle East



NUMBER OF EMPLOYEES

800+



OFFERINGS

Workers’ compensation, transportation liability, homeowners, fine art and collections, environmental and pollution, financial lines



HOT 100 2022

During a year of ongoing uncertainty, these 100 insurance professionals have helped their organizations and teams find success

CONTENTS

PAGE

Feature article	20
Methodology	21
Hot 100 2022	23
Profiles	26

INSURANCE'S BEST AND BRIGHTEST

AFTER SURVIVING a tumultuous 2020, the US insurance industry has enjoyed slightly calmer seas in 2021. Still, uncertainty abounds, and in an always competitive landscape, fortune rewards the bold. From rising stars who are helping transform the industry with innovative solutions to seasoned veterans who are helping steer large organizations through turbulent times, the 100 professionals who made IBA's annual Hot 100 list for 2022 have no shortage of boldness.

While their industry experience may vary, all of this year's Hot 100 honorees have at

least three things in common: a can-do attitude in the face of adversity, a solid understanding of themselves and the industry, and a willingness to extend a helping hand to the next generation of insurance professionals.

Rising to the challenge

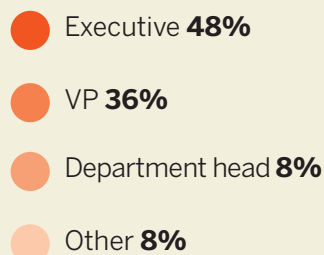
For Hot 100 winner Tony McIntosh, a managing partner at The Liberty Company Insurance Brokers and president of Liberty's MGA facility, Aura Risk Management & Insurance Services, resilience has been key to building his career. Ten years ago, he made the leap from a family-owned MGA



“Be mindful of creating joy in your staff – success sparks joy, and joy fuels further success”

Tony McIntosh, The Liberty Company Insurance Brokers

THE HOT 100 BY JOB TYPE



into a marketing role on the retail side of the industry with Barney & Barney (now Marsh McLennan Agency). McIntosh says he initially struggled in his new role, where he was responsible for helping producers and service teams negotiate coverage and position clients with carrier partners. However, he trusted in his mentor and boss and realized how important it was to learn new things each day.

“I leveraged this time and previous entrepreneurial, sales, and leadership experience into founding a property & casualty division at a publicly traded bank and then acquiring that business under private ownership years later,” he says. “That brief difficult period of transition provided the opportunity for me to advance my career further and gain new partnerships and opportunities in this beautiful insurance business. All of this has led me to where I am today, of which I could not be happier.”



Fellow Hot 100 honoree Eden Hancock, an area senior vice president for Risk Placement Services (RPS), faced similar challenges when deciding to change employers earlier in her career.

"I honestly did not understand the roller coaster of a journey I was about to embark on when I made the switch," she says. "When a decision is great, it will inevitably create some controversy, and oftentimes there can be sore points. To have peace, you must stay true to yourself. Avoid the distraction others may create – rise to the occasion and challenge yourself to show your worth and value. You, as I did, will come out better, stronger and happier."

Hancock's book of business is now 50% larger than it was when she started at RPS three years ago. What's more, she's led her fleet/transportation department to 50% year-over-year growth to become the fastest-growing segment in her branch.

Hancock says she has a few attributes that set her apart from the competition. The first is her ability to "read the room"; she acknowledges that there can't be a one-size-fits-all approach to personal interactions. She also

result of taking accountability.

"Early in my career, we lost out to a market that we had access to," Wood says. "This is hard news to give an agent, but I am a firm believer in holding your hand up and not making excuses. [The agent and I] had a candid conversation about what happened and cleared the air. We still work with each other today, and he passed my contact along to his colleagues. Today, those referrals are my largest clients."

Wood says he differentiates himself from his peers through his ability to establish trust and facilitate business processes, helping agents to sell and exhibiting due diligence and quote options for the insured. In 2021, he achieved 100% growth of his book of business and was promoted to assistant vice president and Southeast casualty manager at RPS. For the past two years, he's written more than \$400,000 in new business each year and landed an exclusive trucking program with Crum & Forster.

Nurturing new talent

They've built their own stellar careers by persevering through difficult times – so what

METHODOLOGY

Starting in August, *Insurance Business America* invited insurance professionals from across the country to nominate their most exceptional leaders for the seventh annual Hot 100 list. After receiving hundreds of nominations, *IBA* narrowed the list down to 100 movers and shakers whose contributions have helped shape the insurance industry over the past 12 months.

From innovators at the forefront of change to leaders who are transforming the way the industry does business, this year's Hot 100 list represents the best the industry has to offer.



7th

Year of the *IBA* Hot 100 list



39%

Proportion of women in this year's Hot 100



22%

Percentage of repeat winners among this year's Hot 100



"Insurance hires great talent and often fails to teach them the ropes. The sink-or-swim mentality for new hires is not what young people today are looking for"

Adam Wood, Risk Placement Services

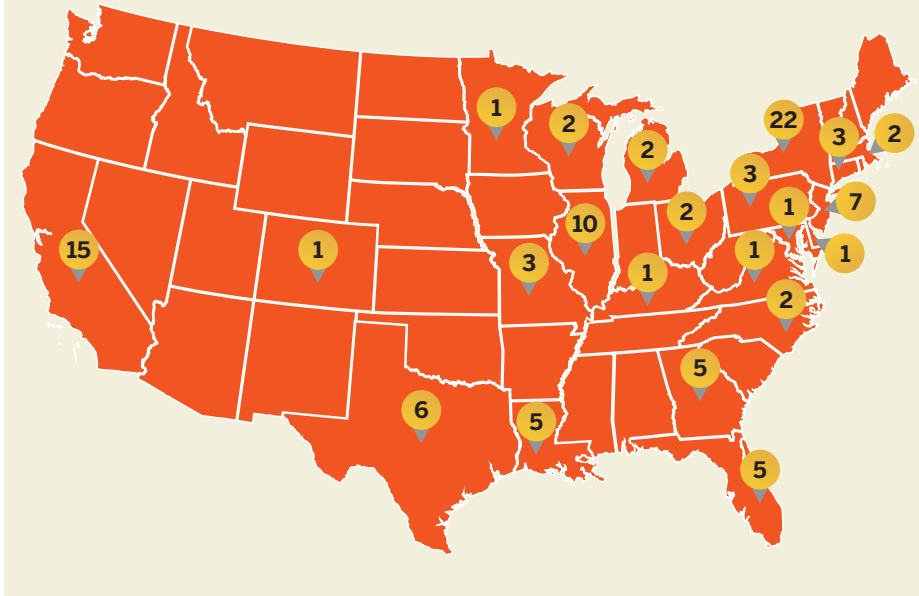
has a knack for working diligently and not making a lot of noise, and she believes it's important to dress up and show up to the office – a real office – each day.

For RPS' Adam Wood, who began his career as a tennis pro before moving into insurance in 2014, success has been the

do the members of this year's Hot 100 list think insurance companies can do to better cultivate talent?

"Be mindful of creating joy in your staff – success sparks joy, and joy fuels further success," McIntosh says. "If everyone is doing something they love to do and it brings joy

THE HOT 100 BY LOCATION



“Take advantage of every opportunity to take notes, to listen in, to get the drinks, to share an Uber, to pick a brain, to ask the question you are afraid to ask. Put yourself out there, and people will notice”

Eden Hancock, Risk Placement Services

throughout their day, you will inevitably see better results from your team. Wellness is vital to incorporate into your business philosophy and culture. Be completely transparent with your teams on strategy objectives, goals and opportunities.”

Hancock, meanwhile, says she’s “a true believer that people want to grow. They want to be a part of something bigger. Create a team that wants to ‘put a man on

the moon while mopping floors.’ Promote from within, listen to your employees’ ideas and advocate for those employees. Be flexible and movable.”

Wood believes insurance companies can and should do more to train their producers. “Insurance hires great talent and often fails to teach them the ropes,” he says. “The sink-or-swim mentality for new hires is not what young people today are looking for, in

my opinion. I personally take great pride in developing talent within RPS.”

For those just starting out in insurance, McIntosh’s advice is to “push yourself to the edge. Find out what stretches you and what you want to work on to improve in business and life. Find a good work-life balance that allows you to stay healthy. A good way to think about it throughout the year is what figurative leaves can you shed this season to allow you to clear the path towards your objectives? Try and focus on one thing at a time to accomplish more throughout your day. The insurance business moves very quickly. [Staying] on top of current events and how those may implicate carriers’ results and their eventual pivots with rates/limits/capacity adjustments, along with your clients’ buying decisions, is crucial to becoming remarkable.

“The other thing I would strongly encourage is to build a personal community of interest [COI] network that can help tell your story to others within your focused business segments. I can’t stress the power of this effort and the results that come with it. The insurance business is a long play, not a get-rich-quick career. The more investment you put into yourself, your COI network and your clients, the greater the return will be for you and your family.”

Along those same lines, Hancock’s advice for those just starting out is to be there when no one else is. “Soak in every bit of it as it comes,” she says. “My definition of ‘it’ is everything. Take advantage of every opportunity to take notes, to listen in, to get the drinks, to share an Uber, to pick a brain, to ask the question you are afraid to ask. Put yourself out there, and people will notice. Finally, be the person your clients trust.”

Wood echoes the advice he received from an old tennis coach. “Be default aggressive,” he says. “If things don’t go your way, be aggressive with marketing efforts. If you lose a renewal, aggressively make more cold calls. When I am on the offense, it helps my mood and focuses my mind on the positives.”



