

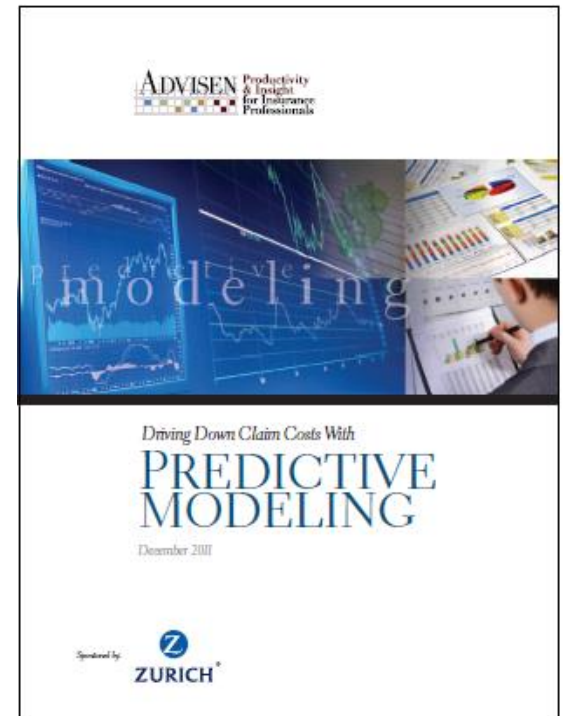


*Predictive Modeling in
Claims*

Predictive Modeling in Claims

<http://corner.advisen.com>

- Briefing: *Predictive Modeling in Claims*
- Copy of these slides
- Recording of today's webinar
- White Paper





Today's Moderator



Dave Bradford- President, Research & Editorial Group, Advisen Ltd.

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Steve Hatch- Chief Claims Office, Zurich NA



Steve Hatch has served as Chief Claims Officer for Zurich North America since October 2010. Previously, he was the Chief Claims Operating Officer for Zurich North America, a role he held since joining Zurich in June 2008.

Hatch began his career with GAB Robins, a third party claims administrator, and subsequently started his own business servicing commercial customers. Prior to joining Zurich, he spent nearly 20 years with United Services Automobile Association, where he held key leadership roles. During his tenure at USAA, Hatch led various areas of the technical claims operation and was responsible for developing strategy, policies and procedures for all areas of the business.

Hatch holds a bachelor's of arts degree from Shorter College in Georgia. He also completed executive education programs from the Wharton School of the University of Pennsylvania and the Darden School of the University of Virginia. He has served on a number of non-profit boards and participated in various insurance-related organizations.




David Hopps- Vice President, EHS & Risk Management Operations, The ServiceMaster Company



David Hopps joined The ServiceMaster Company in October 2002. He is the Vice President of Risk Management Operations and Environment, Safety, & Health and is based in Memphis, TN. David is responsible for supporting the Company's Business Units in the areas of casualty claims, occupational safety, environmental stewardship, and risk management information systems. ServiceMaster was recognized with the National Underwriter's "2008 Champion" *Award For Excellence In Workers' Compensation Risk Management*.

David brings over 30 years of varied claims, safety, and environmental experience in the services, insurance, transportation, logistics, construction, chemical, medical products, and industrial gases industries. Prior to joining ServiceMaster, David 's career included senior positions with Ryder System, Inc.; The BOC Group; and Liberty Mutual Insurance Group. While at Ryder, the Company was awarded the National Safety Council's *Green Cross for Safety Medal*, which recognizes organizations and their leaders for outstanding achievements in safety and health, community service and responsible citizenship.



