WHO WE ARE

2014

ABOUT US

LOGiQ^3 is the expert provider of life insurance and reinsurance consulting and outsourcing services specializing in underwriting, reinsurance administration, audit, claims and distribution.

Ranked as one of Canada's Fastest Growing Companies for 4 consecutive years

Industry:
Insurance Distribution, Deposit Broker, Insurance, Reinsurance

Functions:
Underwriting, Audit, Claims, Reinsurance Administration

Service:
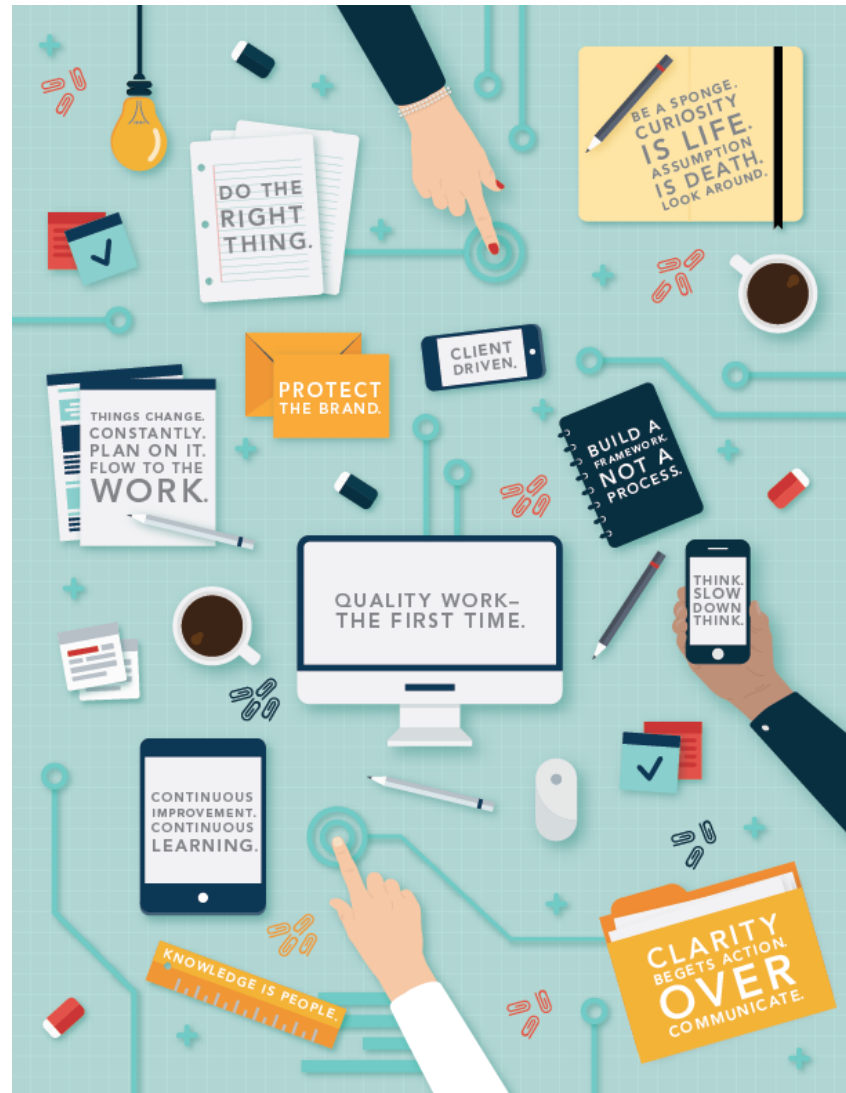Outsourcing, Consulting, Training

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OUR CULTURE

Culture is king.

Our company culture is the DNA that defines LOGiQ^3. It is the collective consciousness that drives the performance of the organization and its people.

Meet our 11 maxims, a set of non-negotiable, guiding principles that speaks to our culture.

See more http://www.logiq3.com/about-logiq3/our-culture

FACTS AND FIGURES

Corporate

- LOGiQ^3 is a Toronto-based privately held consulting and outsourcing company, formed in 2006
- Locations – Toronto and Cardiff

Clients

- International - Services currently offered in 5+ countries
- Client base – currently serving 25+ client companies

Brand

- Full Time Employees: 35
- Independent Consultants: 20+

Team

- Brand and reputation of being a key knowledge provider to the life insurance and reinsurance sector

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KEY MILESTONES

Company was founded

Created Advisory Board of Leaders and Key Influencers in the Market

Enter Reinsurance Administration Outsourcing Services

Placed 16th in Canada's Fastest Emerging Companies

Placed 37th in Canada's Fastest Growing Companies

Launched Underwriting E-Learning Training

Top 3 Finalist for the Toronto Board of Trade Business Excellence Award – Global Reach