HOT 100 2022

Adam Wood

Area Vice President,
Southeast Casualty Manager
Risk Placement Services



Phone: 770 829 3392
Email: adam_wood@rpsins.com
Website: rpsins.com

Chris Hampshire

Vice President –
Carrier Practice Sales
Gallagher Bassett



Phone: 630-228-6869
Email: chris_hampshire@gbtpa.com
Website: gallagherbassett.com

Eden Hancock

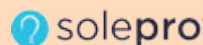
Area Senior Vice
President – Atlanta Transportation
Risk Placement Services



Phone: 770-829-3340
Email: eden_hancock@rpsins.com
Website: rpsins.com

Hannah Sullivan

Partner
SolePro



Phone: 844-684-2858
Email: hannah@solepro.com
Website: solepro.com

Alex Bovicelli

Director of Cyber Threat Intelligence
Tokio Marine HCC

Amir Farid

COO
Westfield

Amy Stepnowski

Chief Investment Officer/President
**The Hartford/Hartford Investment
Management Company**

Andy MacFarlane

Head of Climate
AXA XL

Angela Noble

Vice President, Innovation
EMC Insurance Companies

Heather Fong Quade

Regional Head of Product
Development, North America,
Financial Lines



Allianz Global Corporate & Specialty

Phone: 312-224-3665
Email: heather.fong-quade@agcs.allianz.com
Website: agcs.allianz.com

Jeanne Fenster

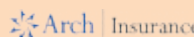
President
Berkley Small Business Solutions



Phone: 413-285-6778
Email: jfenster@berkleysmallbusiness.com

John Rafferty

Chief Underwriting
Officer – Financial & Professional Lines
Arch Insurance North America



Phone: 646-483-7576
Email: jrafferty@archinsurance.com
Website: insurance.archgroup.com

Joya Sobolewski

Transportation Broker
Risk Placement Services



Phone: 224-385-3560
Email: joya_sobolewski@rpsins.com
Website: rpsins.com

Anthony J. (Tony) Kuczinski

CEO
Munich Re US Holding

Anton Rosandic

COO
ALKEME

Ashley Hunter

Managing Director
HM Risk Group

Ashwin Kashyap

Chief Product Officer
CyberCube

Barbara Ingraham

Managing Director, Excess & Surplus
Verisk

Belen Tokarski

Chief Operating Officer
Mylo

Keti Mehta

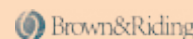
SVP and NY Metro
Growth Leader
Gallagher



Phone: 212-530-7964
Email: keti_mehta@ajg.com
Website: ajg.com

Nealy Farshadi

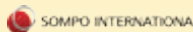
Senior Vice President,
Strategic Client Relations
Brown & Riding



Phone: 213-593-3414
Email: nfarshadi@brins.com
Website: brownandriding.com

Te'Shonda Fleming

VP, Property Leader –
Eastern Region
Sompo Global Risk Solutions



Phone: 646-939-2864
Email: tfleming@sompo-intl.com
Website: sompo-intl.com

Beth Carter-Drury

Associate
Eagan Insurance Agency

Billy Grossmiller

EVP and Agency Sales Leader,
Employee Benefits
AssuredPartners

Bob Hitchcock

Chief Technology Officer
Brightway Insurance

Brian Schneider

Managing Director
Higginbotham

Candace Rhea

Managing Director
The Hartford

Carrie O'Neil

SVP, Legal and Claims
CAC Specialty

Chaya Cooperberg

EVP, Chief People & Communications Officer
AmTrust Financial

HOT 100 2022

Chetan Kandhari

Chief Innovation and Digital Officer
Nationwide

Chris Zoidis

Executive Vice President
H.W. Kaufman Group

Christiaan Durdaller

President and CEO
INSUREtrust

Christine Rogers

Senior Vice President of Customer Service
Robertson Ryan & Associates

Dr. Claire Muselman

Vice President, Workers' Compensation
Center of Excellence
North American Risk Services

Clinton Anderson

President, National Specialty Practice
HUB International

Curtis Barton

CEO
ALKEME

Cyndi Doragh

Senior Executive
Iron Ridge Insurance Services

Dameion Baker

Senior Vice President
CAC Specialty

Daniel Ginden

Chief Everything Officer
Scottish American Insurance

David Boren

Business Development
Synapse Services

David Lewison

Executive Vice President, National
Professional Lines Practice Leader
Amwins

Davis Moore

Vice Chairman, Brokerage
Amwins

Debbie Brackeen

EVP, Chief Strategy and Innovation Officer
CSAA Insurance Group

Denise Lloyd

President and CEO
D.H. Lloyd & Associates

Denise Perlman

Executive Vice President, Business
Insurance & National Partnerships
Marsh McLennan Agency

Elizabeth Davies

President
Stonemark

G. Greg Gunn

President and CEO
Gunn-Mowery

Garrett Droege

Director of Innovation and Strategy
IMA Financial

George (Chip) Atkins

CEO
RH Clarkson Insurance Group

George Rusu

Chairman and CEO
Captive Resources

Grace Grant

Executive Director
Gamma Iota Sigma

Jeff Kroeger

Chief Commercial Officer
Insureon

Jeffrey T. Benson Jr.

Managing Partner
Prominent Insurance Agency

Jennifer Wilson

Director of Risk Management Services
HUB International

Jessica Kearney

Assistant Vice President, Travelers Institute
Travelers

John Lupica

Vice Chairman, Chubb Group and
President, North America Insurance
Chubb

Jonathan Charak

Vice President, Emerging
Solutions Director
Zurich North America

Jose Suarez

Risk Management Consultant
Assurance, a Marsh McLennan
Agency company

Justin Goodman

Agency President
AssuredPartners

Justin Kesner

President, Profit Center Leader
Amity Insurance, a division of
Brown & Brown of Massachusetts

Karl Henley

Executive Vice President, Partner
SeibertKeck Insurance Partners

Kelly Augspurger

Long-Term Care Insurance Specialist
Steadfast Insurance

Kerri Roberts

Chief Operating Officer
TIG Advisors

Kevin Gazitua

Producer
JAG Insurance Group



Krishna Lynch

Regional Manager for Large Casualty Risk Engineering, Midwest Region
Zurich North America

Lael Chappell

Director, Insurance Distribution
Attune

Laurina Castillo

Senior Vice President of State Product Management
CSAA Insurance Group

Leslie Wright

Chief of Staff
Brightway Insurance

Linda Merenguelli

First Vice President and Commercial Lines Marketing Manager
HUB International Northeast

Marcus Eagan

Vice President
Eagan Insurance Agency

Maria Duhart

Head, Commercial Bonds
AXA XL

Mark Walls

Vice President, Client Engagement
Safety National

Marty Sansone

Vice President, Insurance
The Zebra

Matthew Cooper

President
Inner-City Underwriting Agency

Meredith Frick

Director, Risk Management
Marsh McLennan

Michael Sicard

Chairman and CEO
USI Insurance Services

Miles Waller

President and CEO
RSG Underwriting Managers

Misty Kuckelman

Vice President, Middle Market Field Operations
Travelers

Monika Bolkun-Robert

COO
Schaefer Enterprises, a division of Patriot Growth Insurance Services

Montrae Williams

Head of P&C Claims Sales and Service
The Hartford

Nick Kohal

Vice President of Sales
American Risk Management Resources Brokerage

Patrick G. Ryan

Founder, Chairman and CEO
Ryan Specialty Group

Paul Gaglioti III

Founder and CEO
Harbor.ai

Paul Roberts

Director of Education and Market Development
Word & Brown General Agency

Peter R. Taffae

Founder and CEO
Executive Perils

Rebekah Ratliff

Mediator/Arbitrator
JAMS

Robert Wiest

CEO
MS Amlin

Sara Kane

Executive Vice President
CAC Specialty

Shannell Chibueze

Vice President, Senior Account Executive
Woodruff Sawyer

Sonji Grandy

AVP, Account Executive – PL
Alliant Insurance Services

Sydney Hedberg

Associate Director
Marsh McLennan

Ted Dimitry

Energy and Marine Practice Leader
Higginbotham

Thomas Orabona

Vice President
Synapse Services

Thomas Schaedel

Vice President
RT Specialty

Tony McIntosh

Managing Partner
The Liberty Company Insurance Brokers

Travis Pearson

Principal, CEO
CMR Risk & Insurance Services

Xiaolin Gong

Head of Operations
Coalition

Yafit Cohn

Vice President, Chief Sustainability Officer and Group General Counsel
Travelers

Yelena Dunaevsky

Vice President, Transactional Insurance
Woodruff Sawyer

Zak Fanberg

Vice President
Eagan Insurance Agency



HEATHER FONG QUADE

Regional Head of Product Development, North America, Financial Lines
Allianz Global Corporate & Specialty

Heather Fong Quade is the regional head of product development for financial lines, North America, at Allianz Global Corporate & Specialty (AGCS). Responsible for all the financial lines insurance products used in North America, Fong Quade and her staff of attorneys provide coverage and wording counsel to the commercial, cyber, financial institutions and professional insurance lines of business. She also provides product support for cross-business products used by the Allianz Alternative Risk Transfer and multinational groups.

Fong Quade started at AGCS in 2020. “Joining AGCS in the middle of the COVID-19 pandemic and working with my new team virtually was certainly chal-

lenging,” she says. “My goal as the new regional head of product development was to form a cohesive and collaborative team where individuals felt comfortable sharing their ideas. By listening and providing a supportive work environment, I believe we achieved this goal while executing an exceptional level of customer service during an unprecedented period of disruption and uncertainty.”

Fong Quade has a diverse background in the legal and insurance industries. After graduating from law school, she worked as a financial litigator for 10 years with large US law firms, representing high-profile financial institutions and international investors in complex civil litigation and government investigations. Before joining AGCS, she worked for seven years at a publicly held US insurance carrier as

the D&O product manager, responsible for the private nonprofit and financial institutions portfolios, and as senior director in product development, creating financial lines products to be used by all business segments.