Roosevelt Mosley- Principal and Consulting Actuary, Pinnacle Actuarial Resources, Inc



Roosevelt Mosley is a Principal and Consulting Actuary with Pinnacle Actuarial Resources, Inc. and has over 18 years of consulting experience. His skill set includes predictive analytics applications, ratemaking, implementing insurance scores, advanced statistical modeling techniques, vehicle classification systems, insurance legislation pricing and analysis, rate filing presentation, regulatory compliance, litigation support and financial modeling. Mr. Mosley is a Fellow of the Casualty Actuarial Society (FCAS) and a Member of the American Academy of Actuaries (MAAA). He also serves as a member of the Program Planning Committee and the Strategic Planning Committee of the Casualty Actuarial Society (CAS) and serves on the American Academy of Actuaries (AAA) Communications Task Force. He has also served as a member of the Board of Directors of the CAS, the Board of Directors of the International Association of Black Actuaries, and both the CAS and AAA Governance Task Forces.



Barry Senensky- President, Claims Analytics



Barry is President and co-founder of Claims Analytics Inc. Claim Analytics is an innovator in the Insurance Industry. They provide in-depth expertise in Predictive Modeling to Insurance providers to assist in claim scoring, pricing, reserving and fraud detection.

Barry is a Fellow of the Society of Actuaries and Canadian Institute of Actuaries and a Member of the American Academy of Actuaries. Barry has more than 30 years of diverse life insurance experience. As President of Claim Analytics, Barry is responsible for managing the day-to-day challenges of the business including customer satisfaction, market expansion and overseeing technical problems and solutions.



Today's Panelists



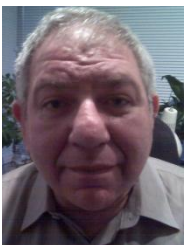
Steve Hatch- Chief Claims Office, Zurich NA



David Hopps- Vice President, EHS & Risk Management Operations, The ServiceMaster Company



Roosevelt Mosley- Principal and Consulting Actuary, Pinnacle Actuarial Resources, Inc



Barry Senensky- President, Claims Analytics

Whitepaper: Available on Advisen's Corner Store



The whitepaper cover features the Advisen logo at the top, which includes the text 'ADVISEN Productivity & Insight for Insurance Professionals' and a grid of colored squares. Below the logo is a collage of images: a computer monitor displaying a line graph, a person in a suit pointing at a document with a bar chart, and various data visualizations. The title 'Driving Down Claim Costs With PREDICTIVE MODELING' is prominently displayed in the center, with 'PREDICTIVE MODELING' in a larger, bold font. The date 'December 2011' is printed below the title. At the bottom, it is sponsored by Zurich, with the Zurich logo and the word 'ZURICH' in a bold, sans-serif font.



Advisen Events in 2012

6 Conferences

24 Webcasts



Upcoming Conferences:

Save the Date!

- **Cyber Liabilities Insights Conference**

Tuesday, March 13th, 2011* 8am-5pm (London Time)

The Willis Building, London-England



Today's Panelists



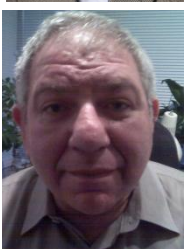
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About Zurich

Zurich Financial Services Group (Zurich) is a leading multi-line insurance provider with a global network of subsidiaries and offices in Europe, North America, Latin America, Asia-Pacific and the Middle East as well as other markets. It offers a wide range of general insurance and life insurance products and services for individuals, small businesses, mid-sized and large companies as well as multinational corporations. Zurich employs about 60,000 people serving customers in more than 170 countries. Founded in 1872, the Group is headquartered in Zurich, Switzerland. Zurich Financial Services Ltd (ZURN) is listed on the SIX Swiss Exchange and has a level I American Depositary Receipt program (ZFSVY) which is traded over-the-counter on OTCQX. Further information about Zurich is available at www.zurich.com.

Zurich entered the U.S. market in 1912. According to Highline Data LLC (NAIC 2008), Zurich in North America (www.zurichna.com) is the second-largest writer of commercial general liability insurance and the fourth-largest commercial property-casualty insurance company, serving the global corporate, large corporate, middle market, specialties and programs sectors. Zurich's risk engineering services in the United States are provided by Zurich Services Corporation.

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