



How to Hybrid –

A discussion about how reserving teams are reforming in a hybrid/remote working environment

Casualty Loss Reserve Seminar
St. Louis, MO and virtually around the world

20 September 2022

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Agenda

- **Today's speakers**
- **Learning objectives**
- **Three discussion areas**
 - How do we work
 - Talent management
 - Use of technology
- **Q&A**



Today's speakers

Tina Gwilliam

**Global Proposition Leader (GPL)
for Reserving**

WTW

Arlington, VA

Simon Day

Chief Actuary

AEGIS Insurance

Secaucus, NJ

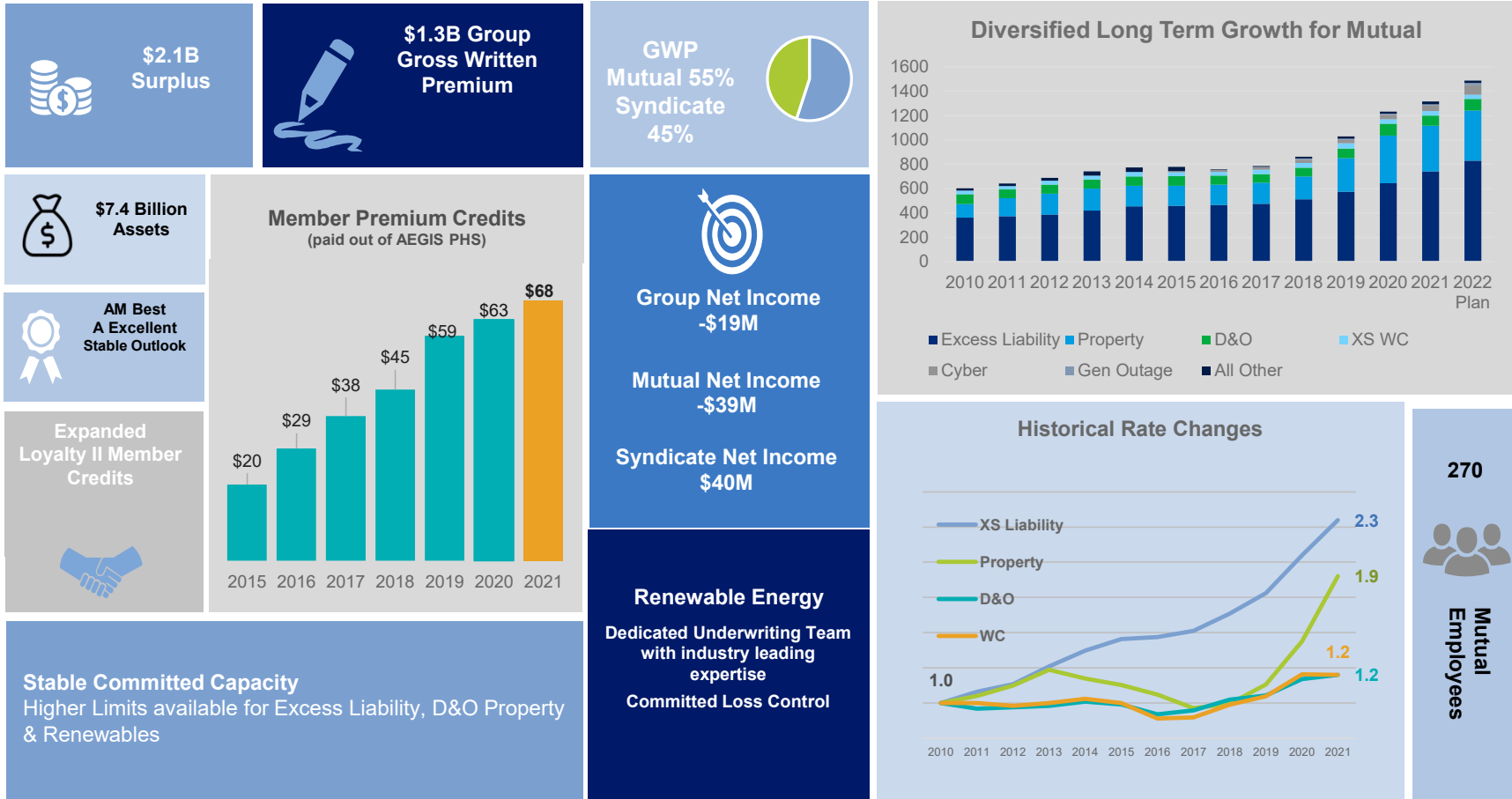
Kristen Bessette

Chief Actuary

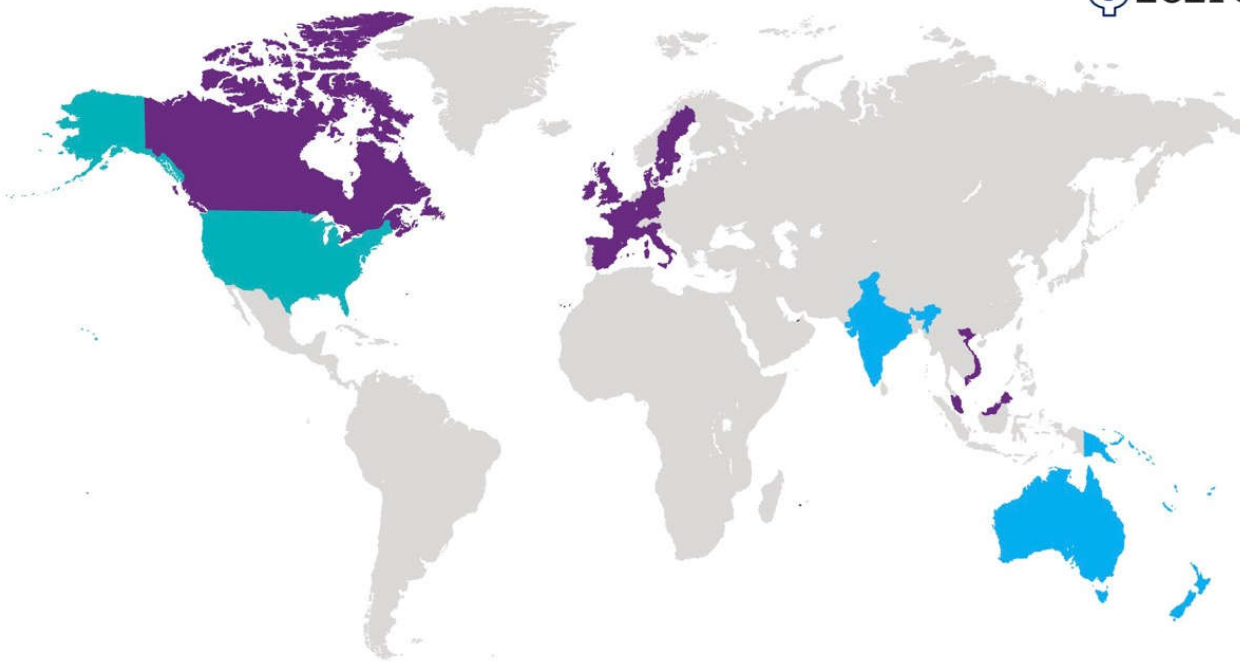
QBE

New York, NY

About AEGIS



About QBE



\$ 2021 GWP **\$18.5 billion**

Listed on
Forbes Global 2000
list of public companies



Located in countries **27**



 Can write business in **180** countries

OVER **11,000** employees worldwide



Innovative
Premiums4Good
initiative

QBE North America

\$ 2021 GWP **\$6.3 billion**

Diversified business mix



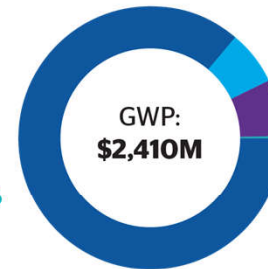
Specialty

Financial Lines **35.5%**
 Accident & Health **25.7%**
 Residential **19.1%**
 Specialty Programs **10.3%**
 Aviation **9.4%**



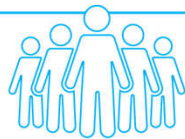
Commercial

Property Programs **49.5%**
 Middle Market P&C **19.1%**
 Misc. Programs **15.9%**
 Workers' Comp Programs **15.5%**



Crop

MPCI **86.1%**
 Crop-Hail **6.6%**
 Livestock **7.0%**
 Named Peril **0.2%**



Limited and Preferred Distribution



TOP 2

Crop insurer

protecting over 62 million acres across the U.S.