Fong Quade also has a diverse personal history. “My background is a differentiating factor that has impacted how I approach work, as well as life in general,” she says. “My father is a Chinese immigrant from Fiji, while my mother is German and Scottish from rural Ohio. I spent the majority of my primary school years in the South and attended seven different schools before the eighth grade. Adaptability and being open to new experiences has helped me to appreciate different approaches to problems and actually embrace change.”



CHRIS HAMPSHIRE

Vice President – Carrier Practice Sales
Gallagher Bassett

Chris Hampshire continues to make a positive impact and drive results in the insurance industry. Case in point: He was selected as the global CPCU Society president-elect in 2021 and will serve as the global president in 2022. “I’m committed to making sure that 2022 is a year of growth for the CPCU Society and that all of our members have robust leadership, knowledge development and networking opportunities made available to them,” Hampshire says.

As vice president of sales in Gallagher Bassett’s carrier practice, Hampshire works with leading P&C carriers and program administrators to design impactful claims handling programs. Since beginning his insurance career in 2003, Hampshire has helped lead the business development efforts for a national carrier, a regional brokerage and a national TPA before taking on his current role at Gallagher Bassett. He began a three-year term on the national CPCU Society’s Leadership Council in 2018 and joined the Executive Committee in 2019 after serving as president of the CPCU Society’s Philadelphia chapter in 2016 and 2017.

“I’ve always believed that understanding your client’s ultimate goals, quantifying what those results would look like and then building a personal relationship that makes the journey more fun leads to lasting results with clients,” Hampshire says. “Much of what we do in this industry involves understanding our clients’ needs at a deep level and then providing creative solutions.”



JOHN RAFFERTY

Chief Underwriting Officer – Financial & Professional Lines
Arch Insurance North America

Listen to clients more than speak. Be creative where possible in being a solution provider. These key tenets have helped John Rafferty reach the top. “The best underwriters have a clear and nuanced view of what they wish to write and make the effort to measure their actions and outcomes in a very detailed manner,” he says. “This creates an ability to empirically demonstrate a better and more strategic portfolio.”

Rafferty served as executive vice president and leader of the Executive Assurance, Professional Liability and Healthcare business unit at Arch Insurance Group before taking on the role of chief underwriting officer for North America financial and professional lines in 2018. He credits the people around him for helping him navigate the industry.

“I have been extremely blessed in having a small handful of very talented and accomplished mentors/bosses,” he says, “and also fortunate to have had countless extremely gifted, hard-working people within or supporting my teams – and me personally.”

Rafferty also attributes his success to the culture at Arch. “Arch is very serious about embracing the evolution taking hold in the insurance industry with respect to data and analytics/digital partnerships, and also in regard to fostering an environment of enhanced diversity and inclusion,” he says. “I am especially motivated by and proud that my teams are taking a true leading and impactful role in both areas.”

HOT 100

**KETI MEHTA**

SVP and NY Metro Growth Leader
Gallagher

Keti Mehta is an inspiring leader, growth accelerator and transformational culture catalyst who brings together diverse teams to promote inclusion and collaboration. “We are ... better together!” Mehta says. “Realizing that we are all integral to each other’s success has helped me roll out collaboration days and our mid-market knowledge series to bring our teams together around what’s really important for our clients and for us in this moment.”

With more than 25 years of experience, Mehta is the senior vice president and growth leader for Gallagher’s middle market business in New York City, where she manages the firm’s growth initiatives to expand and deepen client footprint across diverse industry practices. As a certified growth incubator and development coach, Mehta skillfully develops strategic partnerships. “Keti sees and develops the growth potential within us,” her team says. “She hires talent on drive, energy and capability, not just prior success.”

Additionally, she serves as an advisor on the Diversity, Equity and Inclusion Committee of the RIMS advisory board and has been on the board of the Tri-State Diversity Council for over eight years.

“The war for talent is real,” she says. “Employees stay with managers who take a leading role in their development and help them climb career escalators by offering exposure and mentorship. That includes job shadowing, stretch assignments and open access to opportunity.”

**HANNAH SULLIVAN**

Partner
SolePro

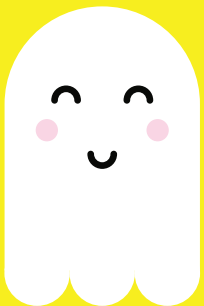
As partner and head of business development at SolePro, Hannah Sullivan has fused her entrepreneurial spirit and design expertise. “SolePro was designed to streamline the process of writing workers’ comp for agents,” says Sullivan, who has a master’s degree in business and art direction. “Many insurtechs focus on ease of use for the consumer. Our goal is to make things more efficient for insurance agents.”

Founded in 2014, SolePro is a workers’ compensation platform that allows agents to submit applications, sign, bind, service and renew all in one place. SolePro’s specialty products are a perfect fit for artisan contractors, home healthcare workers, truckers and more. The company’s most popular product, Solo X, is the greatest alternative to the assigned risk: a packaged ghost policy and 24-hour accident policy.

SolePro isn’t Sullivan’s only venture – she is also co-founder and head of business development at Pogo Insurance, a business insurance aggregator for the self-employed.

Adaptability has helped Sullivan land a spot on *IBA’s* Hot 100. Her advice? “Don’t be afraid to wear different hats. As a startup, you need to be brave enough to try everything and flexible enough to do it all. I’ve always been about the pivot. Go full force, and if something doesn’t work, you quickly need to pivot. Being nimble in an ever-changing industry is key.”

workers' comp
ghost policies
intuitive platform
instant quotes
api integration
43 states



ghost policies.
easy.
not scary.

two products solo & plus

solo = for one person businesses

solo x = owner **excluded**
ghost + accident policy
no rating required
instant quotes
no employees or subs
rest api

solo l = owner **included**
optional accident policy
financing accepted
no employees or subs

solo: great alternative to the assigned risk for artisan contractors, clerical, trucking, & home health care - no mid-term audit

plus = for businesses with employees

multiple quote comparisons
up to 70% subs permitted
owners can include/exclude

financing accepted
pay plans available
high risks eligible

plus: great for contractors, trucking, home health care, restaurants, hard to place risks



solepro[®]

so easy that people talk about us. you'll see. solepro.com

HOT 100



EDEN HANCOCK

Area Senior Vice President – Atlanta Transportation
Risk Placement Services

Since joining Risk Placement Services (RPS) in 2018, Eden Hancock has built her book to more than \$10 million in placed premium and is on pace to grow 40% to 50% in 2021 alone. “One hundred percent, the support of a great company has been critical to my rise in the industry,” she says. “Additionally, being present to accept opportunities – take the call at 5 p.m. when no one else will.”

As an area senior vice president for Atlanta transportation at RPS, Hancock is a trusted advisor to her retail clients, helping to keep their transportation insureds in business and protected. This was especially critical during a year when the transportation industry saw dramatic shifts in risk profiles.

“We have had to work with our retailers to provide the explanation of how the insured is keeping their operations moving,” Hancock says. “We have to make sure the underwriters understand it isn’t instability but ingenuity.”

Hancock also leads her branch’s brokerage department, which is on pace to hit 35% growth in 2021. She has recruited and mentored college interns into RPS’ internship program and successfully onboarded recent graduates into the ranks of successful RPS producers.

What advice would Hancock give new entrants to the industry? “Be dedicated and be likeable,” she says. “I wish there was some other secret sauce I could share, but honestly just work hard and stay humble.”



JOYA SOBOLEWSKI

Transportation Broker
Risk Placement Services

“Every agent and every account is important,” says Joya Sobolewski, an Illinois-based transportation underwriter for Risk Placement Services (RPS). “I think it’s crucial for your book of business to be spread with various sized accounts, markets and coverages.”

That approach is paying off for both Sobolewski and her agents. After starting from zero two years ago, Sobolewski has grown her book entirely from scratch and is on track to write more than \$16 million in premium this year. In 2021, she earned the RPS Underwriter Excellence Award, which is given to an underwriter who achieves superior premium growth and demonstrates a commitment to underwriting discipline and profit management. She is also extremely active in her community, volunteering for the Juvenile Diabetes Research Foundation and two pediatric cancer organizations (Cancer Kiss My Cooley and Cal’s Angels), among others.

With more than 20 years of experience in the industry, Sobolewski always remembers what is truly important. “My relationships with both my agents and my market underwriters have been critical in my rise in this industry,” she says. “It’s extremely important to keep a ‘human’ factor in this business. I’ve seen more submissions than ever this past year, and I believe that communication has helped secure more and better relationships.”



ADAM WOOD

Area Vice President, Southeast Casualty Manager
Risk Placement Services

In five short years with Risk Placement Services (RPS), Adam Wood has expanded his distribution and market reach and earned the trust of clients and carrier partners alike. The result? Wood has one of the fastest growth rates of any new producer at RPS. “My mentors are probably the biggest reason I have progressed like I have,” he says. “They shaved months off my development.”

A former tennis pro, Wood achieved 100% growth of his book of business in 2021 alone, earning him a promotion to area vice president and Southeast casualty manager for RPS, responsible for leading a team of growth-minded brokers. Wood is also responsible for recruiting college interns into RPS’ long-standing internship program. Viewed as RPS’ internal “farm league,” the interns Wood has recruited have gone on to become new producers for RPS, leading to additional incremental growth for the company.

To rise at RPS as Wood has requires a guiding philosophy to “find ways to go above and beyond what my clients have experienced in the past: quicker response times, help finding potential emerging markets we can attack together, more than one quote whenever possible,” he says. “This is a cliché, but building a relationship on a personal level, not just a business relationship – [I] take a genuine interest in the partner agents being successful. My success will follow.”



We are the premier insurer for luxury condos, co-ops, rentals, class “A” office buildings & upscale restaurants.

Berkley Luxury Group’s mission is to provide underwriting and claims expertise to two very specialized luxury markets. Our name clearly identifies what we offer; tailored, all-inclusive insurance solutions for luxury condo, co-op, rental properties, class “A” office buildings and fine dining restaurants.



