



# Broker Capabilities Presentation

Presented to **jack henry**

February 21, 2024



# Discussion Items



- + About Jack Henry
- + IMA Overview
  - + The IMA Team
  - + IMA <> JHA Alignment
  - + Diversity, Equity, Inclusion & Belonging
- + IMA Financial Group
  - + Employee Benefits
  - + Property & Casualty
  - + Client Advantage Resources
- + Q&A





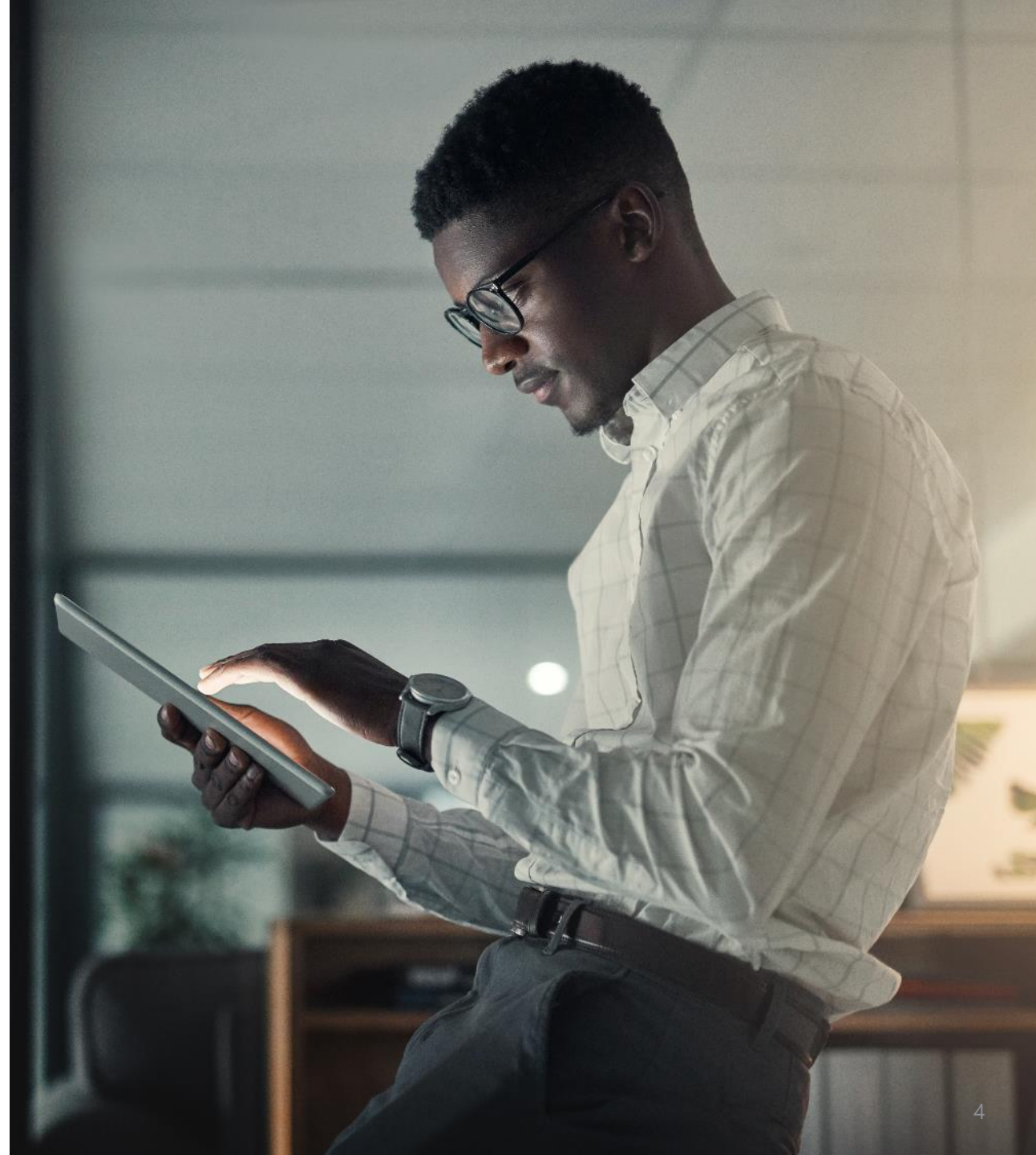
# Key Takeaways

- + IMA is the “right size” broker for Jack Henry
- + Industry Leading Knowledge
- + Scalable Resources + Services
- + Purpose + Mission Driven
- + We Are Not Paid Actors; Cohesion of Team
- + Culture Alignment
- + Creative; Solutions-Driven; Fun

# jack henry

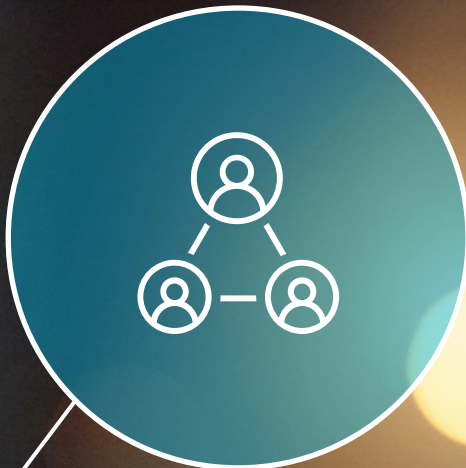
- + Next-Generation Financial Technology Company
- + Market-leader with over 300 technology solutions
- + ~1000 FinTech providers in the JHA ecosystem
- + Only platform with access to all five financial data aggregators
- + Boast a 99%+ client retention rate with over 7500 clients
- + Over 7,000 associates working to be a “force for good”
- + Purpose-driven and people-first culture
- + Diversity, equity, inclusion, and belonging as a business imperative

*Source: Jack Henry 2023 Annual Report*





DEI&B



**CLIENT ADVANTAGE**

**PROPERTY & CASUALTY**



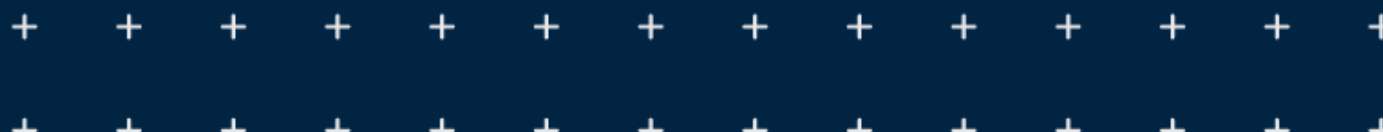
**EMPLOYEE BENEFITS**

**jack henry**





jack henry







**jack henry**

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# OVERVIEW

WHY IMA?

OUR FOOTPRINT

THE RIGHT SIZE

DIFFERENCE MAKERS

PURPOSE DRIVEN

DEI

CULTURAL ALIGNMENT





# WHY IMA?

**20<sup>TH</sup> LARGEST**  
BROKER OF BUSINESS  
IN THE UNITED STATES

MORE THAN  
**\$8 BILLION**  
— IN ANNUAL —  
**PREMIUMS**



## BUSINESS STRENGTH

20th Largest Privately Held  
Brokerage in the U.S.



## IMA FOUNDATION

Community Focused



## CARRIER RELATIONSHIPS

Over \$8 Billion in Premium  
Placed Annually



## EMPLOYEE OWNED

Superior Talent +  
Commitment to Clients



## CLIENT FOCUSED

96% Client  
Retention Rate



## GLOBAL REACH

Clients in all 50 States +  
Over 100 Countries



Metro Denver's  
**HEALTHIEST EMPLOYERS™**

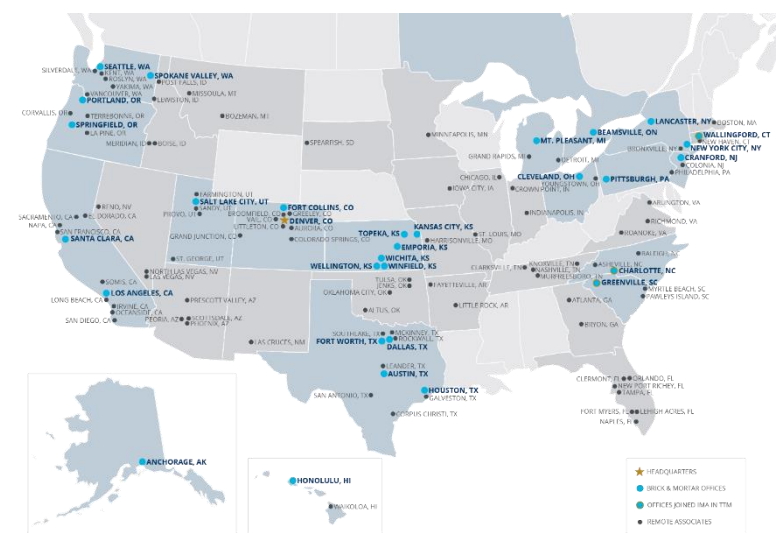




# IMA FINANCIAL GROUP OVERVIEW

## IMA FAST FACTS

- + Incorporated in 1974
- + 20th largest broker in the United States
- + Employee-owned for over 45 years
- + More than 2,000 employees
- + National in reach, local in service
- + Premium placements of over \$8 billion annually
- + Revenues in excess of \$640 million
- + Client retention leads the industry at 96%
- + 8% Revenues invested in value-added client services – twice the industry average of 3.8%
- + IMA has clients with physical operations, exposures and/or employees in every state in the U.S. as well as in over 100 countries around the world



## IMA Financial Group



# THE RIGHT SIZE



## Regional Brokers

### Revenues

Under \$100M

### Ownership Structure

Public, Private, Bank Owned

### Sample Firms

Daniel & Henry, INSURICA

### Client Focus

Small to Middle Market

### Marketing Approach

Wholesale Brokers & Marketing Departments

### Value Added Services

Limited  
Risk Control, Claims Reporting

### Profit Goals/Reinvest

Seek 25%+ Profit Margin  
Reinvest Less than 5%

### Revenues

\$650M+

### Ownership Structure

Employee Owned

### Sample Firms

IMA

### Client Focus

Clients who need advanced resources but want  
personalized and customized service

### Marketing Approach

Direct Access to Global Markets through IMA Service  
Teams

### Value Added Services

Enterprise Risk Management, Contract Review, Risk  
Control, Legal Risk Management, Carrier Access,  
Actuarial Modeling & More

### Profit Goals/Reinvest

Seek 15% Profit Margin  
Reinvest 10%

## Global Brokers

### Revenues

Over \$1B

### Ownership Structure

Publicly Traded, Private Equity Owned & Closely Held

### Sample Firms

WTW, AON, Lockton, USI, Marsh, HUB & Alliant

### Client Focus

Fortune 1000

### Marketing Approach

Indirect National Marketing Depts., Wholly-owned  
Intermediary & London Brokers

### Value Added Services

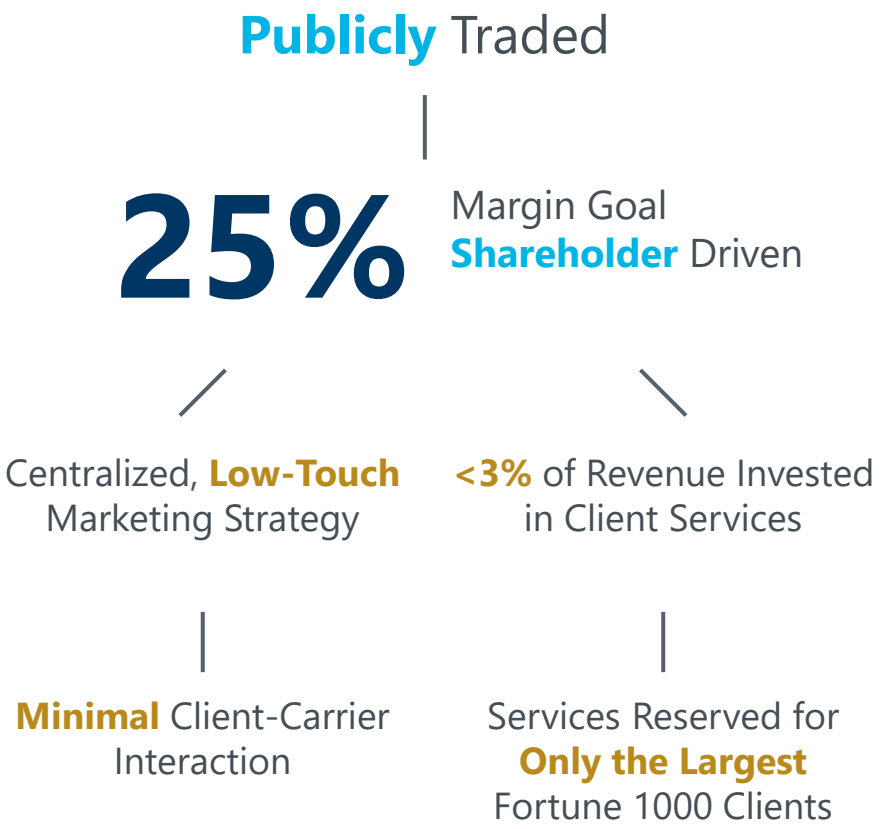
Specialty Profit Centers  
Claims, Loss Control, Actuarial, Contract Review,  
Specialty Lines Expertise

### Profit Goals/Reinvest

Seek 30% & Profit Margin  
Reinvest Less than 2%



# CONSULTANT COMPARISON



# THE jack henry IMA TEAM



IMA has built an organization focused on the needs of technology clients with more than 25 associates dedicated to our national practice available to Jack Henry at any time.