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Today's learning objectives

- **Discuss potential solutions to the challenges presented by remote/hybrid working**
- **Understand how technology's benefits are more critical in remote/hybrid environments**
- **Benefit from the experiences of peers**

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Three main discussion areas

How do
we work



Talent
management



Use of
technology



- Past
- Present
- Future

How do we work





A recent Gallop poll indicated that **53%** of companies will use a **hybrid work approach in 2022** and beyond, while **24%** expect to be **exclusively remote** and **23%** **exclusively on-site**.

Source: xxx

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Polling question 1

What is your current work location?

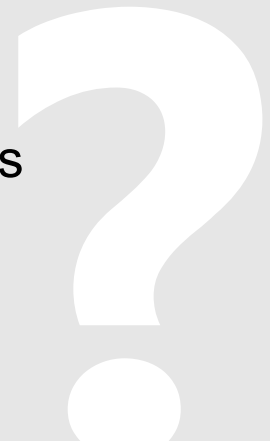
- a. In the office 100% of the time
- b. Hybrid – in the office more often than WFH
- c. Hybrid – WFH more often than in the office
- d. Remote 100% of the time



Polling question 2

Do you believe your organization's current work style is viewed as the new normal, OR a short-term approach that will be revisited?

- a. The new normal
- b. A short-term approach that will be revisited in next 3 years



Talent Management

- Hiring / competitive considerations
- On-boarding / role of manager
- Career development, mentoring
- Wellbeing / culture

Background discussion

Polling question 3

How does your engagement level feel compared to 2019?

- a. I feel more engaged
- b. I feel less engaged
- c. N/A – I wasn't working in 2019



Polling question 4

What is your view on the pace of your career development over the last three years compared to previous periods?

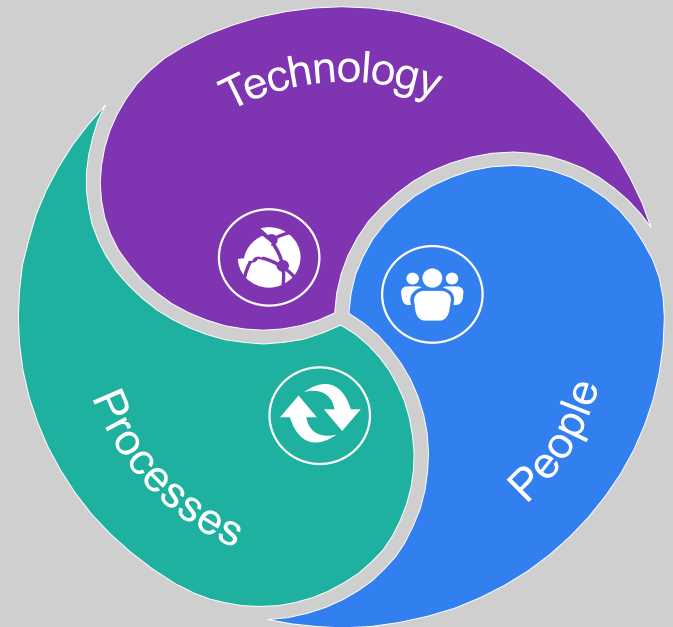
- a. Accelerated
- b. Slowed
- c. About the same



- Calendaring
- Video meeting, online chatting
- Workflow management
- Automation
- Network availability / connectivity

Use of technology





Polling question 6

Is your current technology enabling productive work?

(Answer yes/no or rank format)

- a. Meetings
- b. Calendaring
- c. Team collaboration
- d. Workflow management
- e. Connectivity / reliability



Polling question 7

Has your organization adopted new automation or workflow management tools during the last three years?

- a. Yes
- b. No



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Q&A



Please submit any questions
via the **Q&A** feature

Thank you