📍 301 Route 17 N, Suite 900 Rutherford, NJ 07070
☎ (800) 504-7012



Berkley Luxury Group
! a Berkley Company

Contact us for coverage options

🌐 berkleyluxurygroup.com

HOT 100

**TE'SHONDA FLEMING**

VP, Property Leader – Eastern Region
Somo Global Risk Solutions

“There is a synergy in who we are,” says Te'Shonda Fleming. “But the synergy goes beyond the business aspect of it; the client aspect of it is personal for me. Every client, every account, we approach uniquely, because we're all unique, and the risk is the same way. We don't see that there is just one way that we can create a box around it – we like to have the world as our easel.”

That approach has worked wonders for Fleming and her team. As vice president and East region property leader for Somo International's Global Risk Solutions (Somo GRS) business, Fleming calls upon her 12-plus years of experience in the commercial property insurance industry to develop extensive relationships with her clientele, while also leading and executing on profitable growth for the Somo GRS property portfolio. Before joining Somo International in 2016, Fleming handled national accounts within the risk management property unit at Axis Insurance, managing all occupancy classes.

Fleming is a proponent of mentoring and is passionate about counseling and advising junior staff within the Somo GRS business – a role she takes incredibly seriously. “There are things that are impacting the younger talent, and there is true diverse young talent that are exceptional, and I want to be a resource for them in any way I can.”

**JEANNE FENSTER**

President
Berkley Small Business Solutions

Jeanne Fenster leads Berkley Small Business Solutions with integrity and consistency – and by making decisions based on data. “My approach to working with external clients at Berkley Small Business Solutions is to develop an individual relationship that is established through honesty, trust and transparency,” Fenster says. “This has been proven to be a success in the past.”

With more than 25 years of experience in the property & casualty insurance industry, Fenster was named president earlier this year of the newly formed operating unit, which offers insurance products for small businesses through a modern technology platform that leverages data and analytics. Fenster originally joined W.R. Berkley in 2018 as president of Berkley Prime Transportation, building on her expertise in predictive modeling and analytics. Prior to that, she served as senior vice president and global head of commercial auto and general liability at a major P&C insurance company.

Throughout her career, Fenster says she has benefited from “wonderful mentors” who encouraged her to continue to grow and take on challenging projects and roles. “Being open to a range of professional experiences throughout my career also enabled me to gain perspective on the business through multiple lenses – e.g. legal, R&D, distribution, etc. – which has been useful as my role has changed from being a technical expert to being a leader of Berkley Small Business Solutions' multiline business.”



NEALY FARSHADI

Senior Vice President, Strategic Client Relations
Brown & Riding

Nealy Farshadi has been steadily climbing the ladder at Brown & Riding. How? “One of my top priorities is that the client is happy and willing to refer us to their colleagues – something more important to us than just winning the deal,” she says. “After observing a countless number of transactions and surveys, I’ve learned that an unhappy client can often be traced back to not fully understanding the client’s expectation.”

In 2020, Farshadi earned the title of principal and senior vice president, in charge of managing Brown & Riding’s client feedback survey program, new client appointments, RFPs and other client-related activities. She worked her way up from production assistant in the casualty department in 2013 to practice group coordinator with the administrative and operations team in 2014 to SVP of strategic client relations in 2020.

Farshadi’s contributions to Brown & Riding have been critical, enabling the executive management team to act on client input more effectively. “I have the inside scoop on what our clients value,” she says. “I get to hear firsthand what our clients want, so when we’re looking to implement a change in procedure, I can try to put myself in their shoes in order to understand what their needs are or how it would affect them.”



At AssuredPartners, we’re not just in the insurance business.
We’re in the business of developing strong, lasting relationships.
That’s what we call Power through Partnership.



Congratulations to our Hot 100 Broker Winners
Justin Goodman & Billy Grossmiller

SECTOR FOCUS: HOSPITALITY

Helping out hospitality

Can insurance help save the hospitality industry? Yes, but it won't be easy – experts in the space tell IBA what role brokers can play

THINGS HAVE been rather inhospitable in the hospitality sector recently. The industry was significantly imperiled by the COVID-19 pandemic. Hotel occupancy rates plummeted. In many states, bars and restaurants were limited to take-out only and then reopened with substantial operating restrictions, which hampered sales. Remote working arrangements have harmed downtown-area businesses. And just as things started looking better all around, with people getting vaccinated and establishments reopening, the country was hit with the delta variant.

“At this point in time, surveys still indicate a reluctance to dine indoors on the part of about 20% of the population, so demand has not fully recovered,” says Richard Welch, president and CEO of Hospitality Insurance Group. “It is estimated that about 20% of restaurants and bars in business at the beginning of the pandemic have closed permanently. While new ventures are emerging, it will take a significant amount of time for the lost capacity to be replaced.”

In addition to the challenges of the pandemic, the hospitality sector has been dealing with P&C rate increases over the past three years. Higher-than-average losses in 2019 combined with COVID-related uncertainty to drive rates even higher, according to Jared Hanner, area senior vice president and

executive director of the real estate and hospitality practice at Gallagher.

Hanner says things have been looking up for hospitality in 2021 with the rollout of vaccines, but the market has been bifurcated – leisure-focused hotels have rebounded faster than establishments in city centers and those targeting conferences, groups and business travelers. And Welch notes that while the sector's rebound from COVID-19 is underway, it's still facing severe labor shortages, supply chain disruptions, and price inflation for food and supplies.

Gallagher's Q2 report on the hospitality insurance sector acknowledged that “hospitality remains a challenged asset class on a number of fronts. From a property perspective, the market is beginning to show signs of leveling off for portfolios with clean loss experience and minimal catastrophic risk exposure. These hospitality accounts are experiencing property renewal rate changes in the range of 5% to 15%, while those accounts with significant catastrophic exposures and poor losses can still expect rate increases as high as 20%. Similar to other asset classes, hospitality accounts are also experiencing increasing water and AOP [all other perils] deductibles in the ballpark of \$100,000.

“The liability market for hospitality accounts is not dissimilar from property.



Accounts with favorable loss history can expect renewal rate increases ranging from flat to 10%, and those with less than favorable loss history should expect renewal rate changes greater than this. Lead umbrella liability lines of coverage are still difficult to come by. However, insureds who have already experienced a significant rate/premium increase may experience more mild increases this year, as underwriters have already gained much of the rate adequacy they were seeking during the previous difficult renewal cycle.”

What brokers can do

In the face of these challenges, insurance brokers have an important role to play in helping hospitality clients recover from a difficult few years.

First, they can help insurers understand the changing dynamics of their clients' expo-



COVID-19'S IMPACT ON THE HOSPITALITY SECTOR



28,084

Number of hotels in North America that closed for some portion of pandemic



110,000+

Restaurants and bars in the US that closed for good in 2020



\$900 billion

Expected sales for North American restaurants in 2020



\$660 billion

Actual sales for North American restaurants in 2020

Source: Reimagining the Future of Hospitality, HUB International

asures. Take hotels, for example – at the height of COVID-19, many went from being fully functional operations to having single-digit occupancy or suspended operations.

“The reaction at the beginning of the pandemic by insurers was that hotels are all vacant buildings now, which are underwritten differently; however, hotels with suspended operations still had protections in place and engineering staff to address the operations of the assets,” Hanner says. “We found that operational and attritional losses, such as water damage and fire losses, decreased. Many of the loss factors associated with hotels are due to having guests on premises. Helping insurers understand this is key.”

Brokers can also collaborate with insurers to understand changes in business interruption exposures. Property policies are rated using the total insurable value, including the



“Many of the loss factors associated with hotels are due to having guests on premises. Helping insurers understand this is key”

Jared Hanner, Gallagher

yearly business interruption figures, Hanner explains. However, due to the pandemic, these are lower than in previous years. Brokers can help hospitality clients explain and document what their real business interruption exposures are in the near future. In addition, brokers should work with clients to adapt these figures when occupancy rates increase.

Finally, Hanner says brokers should use their risk management and loss mitigation

knowledge to help hospitality clients understand changing exposures and loss prevention.

“Keeping these assets in good condition and loss-free enables them to return to normalized operations more quickly,” he says. “Even with the pressures of limited operating income, capital investment is still necessary to maintain systems, which can be huge loss drivers if not managed correctly. Some examples are roofing, plumbing and electrical

SECTOR FOCUS: HOSPITALITY

systems. It's not just the front of the house that needs attention."

Welch adds that insurance can help the hospitality sector rebound from the pandemic by recognizing and supporting the innovations that have sprung forth from the turmoil.

"As the pandemic progressed, we saw an increase in take-out and delivery, expanded outdoor dining – including expansion onto public property – and the introduction of take-out liquor, just to name a few," he says. "Presently, we are seeing other innovations

exposures, it's important for clients to focus on safety measures, loss control and training.

There's also been an uptick in claims related to human trafficking, as well as the risk of property owners not making the right capital expenditures when it comes to things like security and safety systems.

Welch identifies three additional challenges for insurers in the sector. "First, I would point to adaptation to changes in the business and innovation. Second is inflation, both in our operating costs as well as social infla-



"The insurance industry needs to invest in understanding the innovations in the market and, where possible, adjust insurance coverages and underwriting/pricing models to accommodate them"

Richard Welch, Hospitality Insurance Group

take hold, including electronic ordering and self-service liquor. All of these innovations change the nature of the insurance risk – in some cases increasing that risk. The insurance industry needs to invest in understanding the innovations in the market and, where possible, adjust insurance coverages and underwriting/pricing models to accommodate them."