# IMA FinTech Expertise



## DIGITAL RISKS

**120+**

Deep expertise in FinTech and emerging Tech industry

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**25+  
Years**

IMA has specialized in complex technology risks since before the dot-com era

## FINANCIAL SERVICES

**250+**

Well-established client base in Financial Services

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**20%+**

of FI clients are community banks and credit unions

## PUBLIC COMPANIES

**15+  
Years**

Average broking experience of IMA's Executive Risk Team



IMA's ERS Team has placed coverage for hundreds of public peer companies

# PROGRAM COST & FEE

## Option I

+ **Property & Casualty:** 7% of GWP  
*(either as fee or capped commission)*

+ **Employee Benefits:** 5% of GWP  
*(either as fee or capped commission)*

## 3 Year-Term Option

1<sup>st</sup> 12-month period:  
7% fee (P&C)/5% fee (EB)

2<sup>nd</sup> 12-month period:  
6.5% fee (P&C)/4.4% fee (EB)

3<sup>rd</sup> 12 month period:  
6% fee (P&C)/3.75% fee (EB)

## Option II (Package Pricing)

+ **Property & Casualty:** 6% of GWP  
*(either as fee or capped commission)*

+ **Employee Benefits:** 3.75% of GWP  
*(either as fee or capped commission)*

### Broker Compensation

PROPOSED BROKER COMPENSATION – EMPLOYEE BENEFITS ONLY

**Option I**

Using the metrics described above, we are proposing the following annual fees for Employee Benefits consulting:

- + **Employee Benefits:** 5.0% (est. \$400,000/year)\* of Gross Written Premiums as either fee or capped commission or combination thereof

Additionally, much of the opportunity for reducing the fee will require an extended period to implement and prove results and improve risk performance. As such, if Jack Henry is interested in a longer-term commitment, the fee can be reduced over time. The framework would be as follows:

### Broker Compensation

PROPOSED BROKER COMPENSATION – BUSINESS INSURANCE (PROPERTY & CASUALTY) ONLY

**Option I**

We are proposing the following annual compensation model for Property & Casualty consulting:

- + **Property & Casualty:** 7%\* of Gross Written Premiums as either a fee or capped commission or a combination thereof.

Additionally, much of the work involved in transitioning brokerage firms is done within the first 12-month period, there is opportunity for reducing the fee in subsequent renewal years. In addition, much of the risk control efforts will require an extended period to implement and prove results and improve risk performance. As such, if Jack Henry is interested in a longer-term commitment, the fee can be reduced over time. The framework would be as follows:

| 1 <sup>st</sup> 12-month service period: | 2 <sup>nd</sup> 12 months service period: | 3 <sup>rd</sup> 12 months service period: |
|--|---|---|
| 7% fee                                   | 6.5% fee                                  | 6% fee                                    |

For *Property & Casualty*, the average commission rate for all lines is 12.5%. A program with premiums of \$1,000,000 would result in a net broker compensation of roughly \$125,000. Upon being hired by Jack Henry and when we are in receipt of your current policies, we will provide you with a complete breakdown of premiums per policy and the applicable compensation being received by your current broker.

Selecting the proper Business Insurance (P & C) broker compensation model is an important, yet often vague, process. On many commercial insurance programs, commission paid by the carrier to your broker (included within your premiums) is the default option. This is standard and removes certain issues that can arise in fee-based compensation approaches, such as financing issues when premiums and fees require separate invoices. However, with large premium programs, it is common to move to a fee-based approach to lower the total out-of-pocket spend for the insured.

\* See note on fee-at-risk and performance guarantee

An advantage of IMA's private employee ownership structure is that it allows us complete flexibility in designing a compensation package that is fair to our client and adequately compensates us for our work to ensure resources are fully available and deployed. Our goal is to see that our clients have full access to the complete range of services and resources we offer and engage in open communication without concerns that the meter is running.

INSURANCE | RISK MANAGEMENT | SURETY | EMPLOYEE BENEFITS

IMA, Inc. | imacorp.com

\* See separate pricing documents for P&C and Employee Benefits for additional details on pricing and guarantees.



# IMA'S PURPOSE-DRIVEN INITIATIVES



## Employer of Choice

- + More than 1,400 Associates Retaining Stock Ownership
- + Awarded Best Places to Work in 5 Markets
- + Attract Like-minded Partners



## Sustainability

- + 5 LEED Certified Buildings
- + Sustainability Real Estate Plan
- + Green Teams



## Diversity, Equity, Inclusion and Belonging

- + DEI Strategy
- + Associate Resource Groups
  - IMA Pride+
  - IMA Women's Network+



## Robust Corporate Governance Standards

- + Cyber Security Policy
- + Code of Conduct
- + Equal Employment Opportunities



## Community

- + **\$880,000** raised by the IMA Foundation events in 2023.
- + **\$194,480** awarded by the IMA Foundation through Dollars for Doers and Matching Gifts
- + IMA Foundation Grants **\$880,000** awarded to 100 nonprofits





## KEY FOCUS AREAS

- + **TALENT:** Improve IMA's practices related to building, retaining and advancing a diverse workforce
- + **CULTURE:** Ongoing diversity awareness education to truly make IMA the most welcoming place it can be for its associates, clients and community partners
- + **COMMUNITY:** Commitment to supporting and serving diverse communities through volunteerism, financial support and building employment pathways
- + **CLIENT:** To benefit IMA clients through different perspectives on products and services and expand the diversity of IMA's client base

## MISSION

IMA will cultivate and embrace IMA's diverse and inclusive culture as we work to protect assets and make a difference for our associates, clients and communities.

## VISION

IMA will celebrate the unique backgrounds of IMA associates and clients to establish an inclusive culture and create an unbridled difference in our communities.

## KEY ACCOMPLISHMENTS

- + Founding member of Colorado Inclusive Economy guiding the creation of new processes to build a more diverse workforce
- + Leader of Colorado Companies United Against Racism (the CEO Pledge)
- + Denver Business Journal DEI Award – CEO Rob Cohen 2022 Recipient; EVP Paul Washington 2023 Recipient
- + Speaker Series on the Topics of: Innovation; Generational Differences; Mental Wellness; Women in the C-Suite; AAPI Hate; Combatting Antisemitism; and Allyship
- + Corporate and local DEI Committees serving local needs with goals and engaging community and vendor partners
- + Four Associate Resource Groups open to associates and allies focused on specific dimensions of diversity, equity & inclusion
- + Ongoing DEI education for all associates and LinkedIn Learning DEI Pathways
- + Key Pipeline Intern, Extern, and Recruitment partnerships
- + Launch of Supplier Diversity Policy and Program
- + DEI associate survey
- + Performance management system captures associates' DEI and community achievements







# jack + henry



Shared Culture + Values

- + Associate-Driven
- + Associate Resource Groups



- + Midwestern Roots
- + "A Force For Good"  
"Protecting Assets; Making a Difference"





# EMPLOYEE BENEFITS

EB NATIONAL ACCOUNTS & CAPABILITIES

EB CONSULTING APPROACH

Rx CONSULTING APPROACH

DATA ANALYTICS/UNDERWRITING

EMPLOYEE EXPERIENCE

COMPLIANCE

LEAVE & ABSENCE MANAGEMENT



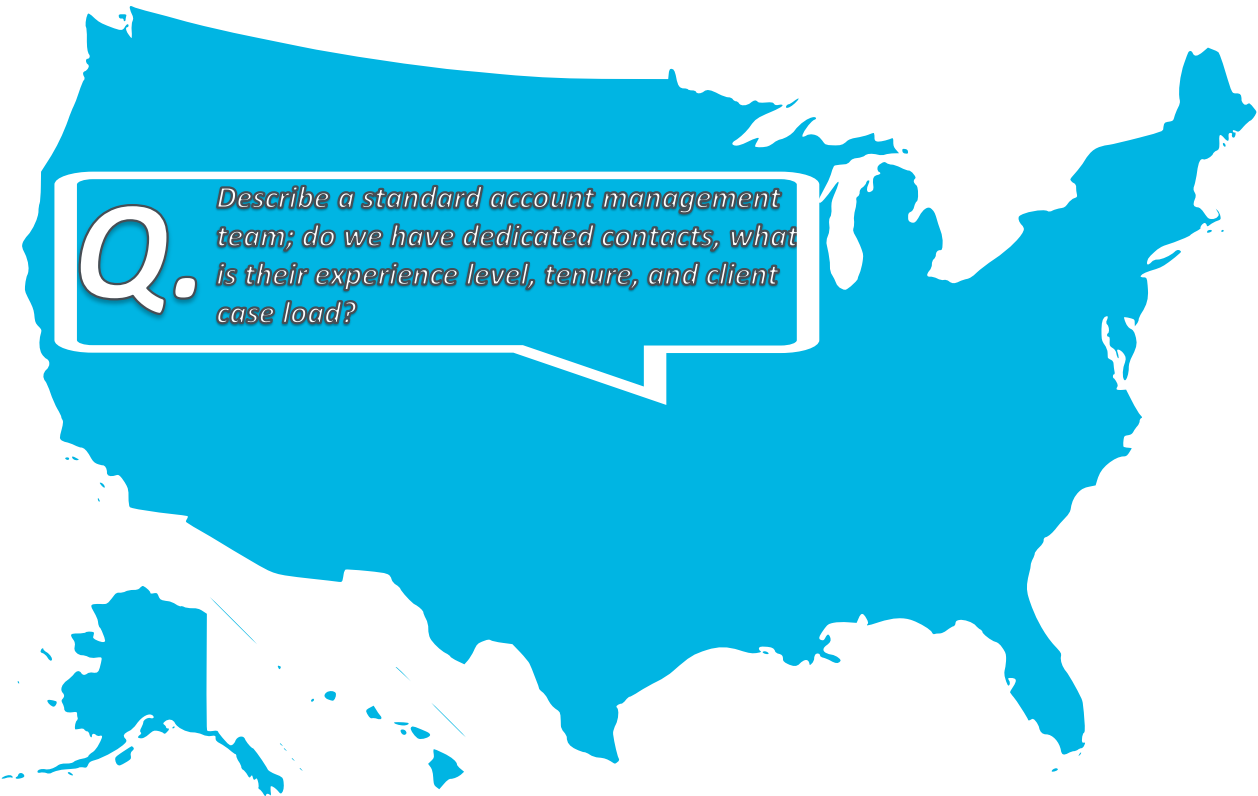


# NATIONAL ACCOUNTS

## National Accounts – Large, complex clients

- + Dedicated team of resources
- + High-touch service model
- + Data-driven approach
- + Multi-year strategy
  - Financial
  - Utilization
  - Compliance
  - Administration
  - Employee engagement
  - Employee wellbeing

Concierge client service coupled with a consultative approach to serve IMA’s large, national benefits client base



### JEANETTE SHARP Account Executive

- + Strategic Direction
- + Program Oversight
- + Compliance
- + Multi-year Planning
- + Trends and Emerging Strategies
- + Leads six clients
- + 24 years industry / 3 years IMA

### BRENDA DECKER Account Manager

- + Service Escalation
- + Problem Solving
- + Project Management
- + Employee Communications
- + Vendor Coordination
- + Manages six clients
- + 30 years industry / 3 years IMA

