



Dear friends,

We continue to receive positive feedback on the newsletter. In this edition we cover several areas in which SCOR can offer tools and training to assist your underwriting department such as auditing tips, medical and non-medical presentations and e-data sources.

Thank you to everyone who stopped by our AHOU booth or met with us during the annual conference in Chicago. It was great to touch base with so many of you. Our speakers' presentations were well received. Please let us know if we can speak at your local underwriting organization. We covered the changing role of the underwriter and how to stay relevant. Another job well done by the AHOU committees!

Certainly, the winds of change are upon us as an industry and we have the expertise to help you weather the storm.

As always, we welcome your suggestions for topics that you would like to see in future newsletters. It is our goal to maintain a meaningful, lasting partnership with you.

Terry Feeney
Director, Underwriting

Spotlight

Targeted Internal Reviews – Identifying Trends and Tendencies

Since 2015, the SCOR Quality Assurance Team has reviewed and collected nearly 6000 internally audited underwritten cases for our U.S. and Canada teams. We conduct audits quarterly, and each case is entered as a unique record into a large and growing database. This gives us the ability to spot trends and abnormal spikes or patterns in our underwriting assessments. It also helps us identify tendencies that may not align with SCOR's underwriting philosophy or desired approach. For example, if an underwriter rates marijuana or alcohol use higher than necessary, it may be based on their own experiences or bias rather than expected mortality. Because we view results over the course of multiple quarters or years, it is easier for us to identify potential issues or areas that need improvement.

Some benefits SCOR has seen over the last several quarters include improved offers and a reduction in declines. Also, we have been able to provide focused individual and team training and communicate more effectively with clients to identify areas within our own underwriting manual that could be enhanced or clarified. The data also helps support our management's desire to promote a consistent underwriting philosophy throughout the department. This can sometimes be a challenge for companies with large numbers of remote underwriters.

SCOR is happy to have conversations with you as you look for ways to improve your own internal audit process. Feel free to contact any member of our Quality Assurance Team (James Atkins, Joe DeSimone or Bill Aniton).

Training Update Enhancing Your Training Program

Do you wonder where to turn for new ideas, topics, or speakers for your internal underwriter training program? Remember that SCOR is here to help however we can! We have prepared presentations from our experts in Underwriting and Research & Development covering a variety of medical and non-medical topics. We have presentations aimed at junior level all the way to advanced level skill sets.

Here is a short list, just to name a few:

- Hypertrophic Cardiomyopathy
- Alcohol Abuse
- Traumatic Brain Injuries
- Juvenile Obesity
- Business Financial Underwriting



- Auto Racing
- Reinsurance 101
- Better Communication and Selling Your Underwriting Decision

For the full list of presentations or for details about other training opportunities, please contact Pam Bergsten, Director, Underwriting Training at pbergsten@scor.com.

Automated Underwriting

The Benefits of Electronic Data

Carriers use combinations of electronic data in accelerated underwriting. Each additional source provides protective value with no degradation in the speed of decision. E-data also allows carriers to be smarter about when "slow evidence" is truly required.

The new e-data sources and removal of fluids/exams can cause movement between risk classes of existing insured/applicant pools. Mortality impact varies from minimal up to 10%+, depending on several carrier dependent factors. In some cases, mortality impact is better than fully underwritten. Most new, emerging e-data sources can be used to predict/stratify mortality. The challenge is to determine what the incremental value is when combined with other data sources.

- **Traditional e-data:** prescription data, MIB & MVR
- **New e-data:** clinical lab data, claims data, criminal records, credit-based mortality risk scoring, other medical based mortality risk scoring, etc.
- **Emerging e-data:** propensity models, EHR, wearables data, facial analytics, etc.

There is not one e-data strategy that will fit all carriers. The strategy will be driven by a carriers' risk appetite, client base, distribution channel, desire to be an early adopter, etc.

The SCOR R&D team and Velogica team have been instrumental in evaluating these new data sources for our carriers.

FDA News

Heart valve replacement

FDA expands approval of replacement heart valve, smallest mechanical valve size approved in the world.

"The U.S. Food and Drug Administration today expanded the approval of a heart valve to include a size small enough to be used in newborn pediatric patients to treat heart defects. Specifically, the agency approved the Masters Series Mechanical Heart Valve with

Hemodynamic Plus (HP) Sewing Cuff to include the 15-mm valve size, making it the smallest mechanical heart valve approved in the world."

"While larger replacement heart valves have been approved for years, there is an unmet need in young pediatric patients, especially newborns and infants, with congenital valve defects who may be too small to use currently-marketed heart valves," said Jeff Shuren, M.D., J.D., director of the FDA's Center for Devices and Radiological Health."



Agenda



6/20-6/23

SEHOVA – BOCA RATON

SCOR Guest Speaker
Bill Rooney, Medical Director
Underwriting HIV Positive

7/29-7/31

SOA Underwriting Issues and Innovation Seminar – CHICAGO

SCOR Guest Speaker
Mary Bahna-Nolan, EVP,
Head of Life R&D
Accelerated Underwriting

9/12-9/14

MUC – DENVER

SCOR Guest Speakers
Terry Feeney, Director, Underwriting
Traumatic Brain Injuries

Underwriter Spotlight



**Debra Estes M.S.,
AALU**
Senior underwriting
Consultant with SCOR
since July 2007.

Debra works on facultative risk assessment and has more than 35 years of experience.

A philanthropist and community servant, Debra supports students of her alma mater, Jackson State University, through the Debra Estes Book Scholarship fund. She helps with other causes as well, including feeding the homeless, education for incarcerated women and youth empowerment. Debra is a Pittsburgh Steelers fan. She also enjoys reading and cooking a variety of cuisines including traditional Southern and healthier choices. Debra currently works remotely and reports out of the Charlotte office.