

ALF: Working to Stay Ahead of the Curve

Mary Degurski, John Hancock

Therese McDermott, Physicians Mutual

Bob Larkin, Senior Living Residences

Moderator: Rhett Wieland, Capgemini



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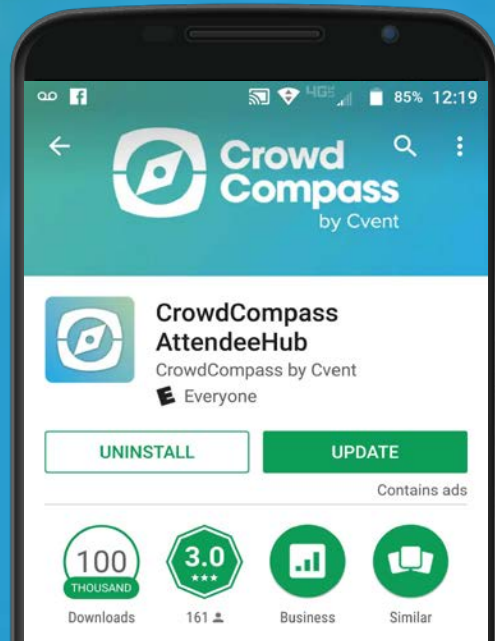
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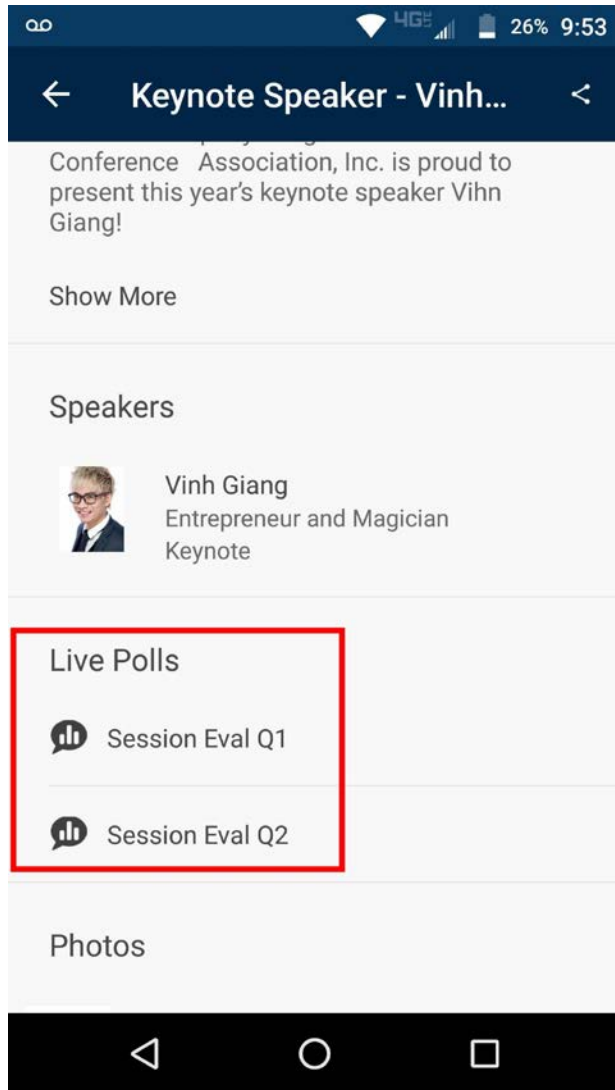
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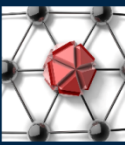
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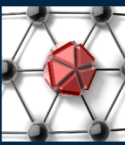


Session Purpose:

- To address challenges insurers and ALF's face working with each other and to identify opportunities to improve the insureds/residents experience

Session Format:

- Audience polling
- Facilitated Panel Session
- Q&A



The Panel:

- Mary DeGurski – Director Clinical Thought Leadership – John Hancock
- Therese McDermott – AVP Claim Services – Physicians Mutual
- Robert “Bob” Larkin – President - Senior Living Residences

Moderator:

- Rhett Wieland – Global Process Director, Claims - Capgemini America

A few notes about this session

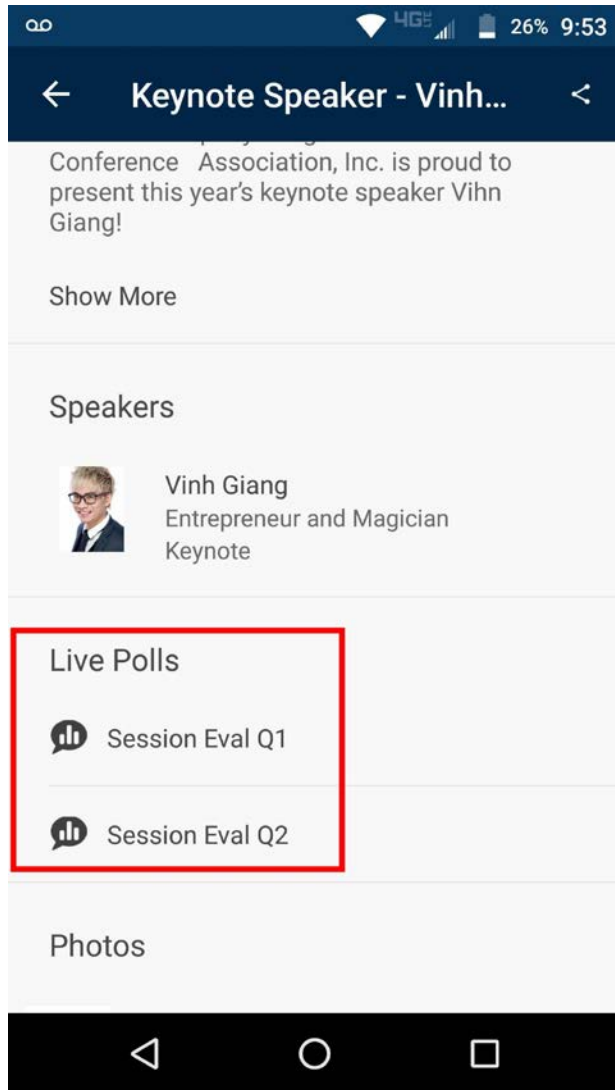


- Polling questions were selected to gain insight into current industry practices
- Panel questions were selected based upon identified challenges and potential opportunities within the industry
- The intent of this session is to be informative and thought provoking

Important!

This session is not representative of any specific individual's or specific company's endorsement for a particular approach to the management of ALF claims.

Session Survey Instructions



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Claims & Underwriting

ALF: Working to Stay Ahead of the Curve

A panel perspective on opportunities,
challenges and emerging trends in the
ALF industry

THANK YOU!!