### KAITLYN WOLF Senior Analyst

- + Budget & Financials
- + Underwriting
- + Marketing
- + Data & Analytics
- + Runs financials & analytics for 6 clients
- + 8 years industry / 3 years IMA



# CAPABILITIES



## Health and Welfare Benefit Plan Strategic Consulting

- + Assist with development of multi-year strategy utilizing client's goals and objectives
- + Provide advisory services including cost containment and funding approaches, and plan and process change recommendation



## Vendor-Related Services

- + Assist with management of RFI/RFP process
- + Carrier/vendor negotiations
- + Negotiated and agreed upon contract terms with preferred carrier partners



## Underwriting and Financial Services

- + Analysis of renewal information
- + Alternative funding review and modeling
- + Financial analysis



## Regulatory Compliance Services

- + Provide legislative and regulatory updates
- + General and client-specific health care reform guidance



## Employer Advocacy Services

- + Provide advocacy or support functions for employers/employees with carriers and/or vendors



## HR Resources

- + Access to all Mineral modules: Hotline, Training, Library, Benefit Compliance Suite



## Communications Services

- + Open enrollment support
- + Development of communication strategy and assistance in plan-related communication materials
- + Support employee communication efforts



## HR Technology Assessment and Resources

- + Assess current technology needs and define goals
- + Engage with subject matter experts
- + Manage RFI/RFP process



## Wellness

- + Perform comprehensive assessment including claims and cost analysis
- + Assist in development of employer goals and strategy
- + Assist in development of communication and employee engagement strategy



## Benefit Analytics

- + Comprehensive reporting on data and predictive modeling related to multiple benefit plan components, including plan design, stop loss, populations management, and year-over-year comparisons



## Mergers & Acquisitions

- + Integration and harmonization analysis
- + Compliance review
- + Assess contractual commitments
- + Transaction document support
- + Post-close support

## Additional Services

- + **Medicare**
  - + Pre and Post retirement guidance
  - + Individual and group consultation
- + **Compensation Consulting**
  - + Benchmarking
  - + Base pay program development
  - + Custom executive compensation programs
  - + Short-term and long-term incentive plan design
- + **Global Benefits**
  - + Navigation of complex international exposures
  - + Customized global benefits strategy
  - + Navigation of cultural nuances and legal complexities
  - + Benchmarking
- + **Retirement**
  - + 401(k), 403(b) expertise
  - + ESPO, KSOP
  - + Defined benefit plans
  - + Non-qualified deferred compensation programs
  - + Financial wellness tools and education



# CONSULTING SERVICES

## Strategy Consulting

- + **Protection Provided:** Control Rising Benefit Costs | Fiduciary Compliance

## Technical Consulting

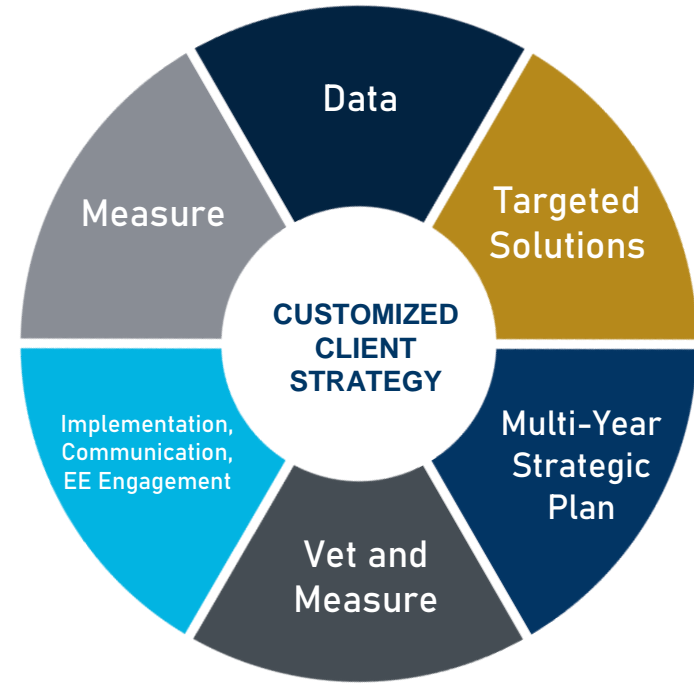
- + Aggressive Marketing/Negotiating | Accurate Budgeting | Manage Reserves | Cost Control

## Compliance

- + Avoid Litigation & Penalties | Fiduciary Compliance

## Service/Support/Communications

- + Member Satisfaction | Vendor Accountability



## Jack Henry Experience

- + Empower you
- + Dedicated team
- + No billable hours
- + High touch customer service
- + Full scope of services
- + Client-specific calendar/timeline
- + Partnership – we will listen to and support the needs of Jack Henry

## IMA Differentiators

- + Our people
- + National accounts expertise
- + Nationally recognized self-funding experts
- + Jack Henry– specific consulting (one size doesn't fit all)
- + Proactive/Collaborative/Strategic
- + Proven results
- + Compensation transparency

# PROACTIVE BENEFITS PROGRAM MANAGEMENT



## EVALUATE

Key areas of evaluation include, but not limited to the following:

- **Company Evaluation** – Client Business Strategy, Voice of the Employee Results (if applicable)
- **Employee Demographics** – Industry, Location, Generational Differences
- **Benchmark Evaluation** – Market and Industry Trends, Top Performer Strategies
- **Utilization Evaluation** – Client Trends by Plan
- **Compliance Evaluation** – ACA, ADA, Regulatory Plan Limitations, HSA/HRA Regulations



## STRATEGIZE

After the initial evaluation of your program is complete, your consulting team works in collaboration with you in the development of a strategic plans. Key areas of strategy may include, but are not limited to the following:

- Health care delivery
- Medical network optimization
- Medical access
- Rx plan performance
- Condition management
- Wellness/wellbeing
- Post 65 health care plans
- Personal protection
- Work life balance
- Rewards & incentives
- Communication/marketing



## PLAN

Strategic development of a benefit program is typically managed through a dynamic multi-year plan. IMA works with client to develop 3-5-year plans that are designed to replace a reactive approach to benefit program management with a proactive, deliberate approach that achieves financial and cultural company goals.

Projects are identified on an annual basis with detailed project plans and accountability measures set to ensure that you will receive the analysis and key information needed to make decisions.

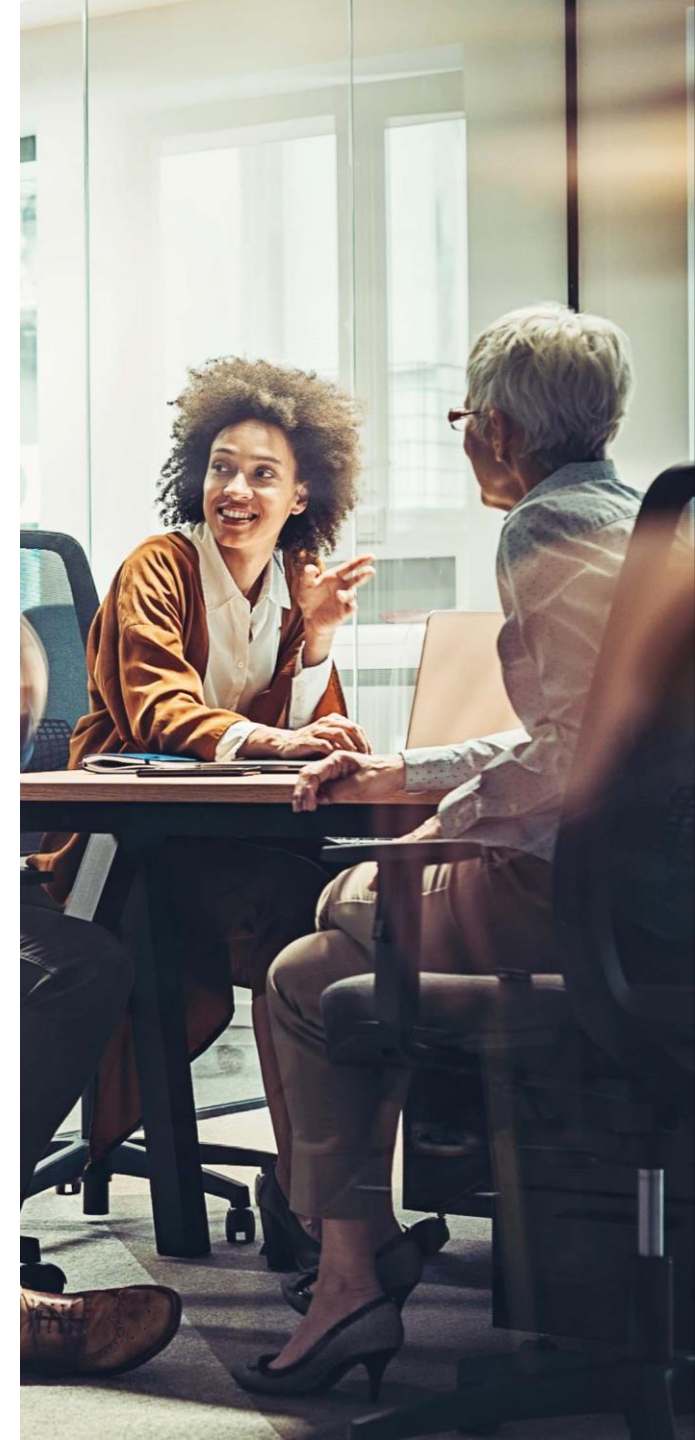
Once decisions are made your IMA consulting team takes lead on project management of the implementation and support clients in the development of engagement & communications strategy



## MEASURE

At IMA, we use both our IMA People Analytics system (powered by Cedar Gate) to identify utilization trends, as well as reporting provided by the carriers to determine if the strategies employed in the overall benefit package, whether it be medical, dental, vision, life, disability or any other programs are performing as expected.

In addition to actual utilization data points, if you opt to engage with our Voice of the Employee practice, we also capture data points related to the employee experience or perception of those strategies to determine if they are working as desired.





# VENDOR MANAGEMENT

**Q.** *Can you provide more specifics on your ongoing vendor management & performance monitoring engagement?*

**Q.** *How can you help with claims escalations?*  
*What options are available for us to delegate fiduciary responsibility to a third party and be able to tell our workforce that we are removed from decision making regarding claims?*

- Project management
- RFP development
- Proposal evaluation
- Finalist meetings
- Preparation of vendor award
- Implementation

RFP/RFI  
Process

Vendor  
Negotiations

- Pricing
- Contract terms
- Administrative processes
- Claim payment issues
- Individual advocacy
- Performance guarantees

- HR team support
- Advocacy on eligibility, claim and appeal issues
- TPA fiduciary assignment
- Coordination between vendor partners
- Contract review and enforcement

Employer  
Advocacy &  
Support

Renewal  
Management

- Proactive plan management throughout the year – no surprises at renewal
- Data driven decision making
- Monitor against contract, performance guarantees
- Incorporate employee feedback (Ask Charlie, Voice of the Employee)

ASK  
Charlie

# PHARMACY CONSULTING

## Empowered Pharmacy Thought Leadership

‘Unless someone like you cares a whole awful lot, nothing is going to get better. It’s Not.’ – The Lorax

Q.

*What options do you have available for helping control specialty drug spending without major disruption to the members?*



## Expertise + Technology = The Prescription for Success.

Powerful solutions tailor-made for performance and measurable results.