Further concerns

In addition to the ongoing rebound from COVID-19, the hospitality insurance sector is facing a number of other challenges. Due to the looming risks of cyberattacks, it's important for brokers to provide hospitality clients with cyber liability insurance that affords the appropriate protection and limits of liability; currently, increased losses in the cyber market are driving rates higher.

Workers' compensation is another pain point, as both worker shortages and understaffing have increased claims. To limit these

tion, which drives up the cost of jury verdicts and, in turn, all of our claims. The third challenge is going to be understanding where the market is following a disruption of 18 months. At this point, we can't tell whether trends that were evident before the pandemic will stop, reverse, continue or accelerate. We will need more data before it becomes clear, and it may turn out that the business has changed fundamentally in a number of ways."

Looking out over the next few years, Hanner is bullish on the leisure sector and possibly some urban hotels as travel restrictions are lifted in the US. And with more vaccines being deployed around the world and COVID on the run, he believes there could be more growth in 2022 as both leisure and business travel rebound. Also, Hanner says, increases in business interruption figures and receipts should lead to increases in premiums.

Meanwhile, Welch is cautiously optimistic about the recovery from COVID-19, with vaccination rates increasing and new drugs

10 TRENDS THAT HAVE RESHAPED THE HOSPITALITY INDUSTRY

- 1 Staycations
- 2 Digitalized guest experiences and contactless technology
- 3 Personalization of guest experiences
- 4 The experience economy and essentialism
- 5 New hospitality skills and asset management
- 6 Solo travelers
- 7 Catering to different generational perspectives
- 8 Sustainability
- 9 Virtual and augmented reality
- 10 Automation and technology

Source: EHL Insights

being rolled out. "All of these factors should point to a decreasing impact of the virus on the industry and an increase in consumer confidence to dine out," he says. "That being said, fears of future variants and associated waves of infection remain."

Regarding the labor shortage, Welch believes the dearth of labor will spark investments in technology to minimize the impact.

"Long term, I remain very bullish on the industry," he says. "Survey data points to considerable pent-up demand for restaurant dining and a desire to return to pre-pandemic norms. As business conditions improve, I would expect new business formations in the hospitality industry to pick up and eventually replace the lost capacity. We should continue to see considerable innovation along the way as businesses adapt to changing consumer tastes and the need to conserve labor." **IE**

5-Star AWARDS ★ ★ ★ ★ ★ 2021



PROFESSIONAL LIABILITY AND D&O

As professional liability and D&O continue to weather a hard market, brokers tell *IBA* which insurers stand out in this sector

CONTENTS	PAGE
Feature article	38
Methodology	39
5-Star Award winners	41
Profiles	42

5-STAR AWARDS: PROFESSIONAL LIABILITY AND D&O

PROTECTING THE PROFESSIONALS

WHETHER IT'S covering doctors who are running emergency room departments or lawyers representing innocent victims, professional liability insurance (also known as errors & omissions) is the oil that greases the wheels of professional operations in the US. Its close cousin, directors & officers insurance, helps shield company leaders from personal losses in the face of a lawsuit.

Throughout 2021, professional liability has



“We expect average rate increases [in D&O] to continue decelerating and settling around average single-digit increases next year”

Justin Psaki, Arch Insurance

WHAT'S IMPORTANT TO BROKERS WHEN CHOOSING A PROFESSIONAL LIABILITY OR D&O POLICY?

Coverage

98%

Underwriting expertise

95%

Claims payment/processing

90%

Access to risk mitigation/risk evaluation partners

63%

been experiencing a hard market. Due partly to COVID-19 work conditions, coverage for cyber, telemedicine and employment practices liability (EPL) remains challenging. In addition, Amwins' latest report on professional lines warned that “our post-pandemic environment may unleash a backlog of professional liability claims and coverage issues that the industry needs to prepare for.”

“EPL has seen rates increase the last two years and remain challenging for insureds in California, New York and Illinois, as well as certain industries, such as restaurants, franchisors and real estate,” says Peter R. Taffae, managing director and CEO of Executive Perils, a 2021 5-Star Professional Liability and D&O winner.

Dan Mogelnicki, senior vice president of Professional Lines at fellow 5-Star Award winner Tokio Marine HCC – Cyber & Professional Lines Group, says his company is “seeing changes in the professional lines sector, mainly related to insurtechs. Everyone is watching to see where things are headed, but at Tokio Marine HCC –



Cyber & Professional Lines Group, we remain focused on profitability, driven by our underwriting and excellent service. While certain professional lines products experiencing a harder market than others, we made some adjustments to ensure we remained resilient in the marketplace. There are anecdotal signs of changes, but our renewal retention and new business growth remain strong.”

D&O has also been experiencing a hard market, which began at the end of 2019 and was driven largely by securities class action lawsuits. However, Justin Psaki, executive vice president of the Executive Assurance and Professional Liability divisions at 5-Star Award winner Arch Insurance, says those hard market conditions are beginning to ease.

“The hard market peaked in the middle of 2020 due to COVID and continued with escalating rate increases until the beginning of 2021,” he says. “Since the beginning of 2021, rate increases have decelerated but still offer attrac-

around average single-digit increases next year.”

Taffae adds that “public D&O has seen increased premiums and restrictive terms for the last 24-plus months [and is] still challenging, [but] excess rates have begun to steady off, and interest has increased with the introduction of new carriers. I believe that D&O and EPL will soften in the next 12 months for loss-free business – much of that is due to supply and demand. Cyber will remain challenging, [and] public D&O will flatten. Fiduciary, especially for large plans, will see high retentions, increased premiums and reduction of large limits.”

Committed to coverage

As part of the survey to find the best professional liability and D&O insurers in the market, IBA asked brokers what’s most important to them when choosing a PL or D&O policy. Overwhelmingly, coverage was the top priority – 98% of brokers said the coverage provided

METHODOLOGY

To select the best professional liability and D&O insurers for 2021, IBA enlisted some of the industry’s top experts. During a 15-week process, IBA’s research team conducted one-on-one interviews with specialist brokers and surveyed thousands more within IBA’s network to gain a keen understanding of what insurance professionals think of current market offerings. Brokers were first quizzed on what features they thought were most important in professional liability and D&O insurance policies and then asked how the insurers they dealt with rated on those attributes.

Insurers were measured on the strength of their relationships with brokers, ability to handle claims, underwriting expertise and, most importantly, the strength of the individual products they provide.



93%

of brokers said coverage is most important when choosing a professional liability or D&O policy



53%

of brokers said underwriting expertise is most important



49%

of brokers said claims payment and processing is most important



“I believe that D&O and EPL will soften in the next 12 months for loss-free business – much of that is due to supply and demand”

Peter R. Taffae, Executive Perils

tive margins with rate over loss trend. There have been over eight new US insurance carriers who have entered the US D&O marketplace since the end of 2020, which has caused more competition and pricing pressure on excess layers. Although securities class action lawsuits have fallen in 2021 and 2020, the record-breaking number of securities class action lawsuits from 2015 to 2019 – approximately 600 open cases – still weighs heavily on prior-year loss development. We expect average rate increases to continue decelerating and settling

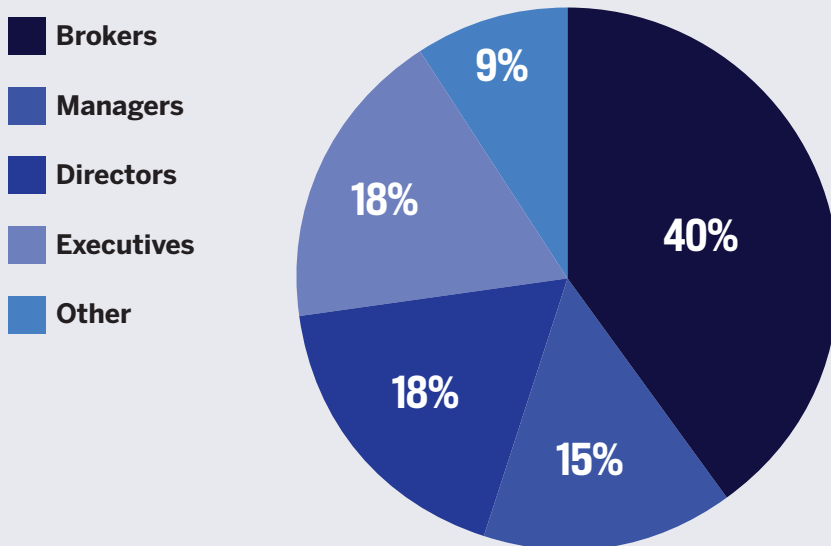
is either important or very important.

According to Mogelnicki, Tokio Marine HCC – Cyber & Professional Lines Group’s coverage stands out from the competition because it’s tailored to specific industries, including real estate, allied healthcare, social services, law and science.

“Our professional lines are organized in four distinct areas: architects & engineers/contractors professional, miscellaneous professional liability, healthcare professional and employment practices liability,”

5-STAR AWARDS: PROFESSIONAL LIABILITY AND D&O

A CLOSER LOOK AT THE SURVEY RESPONDENTS



“We welcome new product ideas that our producers identify as being underserved by the broader insurance community”

Dan Mogelnicki, Tokio Marine HCC – Cyber & Professional Lines Group

Mogelnicki explains. “In all practices, we target small to medium enterprise risks. Our policies are designed with our target classes in mind and include enhancements that go beyond the typical coverage offering.

“In addition, our culture inherently allows us to be innovative in our approach. We welcome new product ideas that our producers identify as being underserved by the broader insurance community. Our philosophy has always been to identify those gaps and develop speed to market solutions.”

Psaki likewise touts Arch’s customized coverage, adding that it also differentiates itself by offering D&O products for both private and public companies and by maintaining a large library of manuscript endorsements collected over 20 years.

