

The Actuarial Profession
making financial sense of the future

Pricing and products and claims – do actuaries really understand claims?
Alex Isted – Head of Claims – Munich Re
Les Dilley – Claims Manager – LV=

...an interactive Workshop

20 May 2011

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Do you know your Claims Manager?

We asked a 100 actuaries:

• *Do you know your Claims Manager?*

Response	Percentage (approx.)
Sorry, Claims What?	5%
Yeh sure...I think	25%
Almost Certain	35%
Definitely	35%

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Universally Challenged

Your starter for Ten

What is your Claims Manager's name?

When did you last meet him/her/it?

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The Car and IP policies

The link?



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What is the Claims Department's Role - *towards IP Claimants?*

Paying claims?

Being a Risk Manager?

Helping people back to work?

Funding therapy?

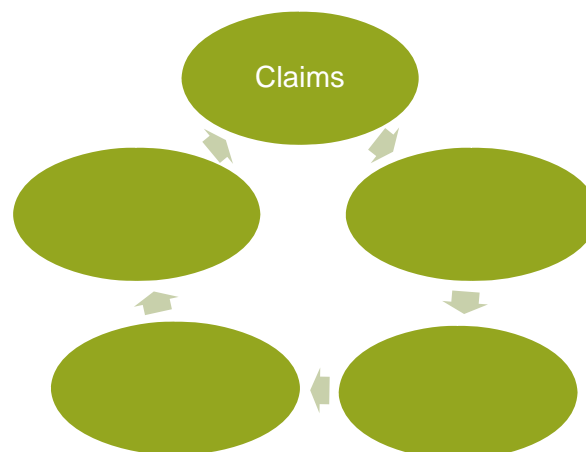
Helping claimant/employer to
adapt their workplace?

Funding retraining?

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Where does Claims help the Business? *The (Claims) Control Cycle*

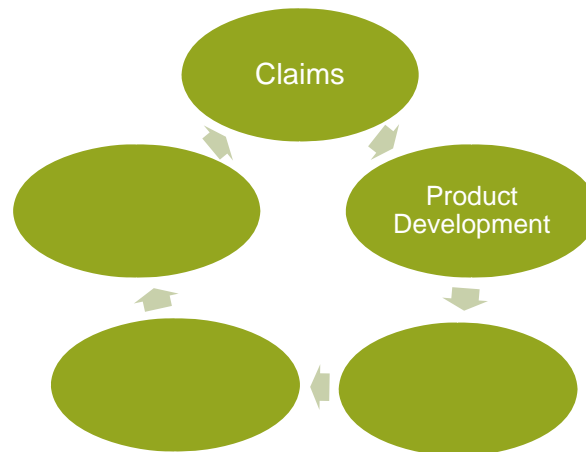


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Where does Claims help the Business?

The (Claims) Control Cycle



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Where does Claims help the Business?

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Where does Claims help the Business?

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What skill-sets does a Disability Claims Manager need?

Medical
Occupational
Financial
Legal
Product knowledge
Detective
Combination of all the above

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Impact of ...



ABI Code of Conduct?

(CI/TPD review)

on Claims *and* your business?

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Impact of ...



FOS?

on Claims *and* your business?

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Impact of ...



Legislative Reforms

on Claims *and* your business?

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Impact of ...



Welfare Reforms?

(ESA; attitude to work?)

on Claims *and* your business?

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Impact of ...



Gender Directive?

(? 'age neutral'?)

on Claims *and* your business?

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Claims Management - Its Purpose?

Claims Management – Purpose?

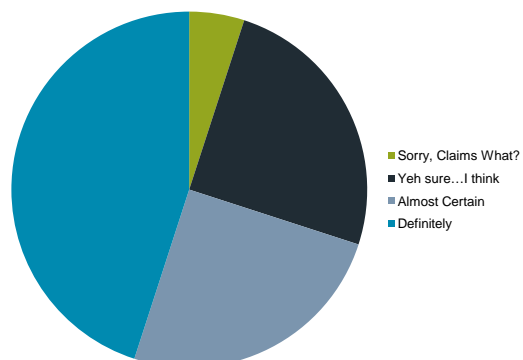


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Do you know your Claims Manager?

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• *Do you know your Claims Manager?*



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Questions or comments?

The views expressed in this presentation
are those of the presenters

...sort of