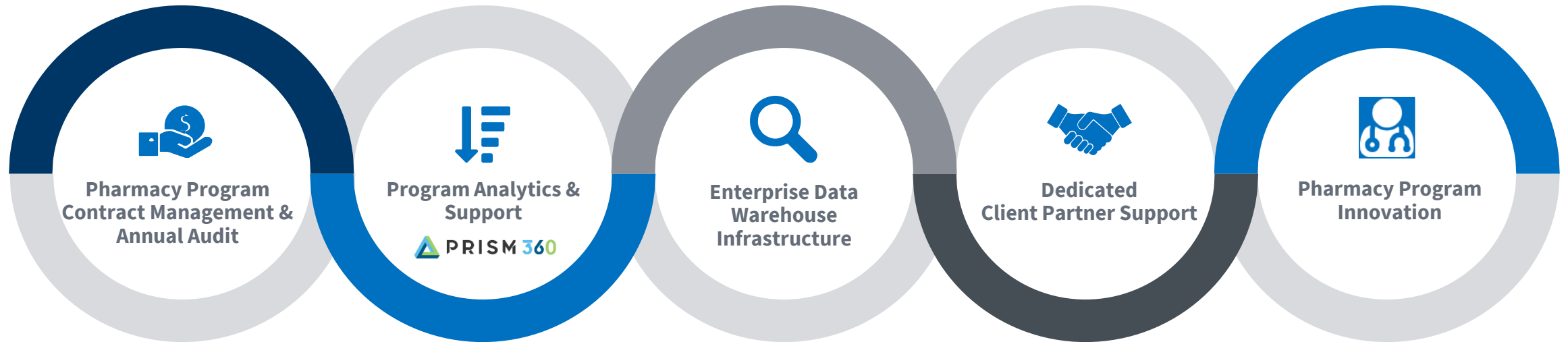
- |  |  |
|--|--|
| <br>Pharmacy Contract<br>Negotiation & Ongoing<br>Contract Management                   | <br><br>Dynamic, Actionable Data<br>& Analytics Insights |
| <br>Pharmacy Program Audit<br>Services; Financial,<br>Operational, & Regulatory         | <br>Formulary & Utilization<br>Management, Drug<br>Pipeline Monitoring  |
| <br>Tailored Pharmacy Enterprise<br>Business Development<br>Strategy & Implementation | <br>Plan Design Modeling,<br>Premium Forecasting, &<br>Disruption Analytics   |



# PHARMACY CONSULTING

## Practice Disciplines & Core Competencies

‘The most successful people I’ve known are the ones who do more listening than talking.’ – Bernard Baruch



### Pharmacy Program Contract Management & Annual Audit

- Pharmacy Procurement, Market Competitiveness Assessments
- Direct Negotiations & Enforcement of PBM Contracts
- Annual Audit of Network Discount & Rebate Performance

### Program Analytics & Support – Prism360

- Delivery of Plan Specific Pharmacy Analytics
- Regular Comprehensive Plan Performance Reviews
- Book of Business Benchmarking & Trend Management

### Enterprise Data Warehouse Infrastructure

- HIPAA Compliant, HITECH, & SOC II Certified Infrastructure
- Unlimited MS Azure Cloud Storage
- Full SSO & API Integration Capabilities

### Dedicated Client Partner Support

- Committed Executive Sponsor, Senior Consultant, Associate Consultant, & Analytics Lead
- Full Technology Stack & Book-of-Business Plan Management Support

### Pharmacy Program Innovation

- J-Code to Specialty Pharmacy Conversion & Fulfillment
- Ancillary Cost Avoidance Strategy Development
- 340B Program Optimization

# DATA & ANALYTICS



IMA utilizes an in-house claims analytics system: IMA People Analytics, powered by Cedar Gate. People Analytics contains two primary components: a robust set of reports detailing financial trends, care delivery patterns, and risk drivers of the population; and a thorough data warehouse which can be queried for more detailed analyses.

## Standard Reports

Claim and forecast reporting provided by IMA includes, but is not limited to, these key financial areas:

- + Monthly and/or quarterly Health/Rx/Dental Claims Expense Reports
- + Large claim tracking of 50% specific claim stop-loss threshold (health and Rx)
- + Actual vs. expected health claim budget projections
- + Employee contribution modeling
- + Incurred but Not Reported (IBNR) claim calculations

### TOP PERFORMER STRATEGIES

Top performer strategies are important to evaluate in terms of what types of strategies & programs are in place currently and achieving positive results for companies actively managing their benefit plans

### MARKET NEWS

With the healthcare market and the employer total rewards space changing constantly, market news is a crucial piece of information when considering what employees are reading outside the workplace

### REGULATORY UPDATES (FEDERAL, STATE & LOCAL)

Regulatory action specifically at the state and local levels are creating challenges for employers with diverse market presence to stay in compliance and are shaping strategies employed in those markets

### NEW TO MARKET STRATEGIES

Innovation & the emergence of new strategies are key to watch in terms of knowing what strategies may be considered in the future or strategies that may be considered for early implementation

### BENCHMARKING

As employers focus on the recruitment and retention of employees in different regions, industries and generational groups, benchmarking continues to be a data point needed to assess benefit strategy





# DATA & ANALYTICS

## Comprehensive Analytics

Through IMA's partnership with Cedar Gate, comprehensive data analytics solutions such as Milliman risk scores, predictive analyses, chronic conditions and care compliance analysis are combined under one analytics platform to enhance insights while controlling data access.

| Impact of Risk Score |                 | (Benchmark: 1,000 risk score) |
|----------------------|-----------------|-------------------------------|
| Risk Score: 0.867    | Percent Impact: | -13.3%                        |
| ▼                    | PEPM Impact:    | -\$138                        |



## Data Warehousing

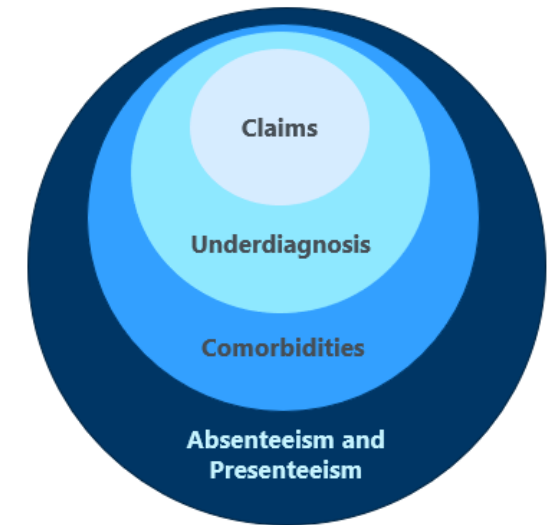
Data warehouse access allows analysts to develop ad hoc reporting, for detailed claim- and member-level analyses.



## IMA Expert Analysis

Using a range of pre-developed reports and ad-hoc analysis, IMA People Analytics allows our analyst teams to understand risk, identify savings opportunities, and implement solutions that align with your organizational goals.

### The Full Cost of Mental Health



# A BETTER EMPLOYEE EXPERIENCE



**SUPPORTING THE EMPLOYEE EXPERIENCE FROM RECRUITMENT TO RETIREMENT**



ASK

Charlie

## Advocating for Your Employees' Benefits Support Needs

Charlie's personalized benefits support provides a team of dedicated advocates to help your company's employees and their covered family members maximize their benefits, alleviating the overwhelming process of navigating the complex world of employee benefits.

At Ask Charlie, our team of licensed experts are available to your covered employees and their families to educate and answer benefit questions.

This way, you can focus on running your business and leave the benefits questions to us.

**All available as an added value to you.**  
***Equivalent value to one FTE***

Here to help you



[clientname.benefits@imacorp.com](mailto:clientname.benefits@imacorp.com)

CUSTOMIZED PHONE NUMBER PROVIDED

M-F 8AM to 6PM CST



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NPN 1316541 | IMA, Inc dba IMA Insurance Services | California Lic #0H64724



## OUR BENEFITS EXPERTS

- + Explain how benefits work, including voluntary benefits
- + Locate in-network providers
- + Navigating billing issues and assist in resolving insurance claims
- + Facilitate pre-authorizations and support appeal options
- ...and other benefits-related concerns, so you don't have to!

# VOICE OF THE EMPLOYEE

OUR TOOL FOR CAPTURING EMPLOYEE INSIGHTS



We help our clients capture meaningful feedback from their employees.

## 1 Customized Employee Feedback on Topics that Matter to Your Organization

Topic include but are not limited to safety perception, benefits preferences, DEI, and employee engagement.

## 2 Advanced Survey & Analytics Technology

Our tool enables us to capture & present insights in a meaningful way; allowing you to act on the data.

## 3 Integration of VOE Into Your Important Corporate Initiatives

Use VOE to inform your internal teams on things like recruiting & retention efforts, safety protocols, DEI programs and more.



Employees who feel their voice is heard are 4.6X more likely to feel empowered to do their best work. - *Salesforce*

### Survey

Question Library  
&  
[Digital Link/QR Code](#)





# COMPLIANCE

IMA supports your team with our core consulting team + our dedicated compliance team that partners with clients throughout the year

**Q!** *Provide clarification on your ERISA support.*

## Processes

- + Annual checklist review
- + Proactive deadline alerts
- + Optional online compliance calendar that sends proactive alerts with upcoming deadlines
- + Compliance activities review each year

## Procedure

- + 5500 prep and filing
- + Wrap ERISA documents
- + Section 125/105 plan documents
- + HIPAA/CHIPRA documents
- + PCORI filing assistance
- + IRS Penalty Letter Responses
- + Seminar/Webinars
- + Blogs/Legal Alerts

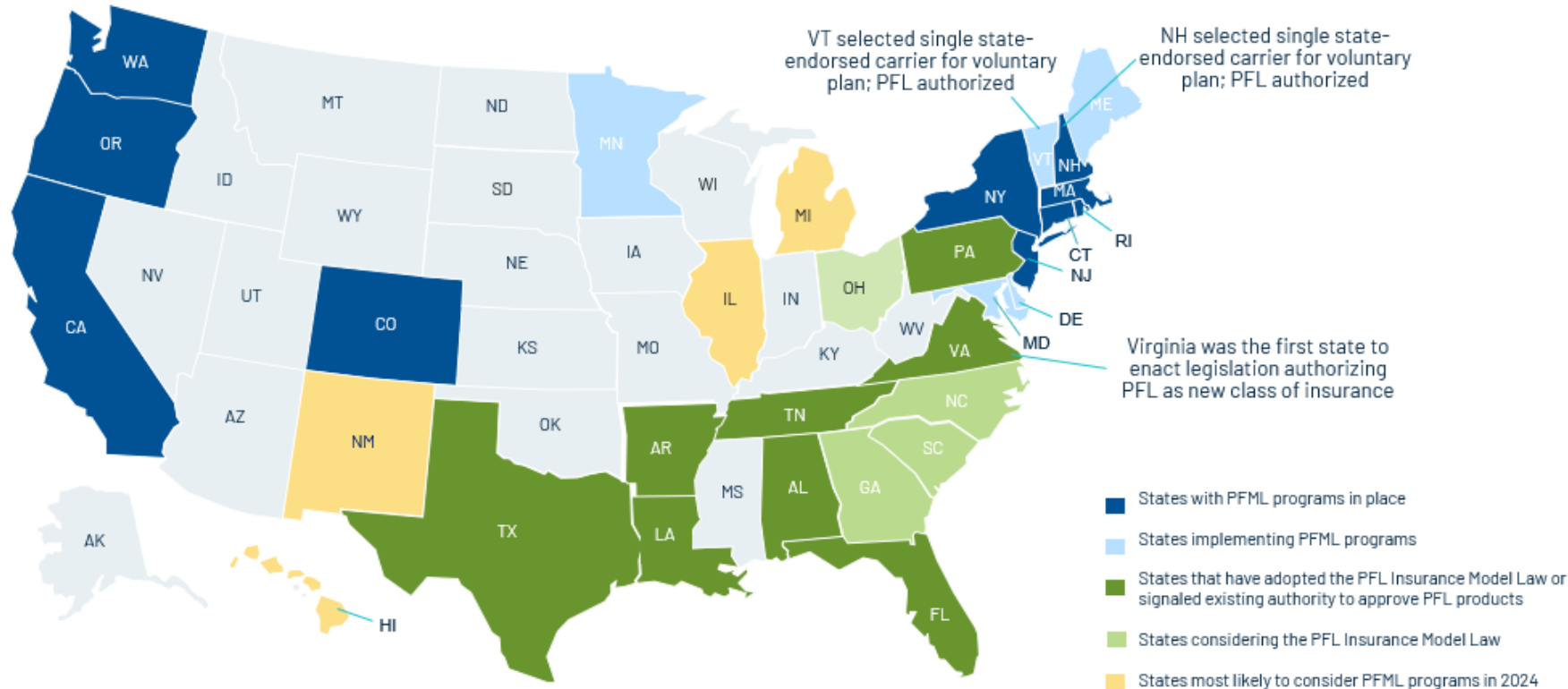
## Year-round Consulting

- + ACA reporting and tracking of hours
- + Non-discrimination Rules
- + Cobra administration
- + Wellness program compliance
- + Leaves and benefit plan interactions
- + Waiver incentives
- + Dependent eligibility audits
- + Access to Mineral HR resource center & experts
- + And more



# LEAVE AND ABSENCE CONSULTING

## PAID FAMILY & MEDICAL LEAVE LEGISLATIVE LANDSCAPE



### The Evolving Leave Landscape

- + Approximately 15 states will require employers to provide paid family and medical leave by 2026
  - + Several more have pending or proposed legislation
  - + Typically much broader than FMLA
- + Many other states also have paid sick leave, public health emergency leave, or other requirements covering a broad range of short-term absences

# LEAVE AND ABSENCE CONSULTING

Q.