“The Executive Assurance Arch Essential D&O policy is tailor-made for publicly traded companies of all sizes,” Psaki says, “with features such as insured organization securities investigation co-target coverage, inquiry coverage for insured persons, defense costs

advancement if the insured organization refuses or fails to indemnify, and claim reporting 180 days after expiration for those insureds who renew with Arch.”

Taffae says Executive Perils keeps its coverage competitive by molding it to solve problems while also making underwriting sense.

“Our quote-to-bind ratio is over 95%, and in the last six years, the only insureds we lost are because they went out of business or were acquired,” he says.

The power of expertise

Underwriting expertise was another critical factor for brokers when selecting a D&O or PL policy – 95% deemed it either important or very important. For this year’s 5-Star Award winners, longevity in the sector is key to providing outstanding underwriting.

Both Arch and the Tokio Marine HCC – Cyber & Professional Lines Group have around 20 years of experience in PL and D&O.

As for Executive Perils, Taffae says, “I was a D&O underwriter for five years, but I received a 10-year education because of my mentors. I was in New York at the time of hostile takeovers, greenmail, proxy fights, high-yield/junk bonds, etc. It was a grad school education, and they paid me \$16,500 a year.”

When it comes to claims – an important factor for 90% of brokers – this year’s 5-Star Award winners excel by focusing on maintaining excellent communication and employing teams of specialized attorneys. At Arch, those attorneys also assist clients with crucial risk mitigation.

“[Arch’s] Executive Assurance partners with a leading law firm to offer comprehensive risk management services for employment practices such as a free hotline, data analytics, webinars, e-newsletters and training programs,” Psaki says.

Meanwhile, Taffae says risk mitigation in this sector boils down to good corporate governance and quality management, adding that “the best mitigation is to be sure you know who you are insuring.”



5-Star AWARDS 2021 PROFESSIONAL LIABILITY AND D&O

PROFESSIONAL LIABILITY

★ Arch Insurance North America 

Phone: 201-743-4000

Website: insurance.archgroup.com

★ Philadelphia Insurance Companies

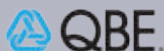


Phone: 800-873-4552

Email: phlysales@phly.com

Website: phly.com

★ QBE



Phone: 800-362-5448

Website: qbefinancial.com

★ Tokio Marine HCC – Cyber & Professional Lines Group



Phone: 818-382-2030

Website: tmhcc.com/pro

★ AIG

★ AXIS Capital

★ Allied World

★ Beazley

★ Berkley Assurance Company

★ Chubb

★ Claim Professionals Liability Insurance Company

★ Great American Insurance Group

★ Everest

★ Executive Perils

★ The Hanover Insurance Group

★ HDFC ERGO

★ Hiscox

★ RLI

★ USLI

★ Westport Insurance Corporation

D&O

★ Arch Insurance North America 

Phone: 201-743-4000

Website: insurance.archgroup.com

★ QBE



Phone: 800-362-5448

Website: qbefinancial.com

★ AIG

★ Claim Professionals Liability Insurance Company

★ DUAL

★ Executive Perils

★ Federal Insurance Company

★ Great American Insurance Group

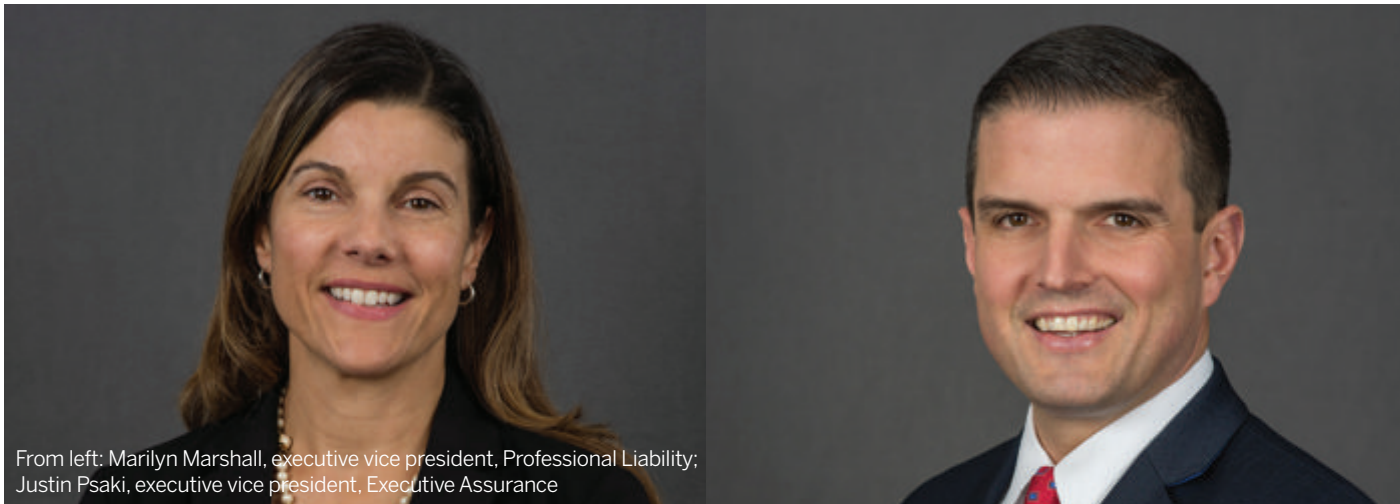
★ RT Specialty

★ Tata AIG

★ Travelers

★ USLI

5-STAR AWARDS: PROFESSIONAL LIABILITY AND D&O



From left: Marilyn Marshall, executive vice president, Professional Liability; Justin Psaki, executive vice president, Executive Assurance

ARCH INSURANCE NORTH AMERICA



Phone: 201-743-4000

Website: insurance.archgroup.com

Arch Insurance North America is part of a global insurer offering superior coverage and service. Arch participates in specialty lines where the talent and knowledge of its employees are a competitive differentiator. The company serves North America from offices in the US and Canada, providing superb coverage and claims handling through careful and diligent underwriting of risks and business-friendly solutions.

Arch's professional liability team is positioned to deliver results for clients seeking solutions for real estate agents, property managers, franchisors, miscellaneous professionals, lawyers, insurance agents and travel agents, as well as network security and privacy liability coverage. Arch also offers both primary and excess policies specifically designed to protect directors and officers and their companies from the increasing risk exposures related to today's business challenges.

"One challenge we've faced in the past year for professional liability has been the dramatic hardening of the market for cyber liability insurance," says Marilyn Marshall, executive vice president of Arch's Professional Liability division. "Although it has been a

strain on our staff with increased submission flow, we have been able to grow the team with support from Arch senior leadership, adding staff at all levels, including the creation of a new cyber product lead position."

Marshall and her team relied on their existing form, NetSafe 2.0, along with Arch's underwriting expertise and risk control and breach response capabilities, to provide solutions in the hard market.

Justin Psaki, executive vice president of Arch's Executive Assurance division, says the main challenge his team faced last year was "extreme hard market conditions for the D&O product line, which were exacerbated by the unknown losses from COVID and our staff asked to work from home. The amount of new business submissions rose to almost 100% in certain areas, while our existing book of renewals took much longer to get resolved because of market dislocation."

In these challenging times, how does Arch remain competitive? First and foremost, the company is fanatical about customer responsiveness and dedicated to being prepared.

"We hear from our agents and brokers that we are more responsive than most other carriers and more creative about the types of risks we

write and quotes we offer," Marshall says. "Our willingness to offer quotes contingent on the implementation of specific network security controls is viewed favorably."

Psaki adds that his team is committed to conducting thorough research to enable the best decisions and is fully transparent with brokers on why those decisions were made.

"We hear from many brokers and clients that they appreciate the consistent messages coming from Executive Assurance," he says. "Most of the senior team have worked together for 20 years – a rarity in this industry with so much employee/management churn."

ARCH INSURANCE AT A GLANCE



2001
Year founded



23
Number of offices in the US



1,400+
Number of employees



PHILADELPHIA INSURANCE COMPANIES



A Member of the Tokio Marine Group

Phone: 800-873-4552
Email: phlysales@phly.com
Website: phly.com

A 96% customer satisfaction rating, combined with superior claims handling and service, makes Philadelphia Insurance Companies (PHLY) a premier partner for brokers and independent agents. “What makes PHLY unique in the PL market is our more than 30-year dedication to the product group, superior claim service, our A++ A.M. Best rating, and PHLY’s long-term commitment to our insureds and distribution partners,” says George Schalick, senior vice president of underwriting.

For more than 20 years, PHLY has been offering professional liability insurance solutions and is rated A++ (Superior) by A.M. Best and A+ by S&P. With more than 100 dedicated professional liability underwriters and claims professionals in 13 regional offices, PHLY provides comprehensive customer service, products and risk management. “PHLY has appetite, products and dedicated forms for over 125 specific classes of business and capacity up to \$20 million limits for qualified insureds,” Schalick says.

While all market participants are still dealing with the ongoing effects of COVID-19, Schalick points out that the professional liability market is as dynamic and competitive as ever. “We are actively managing our portfolio to address the issues facing our customers and focusing a great deal of effort to enhance the agent and customer experience,” he says.



QBE



Phone: 800-362-5448
Website: qbefinancial.com

When considering management and professional liability, companies today face threats that are growing more complex and intertwined, says Dan Fortin, president of QBE North America’s Financial Lines business. “Tracking them requires constant vigilance,” he says. “We’ve seen alarming growth in cyber risk, event-driven litigation, derivative litigation, COVID-19 issues, regulatory issues and ESG concerns. They require increasingly sophisticated levels of expertise to understand and address.”

In response, QBE’s Financial Lines business, a repeat winner of *IBA*’s 5-Star Award for professional liability, has a highly experienced team of professionals with deep knowledge of key industry segments, including financial services, professional services and media. The team is fully integrated, with the underwriting, product development and claims teams all part of the same management structure.