Nominated for Canada's Most Admired Culture Companies

Placed 137th in Canada's Fastest Growing Companies

Launched Distribution business line investigation

Started in

2006

Enter Underwriting Services and Training

Employees grew from 3 to 35

2013…

Achieved the following audit standards

- SSAE16 SOC 1 Type 2 (US)
- CICA5970 (Canada)
- ISAE3402 (International)

Placed 23rd in Canada's Fastest Growing Companies

Formed joint venture, mL^3 Global Life with msg global solutions

Ranked 219th of 500 in Canada's Fastest Growing Companies

Launched Deposit Broker Distribution Project

Enhancement of Underwriting E-Learning to include 100% Video training solution

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CONSULTING

LOGiQ^3 adopts best practices across all facets of the life reinsurance business and provides consulting solutions for life insurers and reinsurers.

KEY SERVICE	DESCRIPTION
OPERATIONAL REVIEW AND ANALYSIS	• Review and document operations ranging from underwriting through to claims and reinsurance to identify gaps or risks, compare to best practices, and form recommendations for improvements.
REINSURANCE SYSTEM CONVERSION SUPPORT	• Manage and perform steps to convert a reinsurance administration system, including treaty and data analysis, system set-up, mod definition, testing, comparison of financial results, and any clean-up resulting from the transition.
TREATY REVIEW AND ANALYSIS	• Review treaty language, cession data, premium and claims history to identify governing language and understand current and future financial implications.
UNDERWRITING	• Provide underwriting training and production underwriting of cases by following the client's guidelines, and communicating decisions.
FINANCIAL IMPACT ANALYSIS AND DATA MANAGEMENT	• Conduct comprehensive review of reinsurance practices related to premiums, claims, and data management to quantify exposure and financial impact. • Recommend and facilitate corrective actions.
AUDITING	• Review current controls and practices, perform detailed case testing, conduct staff interviews, analyze population for key metrics, and quickly produce report of findings. • Identify follow up actions needed and see through to resolution if desired.

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OUTSOURCING

KEY SERVICE	DESCRIPTION
REINSURANCE ADMINISTRATION	• Handle all aspects of ceded and assumed reinsurance operations – premiums, claims, reserves, reinsurer communications, treaty updates, and data management. • Reporting to stakeholders
UNDERWRITING	• Provide complete underwriting services following client guidelines for risk assessment of new business, reinstatements, policy changes, renewals, structured settlements and impaired annuities.
CLAIMS SUPPORT	• Claims adjudication for death claims and living benefits to form recommendations for payment, with specialized expertise in complex, foreign, and contestable claims. • Reinsured claims administration, including settlement requests and other related actions.
AUDITING	• Auditing on your behalf across key services – reinsurance administration, underwriting, and claims.

LOGiQ^3 offers a suite of outsourcing solutions for both ceding companies and reinsurers.

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WHY CHOOSE LOGiQ³

OUR NETWORK

- Established relationships with insurers and reinsurers
- Track record of working with direct service providers (TPAs)
- Efficient model for working with key technology partners (TAI)
- Access to reinsurance expertise and recognized industry professionals
- Our technology 'network' (The LOGiQ³ Hub)
- Global presence

OUR FLEXIBILITY

- Creative approach to converting blocks of business as required
- "A la carte" approach to choose the services required or desired
- Ability to scale up or down on support depending on business needs (i.e. special projects, audits, year-end, etc.)
- Flexible technology and infrastructure model
- Customized pricing structures to suit business objectives

OUR QUALITY

- Reputation for delivering on-time, in budget, and with high quality results
- Operational SLAs to clearly define timelines, accountabilities, and deliverables
- Internationally compliant (SSAE 16, CICA 5970, ISAE 3402)
- Highly regarded by our clients - feedback and testimonials available

OUR EXPERIENCE

- Insurance and reinsurance underwriting, claims, auditing and administration subject matter expertise
- Knowledge of Industry best practices and best practices
- Controlled and proven methodology for delivering reinsurance administration and conversions
- Infrastructure designed with specific attention to data privacy, security, and scalability

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PRICING PRINCIPLES

INFLUENCING FACTORS

- Volumes
- Scope of services desired
- Timelines and contract duration
- Technology and infrastructure requirements
- Composition of business
- Ability to leverage existing processes and controls

APPROACHES

- "Cost plus"
- Per Cession
- Time and Materials
- Fixed cost
- Discounts or credit-back for increased services

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REINSURANCE ADMINISTRATION

Offering comprehensive ceded and assumed life reinsurance administrative services for insurance and reinsurance companies for life and health products, supported by internationally recognized auditing standards.

