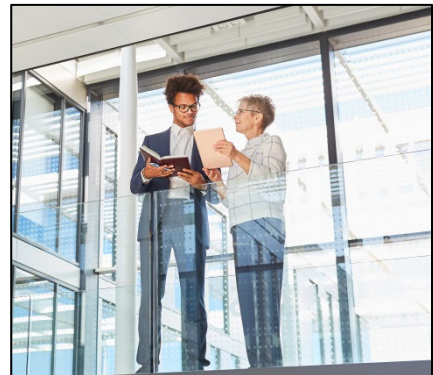


Claims Client Services Team

Everest's Client Services team provides end-to-end claims service solutions for business partners and clients to help achieve positive outcomes. As the main point of contact for TPA service providers, the team is able to centralize service deliverables and process efficiencies to help achieve positive claim outcomes.

Overview

- Central point of contact for all non-underwriting post-bind activities including but not limited to:
 - Client/broker onboarding
 - Coordinating activities of service partners (i.e. loss control, claims technical, operations)
 - TPA set-up
 - Developing Special Handling Instructions (“SHI”) if needed
- Obtain TPA quotes for unbundled opportunities
- Attend prospect meetings as needed to present Everest services
- Coordinate claim reviews
- Resolve service issues
- Facilitate account analytics reports
- Attend stewardship meetings
- Assist with access to TPAs on-line claim system and training on system



Value Added Services

- **Helpline:** Provides access to employment law attorneys for guidance and best-practice support for issues ranging from compliance concerns to policies and procedures.
- **Nurse Triage:** Gives insureds immediate, 24/7/365 access to licensed RNs specializing in workplace injuries. The program has resulted in reduced claim duration and total incurred claim costs for enrollees.
- **Telemedicine:** Designed to give immediate attention for minor medical issues.

20 Years Average
Industry Experience
on the Team

Customized Claim
Management
Solutions



Financial Strength 1Q 2020

Everest Re Group

\$2.6 Billion First Quarter GWP (up 21% YoY)

\$4.03 After-tax Operating EPS

6.9% Debt-to-Capital Ratio

98.6% Combined Ratio, inclusive of \$150M of Covid-19 losses and \$30M of catastrophe losses

Everest Insurance®

\$7.9M Gross Written Premium

18 Offices Globally

800+ Employees

Attritional Combined Ratio:
102.9%

Top Financial Group Ratings

A+ XV A.M. Best

A+ Standard & Poor's

A1 Moody's

Everest Re Group (NYSE: RE)

A member of the S&P500

Client Services Contact Information

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As a courtesy to its qualifying policyholders, Everest has arranged for access to selected vendors, at discounted rates, when applicable, in order to provide policyholders with services that can benefit their businesses but the choice of whether and to what extent to utilize these services is solely up to each qualifying policyholder. Everest makes no representations, guarantees or warranties (express or implied) as to the validity, quality and/or accuracy of any information, written materials, opinions or advice provided by such services.

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Always Ascend with an Experienced Team