“This structure helps us work seamlessly as a team to better identify and mitigate emerging risks through updated insurance products and best practices to minimize or avoid loss,” Fortin says. For instance, this teamwork facilitated the development of specialized coverages to address the recent boom in special purpose acquisition companies (SPACs). It also helps when walking companies through different loss scenarios to build a better understanding of risk and how the insurance policy will react.

5-STAR AWARDS: PROFESSIONAL LIABILITY AND D&O



Dan Mogelnicki, senior vice president, Professional Lines

TOKIO MARINE HCC - CYBER & PROFESSIONAL LINES GROUP

Phone: 818-382-2030

Website: tmhcc.com/pro



Like most professional liability insurers, Tokio Marine HCC – Cyber & Professional Lines Group (CPLG) has faced plenty of challenges during the pandemic. The group overcame many of them and won a 2021 5-Star Award for professional liability.

“We instituted a recurring cycle of virtual producer meetings, nearly replicating in-person visits,” says Dan Mogelnicki, senior vice president of the Professional Lines division of CPLG. “We overcame the challenge quickly by honoring and working with brokers who have the strongest relationship with us and present professional business opportunities in any business cycle.”

Tokio Marine HCC – CPLG is the US marketing name used to describe the cyber and professional lines-related insurance operations of Tokio Marine HCC. A specialty

insurance provider, CPLG prides itself on innovating specialty professional products to meet the emerging needs of every business sector. Its financial and professional policies cover a wide range of liabilities, including cyber, errors & omissions (E&O), employment practices and more.

“Tokio Marine HCC – CPLG underwrites leading products, specifically tailored to the industries we write, such as real estate E&O, insurance E&O, miscellaneous E&O for medical billers, tenant discrimination insurance, contractors professional liability and scientist professional liability,” Mogelnicki says. “We underwrite unique risks for companies and individuals to deliver effective solutions.”

CPLG provides unique insurance solutions for clients all over the US and is committed to driving the insurance industry forward with innovative products and programs in cyber

liability, professional liability and turnkey reinsurance. CPLG’s underwriting, risk management and claims handling teams have unparalleled expertise and the confidence to propel businesses forward.

TOKIO MARINE HCC - CPLG AT A GLANCE



1975
Year founded



7
Number of offices



280
Number of employees

Insurance
BUSINESS AMERICA

NEWSLETTER

SIGN UP TODAY. IT'S FREE.



**Daily news and award-winning
content trusted by insurance
professionals worldwide**



SCAN TO LEARN MORE

CONSTRUCTION

Building inroads

Leaders from **Arch Insurance** give *IBA* the lowdown on the insurer's recent entry into the middle-market construction space

ARCH INSURANCE knows construction. Recently, Arch senior claim account manager Marc Collins was conducting a rollout meeting with a new client to introduce the claims and loss control team. As he was discussing the Arch claims process, he noticed the client's safety manager wasn't paying attention. Undeterred, Collins delved into how experience modification rate and OSHA metrics – such as total recordable incident rates and lost time – factor into the client's contract prequalification process when bidding for new work. He also expounded on how important the claims team's relationships with customers are when addressing additional insured and indemnity issues.

"As I was discussing these issues," Collins says, "I could tell that he was both pleasantly surprised and excited to know that his 'claims guy' understands how claims handling impacts the bigger picture in the contracting business."

Determined to help grow a new book of business, Collins is one of four specialists driving Arch's entry into the middle-market construction sector. Also leading the charge is Henry Morlock, the regional executive for the Central region and construction industry practice leader.

"Arch has a long, tenured history in the large-account, loss-sensitive space," Morlock says. "We are entering the guaranteed-cost, mid-market construction area because we feel the needs of this market segment are

being underserved, particularly in the ability to offer guaranteed-cost solutions for some of the tougher contractor types."

Tom Kerwin, leader of the middle-market construction practice, adds that "we've consistently written workers' comp and auto and have recently entered the excess market to add to our array of products. We're an underwriting company, first and foremost, and our approach to the business is through individual risk underwriting, which provides

ence in addressing the specialized coverage, risk control and claims needs of the construction industry.

As its "Pursuing Better Together" brand promise suggests, Arch strives to help clients by focusing on improving loss prevention and loss mitigation techniques. One key component of that is partnering on claims with Gallagher Bassett, a premier multiline claims services provider, to leverage the best possible adjusters and provide 'boots on the



"Our approach to the business is through individual risk underwriting, which provides us the flexibility to consider contractor types, including geographies that are challenging for the rest of the marketplace" **Tom Kerwin, Arch Insurance**

us the flexibility to consider contractor types, including geographies that are challenging for the rest of the marketplace."

A true partnership

In general, Arch provides insurance and risk management solutions for exposures ranging from workers' compensation and general liability to automobile liability and lead umbrella, and the company has vast experi-

ground.' Another important aspect is incorporating the latest tools and technologies, including safety management software, fleet management services, regulatory compliance resources, policy builder programs, audit and inspection tools, and monthly webcasts.

Still, middle-market construction is a competitive arena. Many carriers have exited the space entirely, while others have been less willing to offer guaranteed-cost solu-



tions or have reduced capacity for certain contractor types.

“Many competitors in this space churn business without truly understanding what it takes to create a long-term, meaningful partnership,” says Greg Stefan, vice president of risk control. “Arch is focused on creating an appropriate underwriting program to meet the needs of the customer, while providing claim, risk control and back-room services that are executed by specialists in the construction industry. When a carrier understands the industry segment and brings the right resources to the table, we will surpass competitors who don’t specialize.”

Arch’s commitment to individual risk underwriting, backed by local underwriting



“Many competitors in this space churn business without truly understanding what it takes to create a long-term, meaningful partnership”

Greg Stefan, Arch Insurance

expertise and authority in the field, enables it to meet the needs of a variety of contractors. As a result, Arch can create the best customer experience through a combination of underwriting, claims management and risk control.

“Very few of our competitors, if any, have the breadth of construction experience that

we have,” Collins says. “The partnership that we create with our customers, and the information-sharing that goes with that partnership, leads to better claim outcomes.”

Morlock adds that “we have a broad underwriting appetite for writing workers’ comp, general liability, auto liability and umbrella

CONSTRUCTION



“Construction claims are more than just a financial transaction. Claim outcomes have an impact on a contractor’s ability to get future work”

Marc Collins, Arch Insurance

across a variety of commercial contractor types and geographies in the upper middle-market space – i.e. a premium range of \$350,000 to \$1.5 million.”

Point of difference

Essentially, Arch’s play in the middle-market construction space can be encapsulated in three themes. First, the insurer knows construction and has a strong track record in

the space. All of its risk control consultants have more than 20 years of experience in the industry.

“Our biggest differentiator is the sheer volume of expertise that we have in the construction industry,” Stefan says. “We understand the business, the risks at hand and best practices to control those risks. We partner with our clients to manage through these risks and implement proactive and

meaningful solutions.”

Second, Arch is responsive to customers. “We know that a contractor’s lifeblood is its customer, so we’re sensitive to those important relationships when handling claims,” Collins says.

Finally, Arch is intent on helping its clients grow their businesses. “Construction claims are more than just a financial transaction,” Collins says. “Claim outcomes have an impact on a contractor’s ability to get future work.”

Over the next few years, the middle-market construction specialists at Arch will be concentrating on maintaining their reputation for excellent claims service and building a strong customer base.

“As we grow the business,” Collins says, “my main goal is to continue to make our claims handling a strong selling point for our underwriters and broker partners.” **IE**



Better goes further

Pursuing
Better
TogetherSM

Pursuing Better Together is how Arch Insurance does business. We believe that insurance matters. We care about how it's done, and together with our partners, constantly pursue better ways of doing business.



© 2021 Arch Insurance Group Inc. All rights reserved.

Insurance coverage is underwritten by one or more member companies of Arch Insurance Group in North America, which consists of (1) Arch Insurance Company (a Missouri corporation, NAIC #11150) with admitted assets of \$5.34 billion, total liabilities of \$4.37 billion and surplus to policyholders of \$963.21 million; (2) Arch Specialty Insurance Company (a Missouri corporation, NAIC #21199) with admitted assets of \$617.05 million, total liabilities of \$278.96 million and surplus to policyholders of \$338.09 million; (3) Arch Property Casualty Insurance Company (formerly Arch Excess & Surplus Company; a Missouri corporation, NAIC #10946) with admitted assets of \$90.33 million, total liabilities of \$302,050 and surplus to policyholders of \$90.03 million; and (4) Arch Indemnity Insurance Company (a Missouri corporation, NAIC #30830) with admitted assets of \$123.29 million, total liabilities of \$73.11 million and surplus to policyholders of \$50.18 million. All figures are as shown in each entity's respective Quarterly Statement for the quarter ended Sept. 30, 2020. Not all insurance coverages or products are available in all jurisdictions. Coverage is subject to actual policy language. This information is intended for use by licensed insurance producers.

TECHNOLOGY

Transforming restoration claims

CoreLogic's acquisition of Next Gear Solutions promises to streamline and enhance the restoration claims process

CLIMATE CHANGE and an increase in severe weather events have intensified the risk of catastrophic household renovation claims. As seen during the Texas deep freeze earlier this year, when under-insulated pipes froze and burst and spilled hundreds of millions of gallons of water, a ruptured pipe can wreak havoc on a home or building.

which work can be authorized.

"There's always been this trusting relationship between insurance agents and restoration contractors," says Tim Kempe, chief of staff at Next Gear Solutions. "Frequently, the contractors don't have time to sit and wait on sending an adjuster to go out to the site and say what needs to be done. Claims



"We are committed to providing leading-edge solutions that promote customer choice"

Garret Gray, Next Gear Solutions

Historically, if a homeowner experienced a burst pipe in the middle of the night, they would call a plumber or restoration contractor to come out and turn off the water and start mitigating the damage. Unlike an auto accident, where a dent in the car isn't going to get any worse over time, a water leak is dynamic, and the capacity to minimize its damage often depends on the timeliness with

adjusters have to work collaboratively with restoration contractors, who are there on site to assess the situation and get started because they want to prevent further damage to the property."