FUNCTION	CEDED	ASSUMED
DATA MANAGEMENT (ELECTRONIC OR PAPER)	x	x
SECURE DATA TRANSFER PROTOCOLS	x	x
REINSURANCE SYSTEM CYCLE EXECUTION	x	x
PREMIUM - CALCULATIONS	x	
PREMIUM - BILLINGS	x	x
PREMIUM - SETTLEMENT	x	
PREMIUM - ALLOCATION		x
TREATY MANAGEMENT	x	
CESSION MAINTENANCE	x	
CLAIMS - CASH SETTLEMENT	x	x
CLAIMS - DOCUMENT MANAGEMENT	x	x
EXCEPTION HANDLING	x	x
ACCOUNTING (GENERAL LEDGER & RECONCILIATIONS)	x	x
CASH MANAGEMENT	x	
REINSURER COMMUNICATIONS	x	x
VALUATION - YRT AND COINSURANCE RESERVES	x	
SUPPORT FOR SCHEDULE S	x	x
SYSTEMS AND DATA CONVERSION CAPABILITIES	x	x
TREATY COMPLIANCE	x	x
FINANCIAL REPORTING EXTRACTS		x
RETENTION MANAGEMENT	x	x
RETROCESSION ADMINISTRATION		x

Augmented by knowledge-based expertise in Underwriting, Claims Adjudication, and Auditing

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REINSURANCE ADMINISTRATION

OPERATIONAL REVIEW AND ANALYSIS

- Assessment of reinsurance systems, processes, controls, and workflow
- Identification of interdependencies between stakeholders
- Issue identification
- Quantification of potential impacts arising from current state or identified issues
- Recommendations and solutions for improvements

SYSTEMS AND DATA

- Data mapping, translation, process design, controls and workflows
- Systems conversion, implementation, validation, testing, analysis, and clean-up
- Transformation of manual processes to more automated and controlled solution
- Documentation of current processes

OTHER

- Reinsurance administration training
- Stop-gap support for special projects or staff augmentation
- Treaty projects – recaptures, novations, repricing

UNDERWRITING

Provider of expert consulting or outsourced underwriting services.

PRODUCTION UNDERWRITING

- Production underwriting in Canada, United States, Caribbean, and International regions
- Life, critical illness, disability illness, group, health and structured settlements
- Multi-language: English, French, Italian, and Spanish
- Management reporting, with emphasis on adhering to turnaround times
- Utilizing client's technology, remote or onsite

UNDERWRITING TRAINING

- Underwriting training for all levels –entry/new, junior, intermediate, and senior
- Training for life insurance advisors and other professionals requiring underwriting knowledge
- Continuing education, targeted learning, or for advancement to next level
- Flexibility in delivery methods: individually or corporate; traditional classroom, E-Learning or hybrid
- Every E-Learning module has been accredited by the Institute of Advanced Financial Education (I.A.F.E)

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UNDERWRITING

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UNDERWRITING BEST PRACTICES REVIEW

- Gain understanding of facultative operation and productivity
- Skill, efficiency, and productivity of the underwriting staff, including all support roles
- Processes and controls
- Relationship management: with clients, intra-departmental, and intra-company
- Underwriting systems and workflows
- Management reporting

LIFE ADVISOR UNDERWRITING SUPPORT

- Underwriting Training and CE – full web-based video E-Learning option
- Pre-underwriting support – proper requirements and evidence gathering
- Mobile Application – LifeAdvisorGuide App
- Specialized expertise for high net worth cases

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CLAIMS

Provider of life insurance death and individual health claims services.

CLAIMS ADJUDICATION

- Review of claims documentation
- Written claims summary and recommendations
- Reinsurer support – identifying exposure and facilitating communications for decision

CLAIMS ADMINISTRATION

- Individual and group life claims and living benefits
- Ceded, assumed, and retrocession claims administration

CLAIMS PROCESS REVIEW

- Review and documentation of processes, handoffs, and controls
- Identification of problematic areas, potential risks, and gaps in current process
- Recommendations for change and implementation

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AUDITING

Full audits using a three-phased approach of pre-work, on-site, and post-work or more limited desk audits

STANDARDIZED APPROACH

- Sample selection customized for situation
- Testing for adherence to reinsurance treaties
- Process and controls component, including system workflows
- Thorough written report documenting findings and follow-up recommendations

REINSURANCE ADMINISTRATION	UNDERWRITING	CLAIMS
• Data integrity • Premium & allowance calculation testing • Impacts of terminations and changes • Retention management • Treaty comparison	• Appropriate risk assessment and suitability of requirements (medical, financial, and non-medical risks) • Adherence to underwriting guidelines, including co-signing referrals, and any special programs • Adequacy of file documentation supporting risk decision • Identification of patterns of exceptions	• Accuracy of reinsured claims amounts • Review of adjudication process and any current litigation • Adherence to regulatory requirements • Handling of special situations such as unclaimed property or foreign death claims

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