*Who do you partner with  
for leave administration?*

## LIFE & DISABILITY CARRIERS

unum®

NEW  
YORK  
LIFE

Sun Life

Lincoln  
Financial Group®

Mutual of Omaha

THE  
HARTFORD

Guardian®

reliance matrix  
A MEMBER OF THE TOKIO MARINE GROUP

## LEGACY ADMINISTRATORS

COMPSYCH®  
GuidanceResources® Worldwide

Larkin

alight

sedgwick

## TECH-FORWARD LEAVE ADMINISTRATORS

Sparrow

cocoon

tilt

## SOFTWARE SOLUTIONS

AbsenceSoft

stiira

Pulpstream



*register now*

[imacorp.com/benefits/eb24](https://imacorp.com/benefits/eb24)

May 16, 2024

Coors Field

# IMA <sup>2024</sup> SUMMIT EB

EMPOWER. ENGAGE. EXCEL.

SHAPING TOMORROW'S BENEFITS

*today*



## Visit IMA's Booth at the National SHRM Conference

IMA Benefits will be making a big splash at this year's conference, showcasing our commitment to HR professionals.

Stop by for connection,  
refreshments and some fun!

# SHRM

# 24

CHICAGO | JUNE 23-26, 2024

# IMA Benefits



# PROPERTY + CASUALTY

## Ensuring The Future

OUR FOCUS

MANAGING TOTAL COST OF RISK

CLIENT SUPPORT STRUCTURE

APPROACH TO SERVICE

MARKETING PHILOSOPHY

M&A

CYBER

TOOLBOX

CASE STUDY

AFFILIATIONS





IMA helps clients in the FinTech industry *see around corners*, enabling them to take advantage of risk rather than simply purchasing insurance.

## PROTECTING ASSETS

Managing risk means more than insuring what is here today, but seeing ahead to where the business will be tomorrow.

**IMA understands your business first and places insurance second.**

**IMA serves clients across the tech ecosystem, including:**

- + SaaS
- + Hardware
- + Telecom
- + Robotics
- + VARs
- + Cloud Services
- + Infrastructure
- + Media & Communications
- + Artificial Intelligence
- + IoT
- + Data Centers,
- + Consulting
- + Digital Assets & web3
- + Information Security

**95%**  
**CLIENT**  
**RETENTION RATE**



SEEING  
AROUND  
CORNERS

# MANAGING TOTAL COST OF RISK

## CLAIMS MANAGEMENT

- + Dedicated/Experienced Claims Advocate
- + Customized Claims Service Plan
- + Pre-Loss Prep
- + Specialty Vendors

## PREVENTING LOSSES

- + Trusted Advisors with Experience
- + Risk Assessment/  
Benchmarking Survey
- + Training/Education

## MANAGING TCOR

- + Alternative Risk Financing
- + Program Design
- + Captives



## SERVICE EXCELLENCE

- + Dedicated Local Service Team
- + Customized Client Service Plan
- + Not Profit Center Centric
- + Client Service Standards

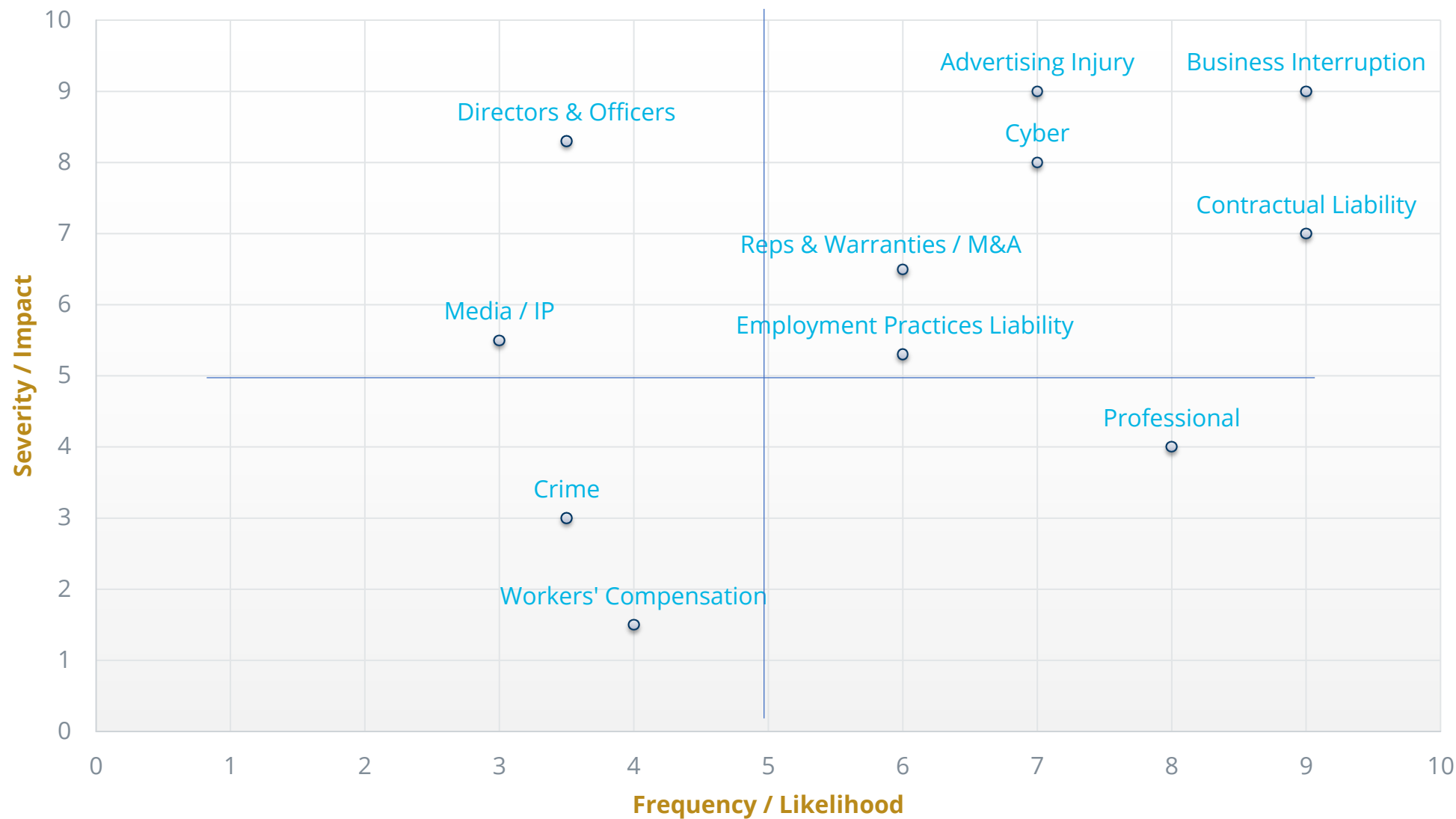
## TECHNOLOGY SPECIALTY

- + Specialty focused resources
- + Identifies risk specific to your business
- + Delivers customized solutions

## OTHER PRACTICE GROUPS

- + Executive Risk
- + Surety
- + Environmental
- + Contract Administration

# RISK MAP for jack henry™





# CLIENT SUPPORT STRUCTURE

IMA's actively surrounds and supports clients with value added services from across the IMA companies, tailored to serve the unique challenges of companies.



# IMA'S APPROACH TO SERVICE



IMA is constantly and diligently scanning the environment and mining data to deliver solutions to clients before clients even know they have a problem.

## SERVICES INCLUDE

- + Access to education and training resources to improve your workplace and help your employees advance
- + Exclusive networking opportunities to help grow your client base
- + IMA's proprietary Encompassed Risk Management (ERM) Process to help take advantage of risk
- + Industry and market insights enabling proactive action instead of reaction
- + Actionable analytics to drive process change and develop plans for improvement
- + Establishment of Plan B and Plan C carrier options with more than 50 market options for the technology sector
- + Regular updates regarding emerging issues and trends in the ever-changing technology landscape
- + Consultative approach in explaining and supporting risk decisions to private equity partners and other investors

Protecting assets is what we do,  
making a difference is who we are.



## Tactical

IMA works with clients when they need help with specific situations. IMA is there to intervene and help advocate for the best possible outcomes.

### SERVICES INCLUDE

- + Expert knowledge of the technology industry insurance marketplace
- + Partnership with strategic carriers to find the broadest terms and conditions
- + Alternative risk transfer options to lower your Total Cost of Risk
- + Expert and strategic claims advocacy for all lines of coverage
- + Alignment of cyber and privacy coverage with technology risks
- + Professional attorney-based contract review



## Transactional

IMA supports the execution of transactions in a “need it yesterday” timeframe. These are necessary to the flow of business in which accuracy and speed are essential.

### SERVICES INCLUDE

- + Assistance with claims/incident reporting
- + Delivery of insurance policies and endorsements
- + Issuance of outgoing certificates of insurance via our digital CertsNow platform
- + Review of policies and endorsements for accuracy
- + Check premium audits for accuracy
- + Issuing of bonds



## Marketing Process Milestones



## MARKETING IS A 365-DAY-A-YEAR PROCESS

IMA challenges every program in terms of carriers, coverages, retentions, limits and alternative financing options in order to constantly refine and optimize a client's risk and exposure.

IMA constantly evaluates their insurance carrier partners and service providers with strict adherence to an internal due diligence and ongoing annual compliance process.

Each company/insurer must meet or exceed the standards set forth in the categories listed below:

- + Market reputation
- + Excellent partnership history with IMA
- + Financial strength rating requirement (e.g., "A" or better with major rating agencies)
- + Financial size requirement (e.g., Size "XV" of \$2B in surplus)
- + Appropriate state licensure
- + Review of existing or future litigation

# MERGERS & ACQUISITIONS

IMA's technology team assists clients throughout the merger and acquisition process, from due diligence through post-close activities.

## Joining Together

IMA understands that one of the most important aspects of the M&A process is the rapid collection and analysis of information.

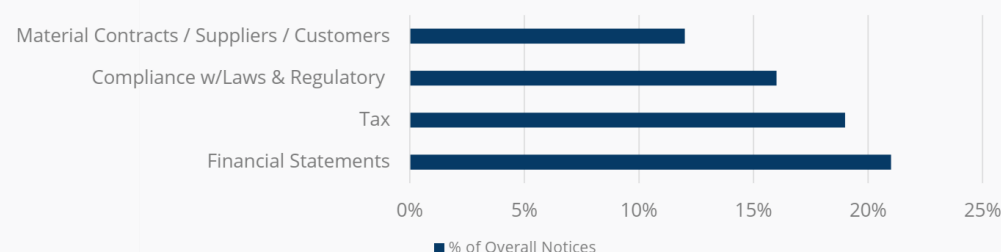
IMA has developed a proprietary M&A process that quickly collects data from the acquirer and delivers actionable information to the client's leadership team in an intelligent and concise manner.

## R&W CLAIMS

**R&W Claims** - 20% of R&W policies result in a reported notice of claim

+ 40% of Reported Claims on Deal Size of \$250M or less.

### Most commonly alleged breaches of R&W



## Core Consultative Services

- + Pre- and post-close Total Cost of Risk assessment
- + Combined entity program recommendations
- + PSA Analysis

## Transactional Liability



Environmental  
Liability



Existing  
Liability



Representations  
& Warranties



Tax  
Liability

# CYBER COVERAGE

As the use of technology has grown over the last 20 years, from email to billing systems and beyond, **so too have the risks associated with cyber losses.**

It is not a matter of if,  
but when a cyber event will occur.