By basing its tools on standards like those from the Institute of Inspection, Cleaning and Restoration Certification (IICRC), Next Gear has distinguished itself as a leading





platform provider for property restoration – modernizing the claims-handling workflow with a cloud-based suite of solutions.

“There are standards in the industry for completing restoration work,” Kempe says, “and we want to build tools around those standards so that we can document issues for the purposes of invoicing and communicating with policyholders and with other stakeholders in the claim.”

Joining forces

In mid-September, Next Gear Solutions was acquired by CoreLogic, a leading global provider of property information, analytics and data-enabled solutions. Garret Gray, the founder and CEO of Next Gear, says the

handling technology, bringing customer focus, innovation and more options for all property insurance ecosystem stakeholders,” he says. “There has never been a greater focus on transforming critical workflows in the insurance ecosystem, and CoreLogic is committed to continuing to invest heavily in expanding our state-of-the-art platforms and digital solutions that will drive innovation and make our customers more successful.”

The CoreLogic platform offers underwriting and risk assessment tools such as underwriting automation and risk evaluation solutions. For claims management, CoreLogic offers claims automation, weather verification and aerial solutions. And its hazard and location intelligence tools include catastrophe



“The combination of Next Gear and CoreLogic creates a leap forward in claims handling technology, bringing customer focus, innovation and more options for all property insurance ecosystem stakeholders”

Frank Martell, CoreLogic

combination of the two companies offers a compelling alternative to the status quo.

“We invite those seeking strategic agility to consider the breadth of our entire platform,” he says. “We are committed to providing leading-edge solutions that promote customer choice and will continue to work with all industry participants to ensure the secure and customer-directed flow of data so the market has expanded options.”

CoreLogic president and CEO Frank Martell adds that his team is excited to collaborate with Next Gear to create best-in-class solutions for restoration contractors, insurance carriers and other market participants.

“The combination of Next Gear and CoreLogic creates a leap forward in claims

risk management, location intelligence and hazard risk solutions for insurance.

Next Gear’s cloud-based solutions include tools like DASH, which is essentially an enterprise resource planning solution for restoration companies. In addition to helping these companies run their entire business, DASH delivers real-time documentation capabilities. With the Next Gear mobile app, users can create jobs, track equipment, upload photos and record audio notes directly in the job file in DASH, eliminating the burden of excessive paperwork.

Next Gear also offers SettleAssist, an automated adjusting tool that streamlines the collection and input of claims estimate information for both field and desk

TECHNOLOGY



adjusters through an intuitive inspection application. It incorporates detailed, specific carrier guidelines to increase the accuracy of estimates the first time around. Next Gear developed SettleAssist using insights from top-performing adjusters, so the tool can help insurers settle claims like they've been handled by their best adjusters.

People first

Another useful Next Gear tool for insurers is MICA, a leading suite of water mitigation solutions for the restoration industry. MICA empowers insurance carriers to conduct real-time audits by exceptions and improve cycle time due to less rework. It also enables adjusters to view job data any time, anywhere, and access detailed reports upon work completion. Contractors can use MICA



“We’re helping people focus on people. It’s about optimizing the time you spend on site instead of wrestling with documentation or software”

Tim Kempe, Next Gear Solutions

to automate equipment calculations, minimizing paperwork and boosting efficiencies.

“We’re reimagining and rethinking this policyholder experience,” Kempe says. “This is not a solution that will remove the human element from the claims adjusting process or the claims settlement process. We’re focused on how to put tools in the hands of folks so that they’re working more on making great

experiences for people who are dealing with difficult situations.

“We’re helping people focus on people. It’s about optimizing the time you spend on site instead of wrestling with documentation or software. We hope to empower restoration contractors to address emergency situations such as a burst pipe quickly and help people put their lives back together.” **IB**

Restoration Tech Just Got a Big Jolt.

Restoration solutions and data-driven
insight under one roof.



CoreLogic®

| ***NEXTGEAR™***

corelogic.com/nextgear

Catalyst for post-pandemic growth

Richard Gurney, global head of construction at Marsh Specialty, outlines the lay of the land in the construction industry

IBA: Marsh recently published a new report, *Future of Construction: A Global Forecast for Construction to 2030*. What does it reveal?

Richard Gurney: The fundamental finding underpinning it all is the level of growth we're going to see over the next 10 years. From where we are now, we're going to see 42% growth, which will take the industry to \$15.2 trillion. That's huge in itself, but when you think about how it's going to outstrip manufacturing and services, which is probably a surprise to some, it shows you just how significant construction is as a global industry.

We're going through this phase where construction is used as a catalyst for post-pandemic stimulus. Construction is a very good way of getting capital into the system, but it's going to move through in a phase of responding to population growth and urbanization and what's going on regionally around the world. So, it's an exciting time. That growth will outstrip what's gone on in the last 10 years, and it will really be part of the bounce-back.

IBA: How has the construction industry been impacted by the COVID-19 pandemic?

RG: Initially, it proved incredibly resilient and nimble. But it's important not to generalize,

because if you look at the US, for example, it was far less interrupted than other parts of the world like Asia, where you've still got countries that are, to a lesser or greater extent, in lockdown, and they've got projects that have stalled for 18 months or so. It's not a homogeneous picture, but I think the industry proved itself incredibly resilient.

It learned quickly because it had to. Sites shut down, projects were delayed, contractors' pipelines were delayed, and that all feeds into challenges around liquidity and free cash flow – so it was quite tough for contractors, particularly those that weren't in the strongest position going into a completely unexpected event. But the business learned to adapt quickly, which is a real testament to it. And it looks now, with this next 10 years of apparent confidence and prosperity, to be in pretty good health.

IBA: How long-term do you think those impacts will be?

RG: We are currently going through a very inflationary cycle. There's this sudden boom in the demand for construction post-pandemic, and stimulus and demand for growth everywhere, but you've also got materials, equipment, and people in the wrong place, so that has caused a bit of a bottleneck. While that will improve, and the supply of materials, equipment, and items for incorporation will become more available as the system gets back to normal, there will still be pressure on supply chains because underlying demand for construction will be high.

And of course, the industry is very reliant on supply chains – not just for materials, but for labor as well. That supply chain fragility that we're seeing has, I think, caused a scrutiny between what is sourced globally and

THE RISE OF ESG IN CONSTRUCTION



In 2020, environmental, social and governance (ESG)-related capital for infrastructure grew by 28%, according to Marsh and Guy Carpenter, which attributed the phenomenon largely to a flow of fundraising into sustainability-related strategies.

"The impacts of the COVID-19 pandemic have quickly become intertwined with ESG," Richard Gurney says. "If you look at board-level discussions, you've gone from the pandemic straight into ESG ... and all the things that come with that, such as digitalization and embracing modern methods of technology. And some of that arguably was accelerated by the pandemic as well, so there are some quite significant forces impacting the industry."



what is sourced locally. We're not moving away from globalization altogether, but there will be a look again at whether materials can be sourced locally or inter-regionally rather than internationally.

IBA: Has the construction insurance market remained resilient throughout the pandemic?

RG: Obviously, there was scrutiny of succes-

sion of works clauses and that sort of thing. Insurers wanted to know that when sites were stopped and then started up again, there was rigor around that process, because it can be quite a risk-laden operation.

The pandemic also coincided with what was a tough market cycle anyway, and insurers were already in a fully transitioned market phase of pricing. They also had to deal with the COVID-related claims, and some of



Source: Future of Construction: A Global Forecast for Construction to 2030, Marsh and Guy Carpenter

those are still going around the court process now, and they had to adapt to needing to provide ongoing cover at a time when capacity had dropped out to a great extent. So, it was a challenge – but the market rose to it. **IB**



Eagan and his teammates, Jackson Benvenuti and Andrew Eagan, won the 2019 Viper 640 World Championship in Long Beach, California

33

Years Eagan has
been sailing

22

Major competitions
he has won

810

Miles of his
longest voyage



ANCHORS AWEIGH

Award-winning yachtsman and agency VP **Marcus Eagan** says sailing and insurance have made him no stranger to risk

SINCE TAKING up sailing at the age of 7, Marcus Eagan has translated his passion into numerous national and world championships. The vice president of Eagan Insurance Agency says one of his most unforgettable moments at sea happened when he was racing a boat from Miami to Montego Bay, Jamaica.

“The course took us to the Bahamas and around Cuba,” Eagan says. “The sky at night without any light pollution was beautiful. Without being connected to work or my phone, I was really able to take it all in and appreciate the present.”

As a veteran of both insurance and sailing, Eagan has become quite an expert

in balancing risks. “When racing sailboats, you are always assessing risk and applying a strategy to coordinate a team/boat to win a race,” he says. “Insurance is very similar, in the sense that you’re working with business owners to understand and assess the risk exposures to their business and transferring those risks through insurance.”



SURROUNDED BY ~~UNCERTAINTY~~
JENCAP

Wholesale
Brokerage

Binding
Authority

Specialty
Programs

JencapGroup.com | info@jencapgroup.com



MORE IMAGINATION.

MORE TO LOVE
FROM APPLIED.®

Workers' Compensation • Transportation – Liability & Physical Damage • Construction – Primary & Excess Liability
Homeowners – Including California Wildfire & Gulf Region Hurricane • Fine Art & Collections • Structured Insurance
Financial Lines • Environmental & Pollution Liability • Shared & Layered Property • Fronting & Program Business • Reinsurance
...And More To Come.



It Pays To Get A Quote From Applied.®
Learn more at auw.com/MoreToLove
or call sales (877) 234-4450

