



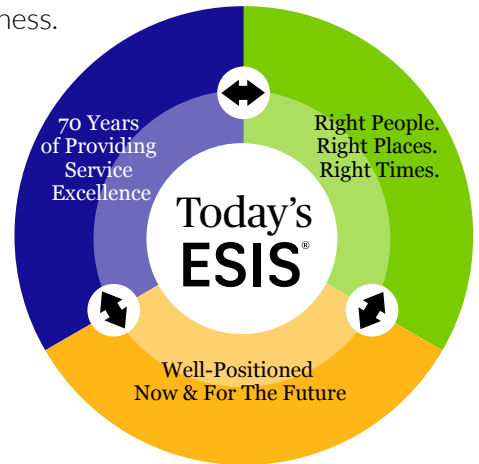
ESIS OVERVIEW

Unwavering commitment to client service for more than 70 years

Protecting our clients’ brand and reputation is at the heart of every claim we manage. Everything we do at ESIS is designed to help businesses and their stakeholders process claims with efficiency and clarity. Our claims professionals have years of experience and know how to respond to a variety of situations with respect and with fairness. As a supplement to the ESIS human touch, we strive to incorporate the latest analytics and technology to help mitigate risks. Long story short, **we deliver on our promises!**

THE KEY DIFFERENTIATORS OF ESIS:

- Technical claims expertise** with an unwavering commitment to quality
- Analytical orientation** and the systems needed to make it happen
- Scalable services** delivered in a nimble environment



FAST FACTS

Servicing
**U.S., Canada,
Global**

70 years
of experience

4th largest
multi-line TPA in U.S.

Backed by the
largest global
publicly traded
property & casualty
insurance company

CLIENTS FROM ALL INDUSTRIES

Approximately
1,300
clients

120⁺
Fortune 1000
companies

80⁺
Fortune 500
companies

91%
client retention

EMPLOYEES

Approximately
1,700
employees

Supervisors avg.
16 years
experience
with ESIS

Adjusters avg.
8 years
experience
with ESIS

Partnership
Leaders avg.
11 years
experience
with ESIS

80%
supervisors promoted
from within

ESIS is recognized as a pioneer in workers' compensation and general liability claims processing. Through progressive growth in serving client needs, ESIS core programs now span the full spectrum of casualty insurance risks, medical malpractice, litigation management and integrated risk advisory services.

Workers Compensation

Comprehensive approach to manage workers' compensation claims with innovative solutions and risk management strategies for streamlined cost efficiencies and quality employee health outcomes.

Auto & General Liability

Collaborative approach to handling auto and general liability claims, as well as auto physical damage through a team of specialists.

ESIS Medical Impact

Leveraging the expertise of clinical professionals and resources to deliver the highest quality of care to improve injured worker health and rehabilitation.

ESIS Integrated Absence Management

Innovative approach to risk mitigation and prevention for clients to establish a conducive work environment that can create businesses efficiencies and reduce costs associated with lost productivity due to employee absence.

ESIS Specialty

High-severity, complex claims administration and risk management solutions for professional and general liability, property, auto, cyber, accident and health, and environmental liability risks.

ESIS Industry Practices

Dedicated practice leaders with in-depth industry knowledge encompassing sector-specific exposures, coverage alternatives and claims management strategies impacting clients' potential business liabilities inherent with the costs of risk.

Chubb Global Risk Advisors

Deep roster of specialty consultants with expertise in property and casualty engineering, health, safety and environmental risk, advancing clients' adherence to sound risk management, regulatory compliance, and sustainability objectives to optimize bottom line financial results.

CLAIMS EXPERTISE

Given ESIS' wide breadth of services, its clients include many of the largest companies spanning an array of industries. Included in its comprehensive service suite are a host of pre- and post-loss claims management services including:

An advocacy approach

- Treating our clients' customers and employees with care and respect
 - Creating the right first impression
 - Helping to navigate each step of the claim process
 - Setting appropriate expectations
 - Communications that build trust & confidence
 - Address perceived barriers for claim resolution

Predictive modeling

- Integrated into claim workflow
- Identify claims likely to have high severity
 - Intake, 3 months, 12 months
 - Data and text mining
 - Socio-demographical data
 - >20 variables

Modernized claims technology platform enabling deeper insights

- Rules-based intuitive platform
- Efficient claim management
 - System-driven workflows
 - Process automation

DATA ANALYTICS

- Benchmarking KPIs
 - Understanding client data to drive better results
- RMIS
 - Customized dashboards and alerts, access to claim-level information
- Quarterly Program Review (QPR)
 - Improving results through quarterly data analysis
- Annual stewardship meeting
 - Roadmap for continuous improvement
- Customized account service instructions
 - Embedded directly into our claim system
 - Ensures compliance with clients' service instructions
 - Automated alerts to the adjuster
 - Built-in hyperlinks to important information
 - Location hierarchy, service & carrier bulletins, etc.