IMA's Cyber Risk practice leverages a proprietary proactive risk management playbook, specifically designed to address the risks faced by real estate companies to minimize the risk of a data breach or hack:



**Vendor  
Contracting**



**Security  
Checkup**



**Risk  
Measure**



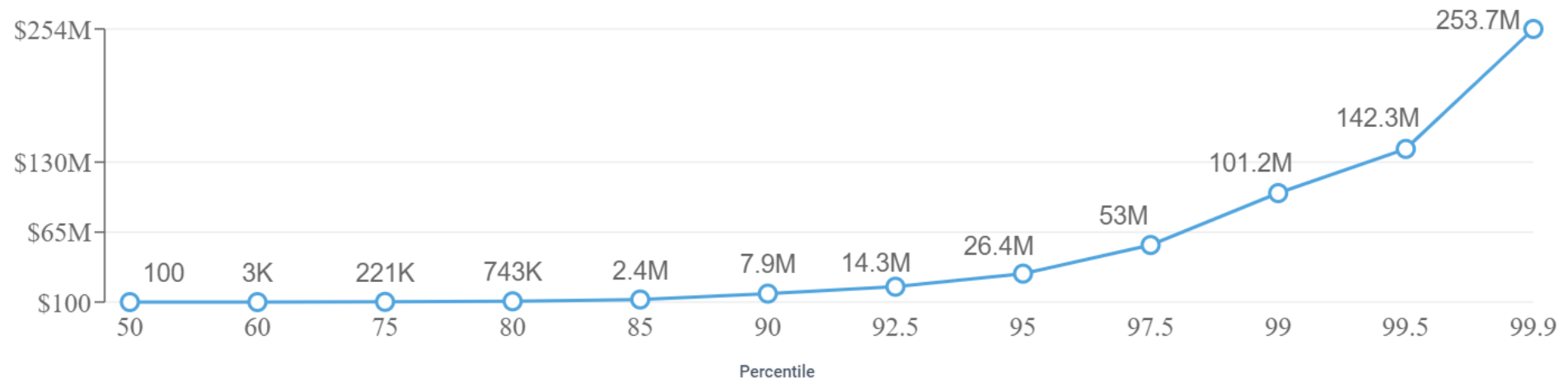
**Cyber Risk  
Hub**

- + Data Breach Modeling
- + Cyber Claims Studies
- + Security & Privacy Awareness Training



# BALANCE SHEET EXPOSURE

Jack Henry & Associates Inc.\_Aggregate Severity Distribution



- 5% of the most severe incidents exceed \$26.4M.
- The most severe 0.1% of incidents may result in losses exceeding \$253.7M.

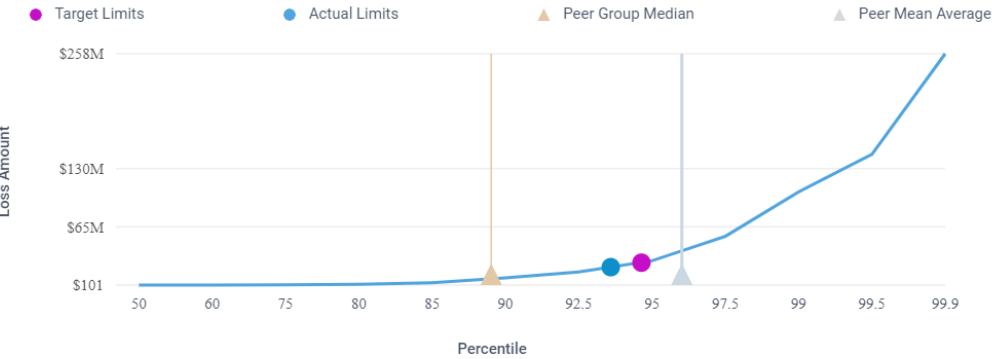
This analysis may not represent a whole view of your cyber risk assessment and is provided "as is" without representations, warranties or liabilities.

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# BENCHMARK

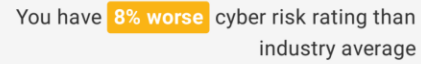
Peer Group Average Comparison (for Aggregate Severity Distribution)

PEER GROUP INFO  
Information Technology | Large: (1B+) | more than 100 Peers



|                    | Risk Transfer Percentile   | Meaning   |
|--------------------|----------------------------|---|
| Your Actual Limits | 94 <sup>th</sup><br>\$20M  | Your Company's limits are transferring financial risk for 94% of simulated cyber losses.  |
| Your Target Limits | 95 <sup>th</sup><br>\$25M  | Your Company's limits are transferring financial risk for 95% of simulated cyber losses.  |
| Peer Group Average | 96 <sup>th</sup><br>\$38M  | Your peer group (mean) average limits is transferring financial risk for 96% of simulated cyber losses.<br>Your equivalent limits at this peer percentile |
| Peer Group Median  | 89 <sup>th</sup><br>\$6.9M | The peer median company is transferring financial risk for 89% of simulated cyber losses.<br>Your equivalent limits at this peer percentile               |

This analysis may not represent a whole view of your cyber risk assessment and is provided "as is" without representations, warranties or liabilities.  
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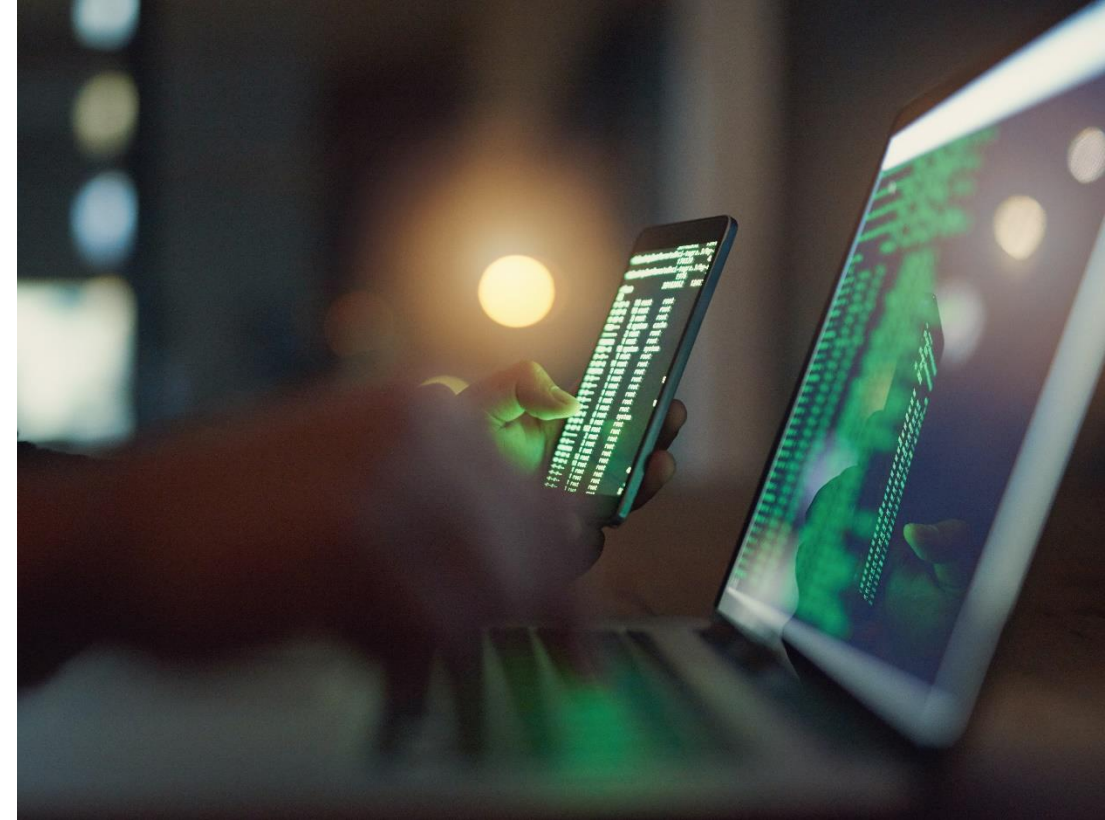
# TECH RISK (Cont.)

## FINTECH: A BLEND OF RISKS

- + Unique risk profile
- + Inadequate market solutions
- + Likely gaps in coverage

## IMA TECH RISK

IMA's expertise in the technology sector is second to none. The average experience of the Technology Specialty leaders is 24 years. Working with a team of specialists who exclusively serve the technology sector delivers the best results.



FOUNDING MEMBER:



# AVIATION

IMA's aviation practice is one of the top in the country because we have deep expertise in Aviation insurance with a team that includes:

- + pilots
- + former underwriters
- + former risk managers
- + aircraft owners
- + aviation hobbyists

## WE HAVE EXPERIENCE IN THE FOLLOWING VERTICALS:

- + Corporate Aircraft and Managed Fleets
- + Private Pleasure and Business Aircraft
- + Helicopter Operations
- + Airport Operations
- + Unmanned Aerial Systems
- + Manufacturers
- + Training Facilities





# IMA Executive Risk Solutions

*"We have deep depth."*

- Yogi Berra





# IMA EXECUTIVE RISK SOLUTIONS

IMA Executive Risk Solutions is a world-class team of professionals focused on providing thoughtful advice, a unique legal perspective, a broad range of insurance solutions, and excellent service to our valued clients. Our professionals have deep experience handling complex executive risk exposures for a variety of clients – from pre-IPO companies to multibillion-dollar corporations.

| IMA Executive Risk Solutions |  |
|------------------------------|--|
| Team Depth                   | Our Executive Risk Solutions practice group is a team of over 40 professionals, each with a vast amount of experience.   |
| Tailored Programs            | IMA is the only broker in the industry with a comprehensive approach to program design and structure that is backed by cutting-edge <b>data &amp; analytics</b> and an <b>innovative legal approach</b> .  |
| Claim Advocacy               | Dedicated legal and claims staff that assist with all claim related matters, including claim communication, coverage interpretation and settlement facilitation. We work seamlessly with you and your outside counsel to ensure successful claim resolution. |
| Market Prowess               | IMA has strong, strategic partnerships with all carriers in the Executive Risk space. IMA places over \$8 billion in premium annually, and we have direct access to the top at all carriers.   |
| Thought Process              | We examine various claim examples, loss modeling and peer benchmarking, along with a creative coverage approach, in order to secure state-of-the-art program terms for our clients.  |
| Client Education             | We educate our clients on litigation trends and changes in rules/regulations that might impact exposures. We hold IMA University events and host small gathering peer conversations on “hot industry topics and trends”.                                     |

## What Differentiates Us?

### ❖ Our People

The depth and expertise of our team is second to none.

### ❖ Our Process

We bring a thoughtful, comprehensive, data-driven approach to every single program we place.

### ❖ Our Results

The expertise of our team combined with our unique operating methodology results in state-of-the-art insurance program design that maximizes protection for both D&O personal assets and the Company balance sheet.



# D&O PROGRAM ANALYSIS

## ***D&O Program Analysis***

IMA is the only broker in the industry with a comprehensive approach to D&O program design and structure that is backed by cutting-edge ***data & analytics*** and an ***innovative legal approach***. Our proprietary analysis covers the following eight areas of a D&O program:

- Primary Layer Coverage
- Excess Layer Coverage
- Side A Layer Coverage
- Counterparty Risk
- Program Structure
- Pricing
- Retention
- Limit

IMA's objective approach to D&O program analysis, design and structure allows our clients to enjoy the benefits of state-of-the-art program terms, designed to maximize protection of both corporate and personal assets.

Every D&O renewal begins with a comprehensive analysis of the existing program structure, in order to create a strategy and roadmap for the upcoming renewal.



# D&O COVERAGE ANALYSIS

## D&O Coverage Analysis

- IMA believes that D&O is first and foremost a *legal* consideration, and secondarily (but not insignificantly) a *financial* consideration. Securing the necessary scope of coverage in a D&O program is crucial in today's environment.

### Proprietary Coverage Scorecard | Best-in-Class Analysis | Avoid Coverage Disputes

| ABC Corp.<br>Directors' & Officers' Liability Insurance  | XL Specialty Insurance Company (Non-IMA Broker)<br>August 1, 2017 to August 1, 2018 | Best in<br>Class | XL Specialty Insurance Company (IMA)<br>[12-month policy period] | Best in<br>Class |
|--|---|------------------|--|------------------|
| Admitted Paper   | Yes   |                  | Yes  |                  |
| Finan. Strength Rating (A.M. Best / S&P)                 | A / A+  |                  | A / A+   |                  |
| Limit of Liability                                       | \$10,000,000  |                  | \$10,000,000   |                  |
| - Sub-limit for Derivative Claims                        | Yes (\$250K)  |                  | No   |                  |
| Retentions   |   |                  |  |                  |
| - Is retention reimbursed if Securities Claim Dismissed? | No  |                  | Yes  |                  |
| Side A Trigger   |   |                  |  |                  |
| Does BK/Fl automatically trigger Side A?                 | Yes (if due to "financial insolvency")  |                  | Yes (if DP or due to "financial insolvency")                     |                  |
| Advancement if Company fails/refuses to indemnify?       | Yes   |                  | Yes  |                  |
| Presumptive Indemnification                              | Yes   |                  | Yes  |                  |
| Rescission Hurdle  |   |                  |  |                  |
| Reliance Waiver  | Yes   |                  | Yes  |                  |
| "True and accurate" waiver                               | Yes ("true, accurate and complete")   |                  | No   |                  |
| Materiality Waiver                                       | No  |                  | No   |                  |
| Non-Rescindable Language (A v. ABC)                      | Yes (Side A, only after [ ] has [ ] paid)   |                  | Yes (ABC)  |                  |
| - "Restatement" Exclusion?                               | Yes   |                  | No   |                  |
| What is Relied On?                                       | "Application"   |                  | "Application"  |                  |
| Definition of Application                                |   |                  |  |                  |
| Actual Application                                       | Yes   |                  | No   |                  |
| Public Filings   | Yes (last 12 months SEC filings)  |                  | No   |                  |
| - Carve-back for 302 certification                       | No  |                  | n/a  |                  |
| Severability   |   |                  |  |                  |
| of the Application to Individuals                        | Yes   |                  | Yes  |                  |
| Non-Imputation language                                  | Yes   |                  | Yes  |                  |
| "Separate Application" language                          | No  |                  | Yes  |                  |
| of the Application for the Entity                        | No  |                  | Yes  |                  |
| of the Exclusions for Individuals                        | Yes   |                  | Yes  |                  |
| of the Exclusions for the Entity                         | Yes (w/o CEO/CFO/GC conduct)  |                  | Yes  |                  |
| Cooperation severability                                 | No  |                  | Yes  |                  |
| Overall Ranking (40% weighting)                          | 4.00  |                  | 9.50   |                  |



# D&O COVERAGE LITIGATION

## D&O Insurer Behavior Influences our Coverage-Focused Approach

- D&O coverage litigation has remained elevated over the last few years
- **D&O carriers have a high success rate (>80%) when litigating against their own insureds**
- D&O coverage litigation plays an important role in how we structure a D&O program
  - Which carriers are most litigious?
  - When are carriers successful? (and when are they not?)
  - What policy changes can be made to avoid D&O coverage litigation?

## Snapshot of D&O Coverage Litigation Database

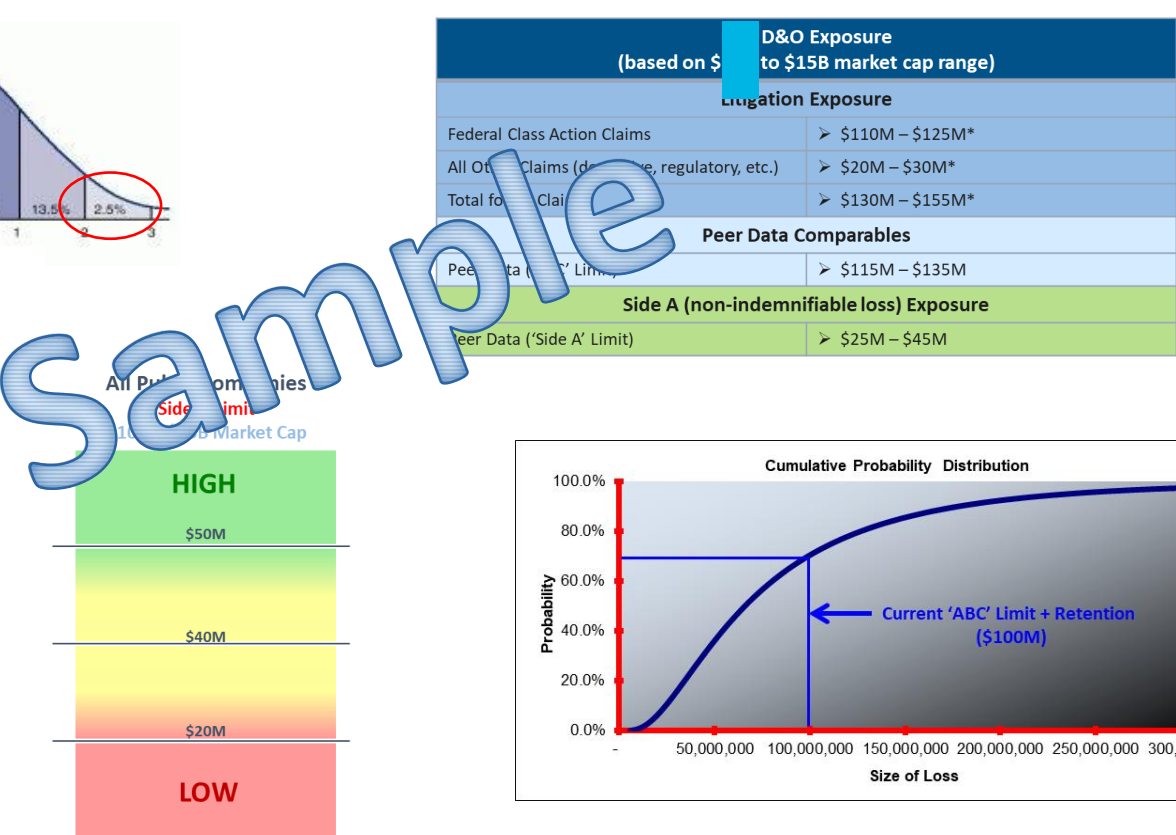
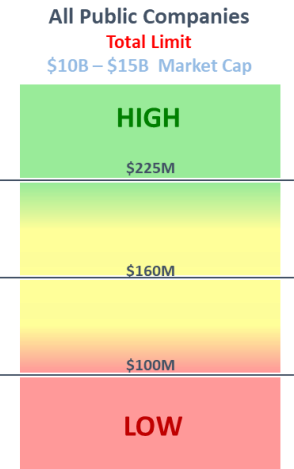
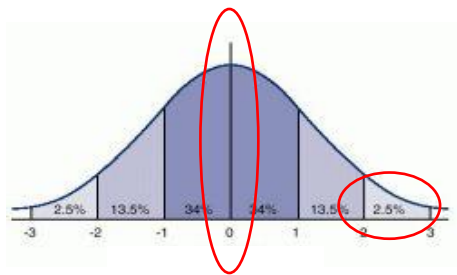
| Case  | Deficient Provision in D&O Policy                             |
|---|---|
| <i>Clifford Change, Ltd. V. Indian Harbor Ins. Co., 2007 WL 1704202 (N.Y. App. Div. 2007)</i>                                     | Allocation  |
| <i>LAC Basketball Club, Inc. v. Federal Ins. Co., Case No. CV 14-00113 GAF (C.D. Ca 2014)</i>                                     | Privacy exclusion (typically hidden within another exclusion) |
| <i>Office Depot, Inc. v. Nat'l Union Fire Ins. Co. of Pittsburgh, Pa., 2011 U.S. App. LEXIS 20759 (11<sup>th</sup> Cir. 2011)</i> | SEC Entity Investigation                                      |
| <i>XL, et. al., v Loral Space &amp; Communication, 2011 N.Y. App. Div. LEXIS 1104 (N.Y. App. Div. 2011)</i>                       | Securities Claim definition                                   |
| <i>Minnesota Lawyers Mut. Ins. Co. v. Baylor &amp; Jackson, PLLC, 2012 U.S. Dist. LEXIS 46854 (D. Md. 2012)</i>                   | Insuring Clause / Reporting Requirement                       |

# D&O LIMIT ANALYSIS

## D&O Limit Analysis

- IMA considers a variety of factors in arriving at a recommended program structure and overall limit, including settlement statistics, peer benchmarking data, defense cost analysis, EPS stress-testing, and “probability of exceedance” loss modeling.

Data Driven Analytics | Robust Peer Benchmarking | Proprietary Loss Modeling



# CLIENT ADVANTAGE

TECH-FORWARD SERVICE  
RISK CONTROL  
CLAIMS ADVOCACY  
CONTRACT ADMINISTRATION  
WORKERS' COMPENSATION  
GLOBAL RISK  
ENVIRONMENTAL  
COMPLEX RISX





# TECH FORWARD SERVICE

We deploy the most modern tech stack in the industry to allow our clients to be more efficient and in better control of your insurance and risk management programs. With over 120 systems and applications deployed, **our technology investment is 2x the national average compared to other brokers.**

In our mission to become “the Broker of the Future,” technology is an integral part of our identity and client journey.



From day one, IMA clients are able to customize their technology journey with us to create the experience they want – not simply the one offered. From digitalized submissions and renewals to ERM platforms to fully connected digital claims and accident reporting – IMA is unique in our ability to bring a myriad of technology platforms to our clients to better serve them.



**Online  
Compliance +  
Vendor  
Management**



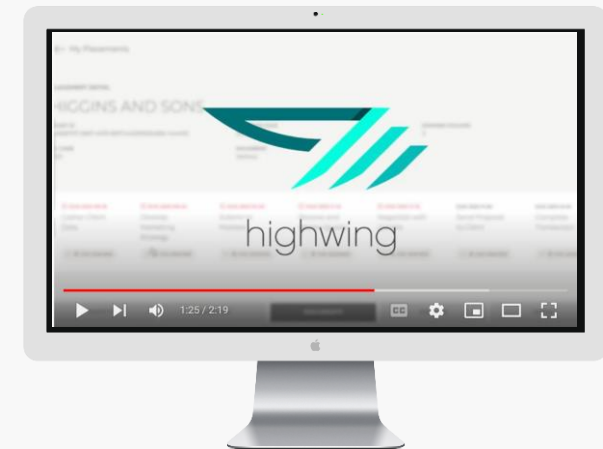
**Digital  
Applications +  
Marketing**



**Cloud  
Incident/Claims  
Reporting**



**Secure  
Self-Service  
Options**



# RISK CONTROL

Claims expenses are large and unpredictable, but clients can rely on IMA to act as proactive consultants and to advocate on their behalf to reduce risk exposure and subsequent claim expenditure.

With IMA Risk Control, clients do more than insure against a potential loss. Together with IMA, they actively manage their risks before a claim occurs.

IMA's approach to managing risk has historically helped companies see an average of

# 25 %

reduction in claims cost



Understands their clients' current state of on-site safety and works with their clients to develop a plan to achieve future safety goals.



Develops a coordinated service plan, in conjunction with the IMA Claims team, to help manage the biggest exposure risks.



Brings expertise from across IMA to provide guidance on best practices for Health, Safety and Environment.



Provides safety training tools, such as videos and experienced trainers who can come on site to train employees on improved safety practices.

# RISK CONTROL SOLUTIONS

A HOLISTIC SOLUTION TO  
MANAGE RISK, CONTROL LOSS,  
AND IMPROVE COMPLIANCE

## Risk Management Center

Help protect your company with the Risk Management Center, a unique web-based software suite of safety and risk management tools designed to empower your organization's risk prevention efforts. It is easy to access and use and provides a cost-effective risk reduction and safety center for your entire organization across all departments and locations.



### ONLINE TRAINING LIBRARY

Multitude of bilingual PowerPoints, Policies, and Training Shorts



### HR & BENEFITS DATABASE

Resources and handbooks for all 50 states



### INCIDENT TRACKING/TRENDING AND CLAIMS REPORTING

Trend incidents, maintain and print OSHA logs



### SAFETY DATA SHEET MANAGEMENT

Be compliant with OSHA hazardous material standards and the new globally harmonized system



### CERTIFICATE OF INSURANCE (COI) MANAGEMENT

Manage your COIs to control liability and risk



### BEHAVIOR-BASED SAFETY PROGRAMS

Build behavior-based safety programs with hazard analyses



### AUDIT TRACK

Designed to give organizations the ability to create custom surveys, questionnaires, checklists, and audits



### EMPLOYEE TRAINING MANAGEMENT

Automate scheduling and reporting using our online training





# CLAIMS MANAGEMENT

## Prior to Claim

- + Review current claim program by line of coverage
- + Develop custom reporting procedures
- + Assign designated adjusters
- + Pre-determine settlement goals and consultative amounts
- + Defense counsel selections

## Reviewing the Claim

- + Review all claim facts with you
- + Identify any potential coverage issues
- + Determine your desired outcome
- + Strategize with you to develop an action plan
- + Respond promptly, advise and advocate

## Controlling the Claim

- + Provide proactive claims updates
- + Development of clear and concise action plans with your carriers
- + Provide written claim summaries
- + Ensure claim adjusters are proactively managing outcomes

## Concluding the Claim

- + Important to communicate potential settlement prior to claim closure
- + A good claim is a closed claim
- + Continually monitor and revise protocols

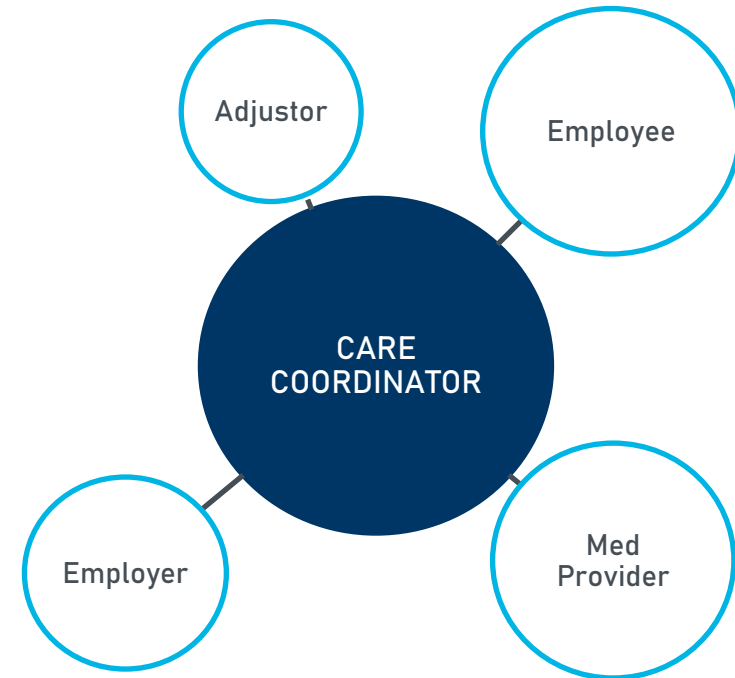
# CLAIMS MANAGEMENT

## Proactive Communication Between Jack Henry, TPAs, and Carriers

### Customer Care Coordinator

**The role:** three main functions including training staff on their expectations in the claims program, managing indemnity claims and implementing the Return-to-Work program.

- + Significantly reduces lost time
- + Improves medical utilization
- + Helps prevent or reduce attorney involvement
  - Reduced loss costs, positive return on investment
  - Positive impact on premiums and experience modifier
  - Improved human resources and employee experience



# CONTRACT REVIEW

IMA Contract Review helps clients review legal contracts to protect the client, before a claim ever occurs.

The attorneys of IMA Contract Review have deep experience in generally accepted industry practices, specifically with contracts and insurance used in multiple verticals.

|   |  |   |   |  |
|---|--|---|---|--|
| <b>Contract Review</b><br>Services & Solutions  |  | <br><b>Subcontractor Agreements</b>        | <br><b>Lease Agreements</b>              | <br><b>Master Services Agreements</b>       |
| <br><b>Franchise Agreements</b> | <br><b>Rental Agreements</b> | <br><b>Supply &amp; Demand Agreements</b> | <br><b>Release of Liability Waivers</b> | <br><b>M&amp;A Contracts or Documents</b> |





# IMA CERTIFICATE COMPLIANCE

- + Streamline insurance certification process with subcontractors
- + Reduce capital expenditure resourcing compliance and certification expertise internally
- + Protect balance sheet by ensuring proper risk transfer and insurance coverage from vendors
- + Get expert advice in determining the appropriate coverage needed for vendors on an individual project basis
- + Better understand insurance coverages
- + Avoid overbuying unnecessary insurance coverages

IMACC is a unique solution in the insurance marketplace to the challenges faced by managing multiple vendors. IMACC provides a bird's eye view of project subcontractors to manage all potential risks, allowing better oversight and streamlining processes.



# WORKERS' COMPENSATION SPECIALTY SERVICES



**Experience Modification  
Factor Analysis**



**Benchmarking:**  
Lowest Possible Mod Factor



**Deductible Benefit  
Analysis**



**Thorough Policy  
Review to Maximize  
Optional Credits**



**Strategic Claim  
Settlement Impact**



**Evolving Exposure  
Concerns**



**Timing of Claims  
and Reporting  
into the Mod Factor**



**Claims to Mod  
Impact Cost Analysis**



**Dispute Resolution**



**Classification Review**



**Legislative Advocacy**



**Workers' Comp News  
& Trends**

# WORKERS' COMPENSATION SUCCESS STORIES

We identified a not-at-fault vehicular claim for the client, which was misreported into their mod factor. After correction, their mod factor dropped -12 points, creating a **\$10,000 premium savings**.

UNCOVERED MISREPORTING IN MOD FACTOR  
**\$10,000** Premium Annual Savings

IDENTIFIED ALTERNATIVE CLASS CODES  
**\$150,000** **SAVED**  
AT AUDIT

We identified alternative class codes in TX and AZ, which **saved our client nearly \$150,000 at audit**.

A client acquired the division of another corporation. We worked closely with three insurance carriers to blend the experience from all, **reducing their modification factor -23 points and savings thousands in premiums dollars**.

**-23** POINT EMR  
REDUCTION



# GLOBAL RISK

IMA Global Risk utilizes a unique strategy to apply to and service our clients' insurance programs through the 135+ members of the IMA global network.

Unlike other brokers who utilize 'owned' networks of affiliate offices and have no incentive to go above and beyond, the partners of the IMA global network are incentivized to provide the best of both worlds: cogent global strategy and bespoke, expert and hands-on local service.

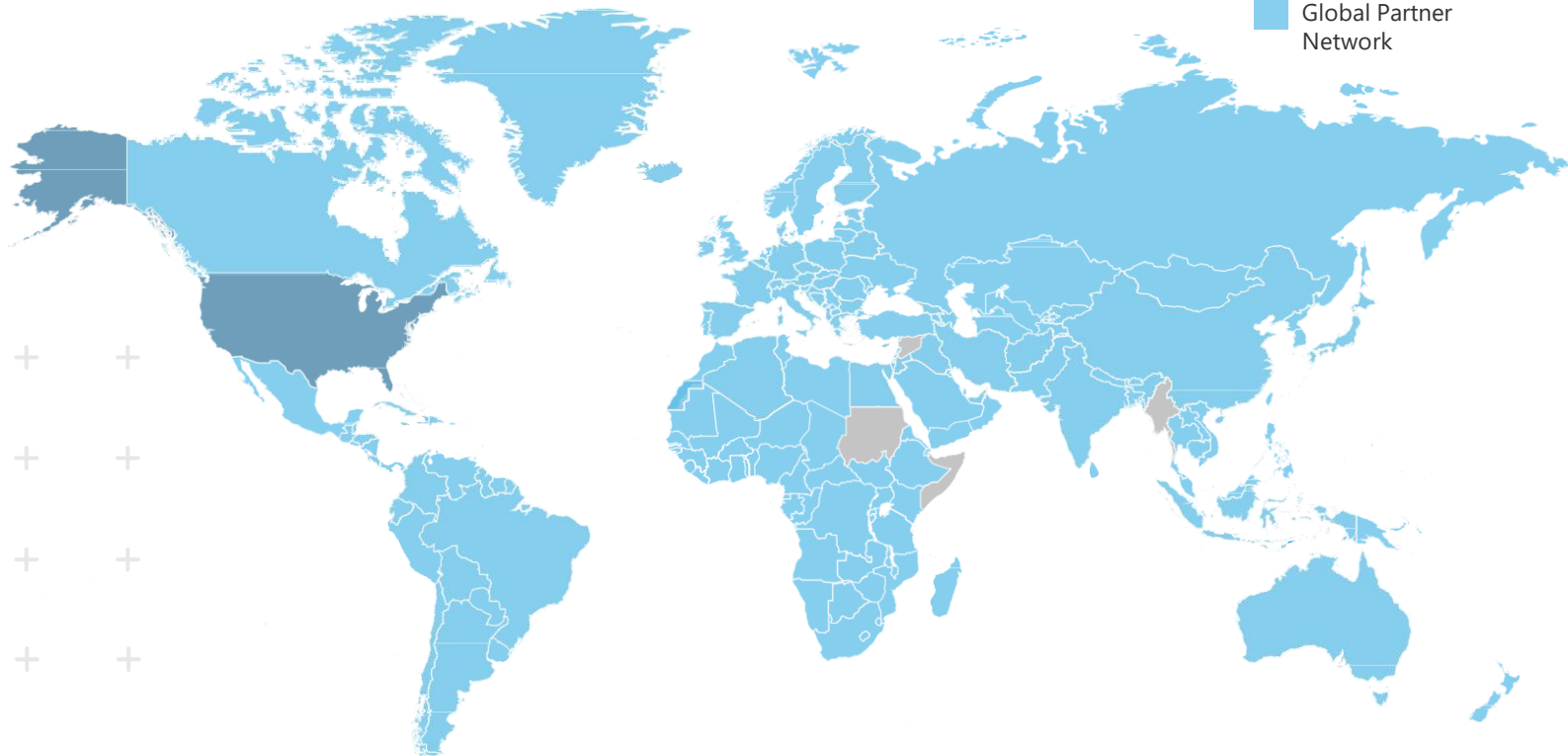


## IMA Global Network Services

- + Analysis of the needs of international offices and entities together with IMA and local brokers
- + Explanation of program policies to local offices as well as information about the coverage provided by the Controlled Master Insurance Program
- + Coverage Gap analysis
- + Administration of the locally placed policies: premium invoicing, premium adjustments for liability, business interruption and investments, if needed
- + Benchmarking: regular testing of pricing, terms and conditions

# GLOBAL REACH

IMA, Inc.  
Global Partner  
Network



In addition to strong relationships with international brokers across the globe, IMA has cultivated close ties with a multitude of internationally based carriers – ensuring clients have access to the most competitive rates and comprehensive coverages.



# COMPLEX RISK

IMA understands that no two clients working in the technology industry are alike. Technology clients are as unique in their risk profile and appetite as they are sophisticated in their structures.

IMA's Complex Risk Solutions team helps clients understand risk financing options and improve loss control processes, turning claims history into actionable insights for performance improvements.

|  |  |  |  |  |  |
|--|--|--|--|--|--|
| <div>Complex Risk<br/>&amp; Captive<br/>Management</div> <div>Services + Solutions</div> |  <div>Alternative risk<br/>financing program<br/>feasibility, design &amp;<br/>modeling</div> |  <div>Loss development,<br/>trending &amp; forecasting</div>                  |  <div>Claims management &amp;<br/>risk control strategies</div> |  <div>Self-insurance<br/>analysis &amp; filings</div>                   |  <div>Excess and<br/>reinsurance<br/>placements</div> |
|  |  <div>Online access to<br/>insurance companies</div>  |  <div>Third Party<br/>Administration (TPA)<br/>selection &amp; oversight</div> |  <div>Data management &amp;<br/>benchmarking studies</div>      |  <div>Annual actuarial<br/>analysis of loss<br/>reserve accruals</div> |  <div>Policy rating &amp;<br/>issuance</div>         |



# ROADMAP

THE PATH FORWARD



# TRANSITION TIMELINE

IMA awarded  
opportunity to  
market program via  
market broker of  
record letter



**March 2024**

**March/April 2024**

**Data Collection**

IMA will compile exposure data. Jack Henry will make any updates to exposure data for marketing.

**Market Submission Strategy**

IMA will send out the renewal submission to the markets with tailored requests specific to our strategy discussions and goals for the year.

**May/June 2024**



**Q2/Q3 2024**

**Program Review and Roadmap**

IMA Service team will review and analyze the program for compliance ,as well as next steps and design a service calendar that fits Jack Henry's desired specifications.



**Program Binding**

IMA to finalize any last-minute items discussed during Proposal discussion and bind coverage with carriers as agreed upon. IMA will assist Jack Henry in canceling the existing program from former broker and receive pro-rata return premiums.



**Q3 2024**

**jack henry**



Protecting assets. Making a difference.