

# Relationship between Reserving Actuary and Claims Professional

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# Relationship between Reserving Actuary and Claims Professional

## Important Relationships

- Pricing Actuary
- Product Manager
- ❖ Claims Professional!



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## Types of Information

- **Changes in call center**
- **Changes in case reserving philosophy**
- **Changes in claimant behavior**
- **Changes in types of claims being presented**
- **Changes in staffing levels**
- **Changes in organization**

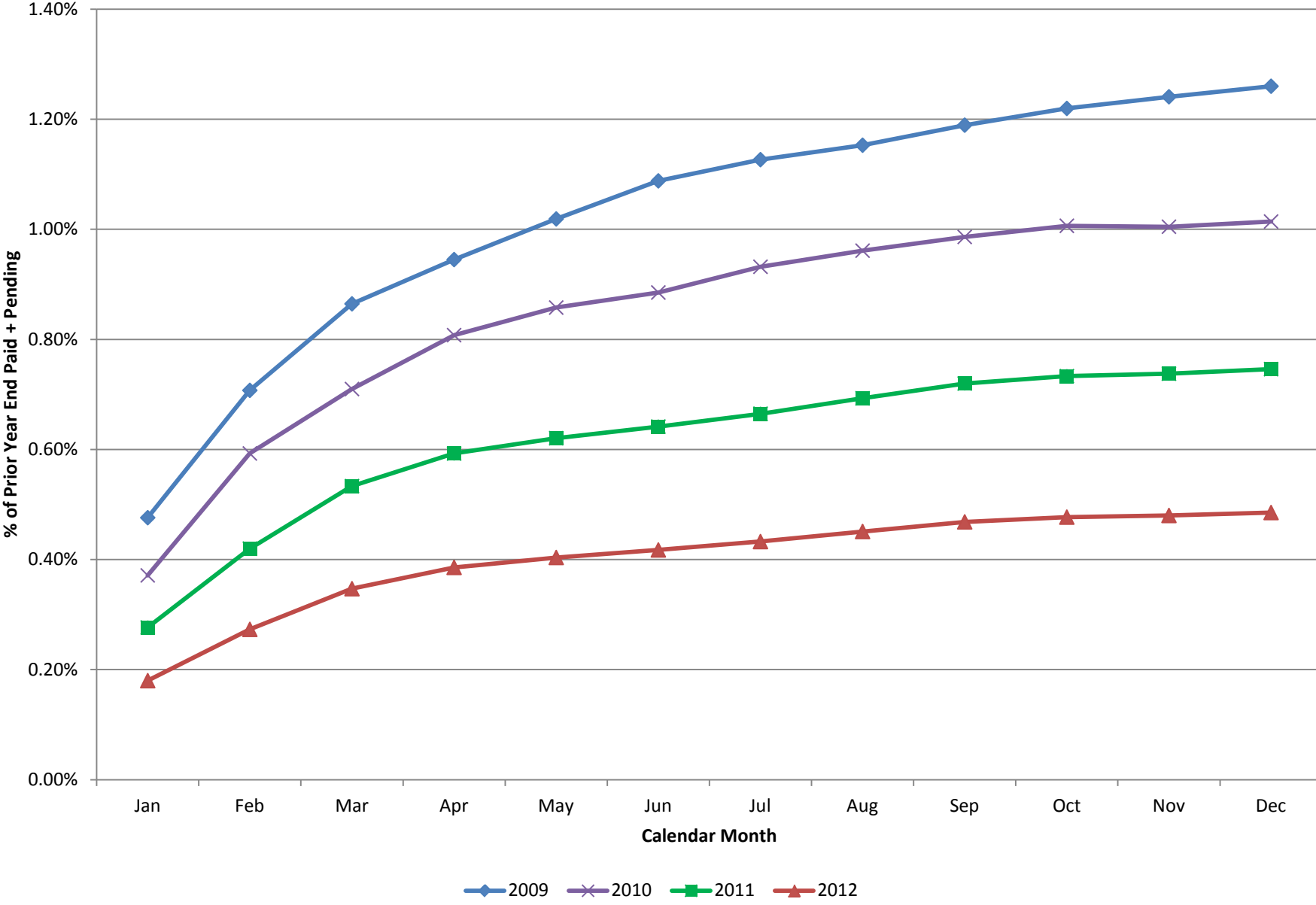
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## Suggestions

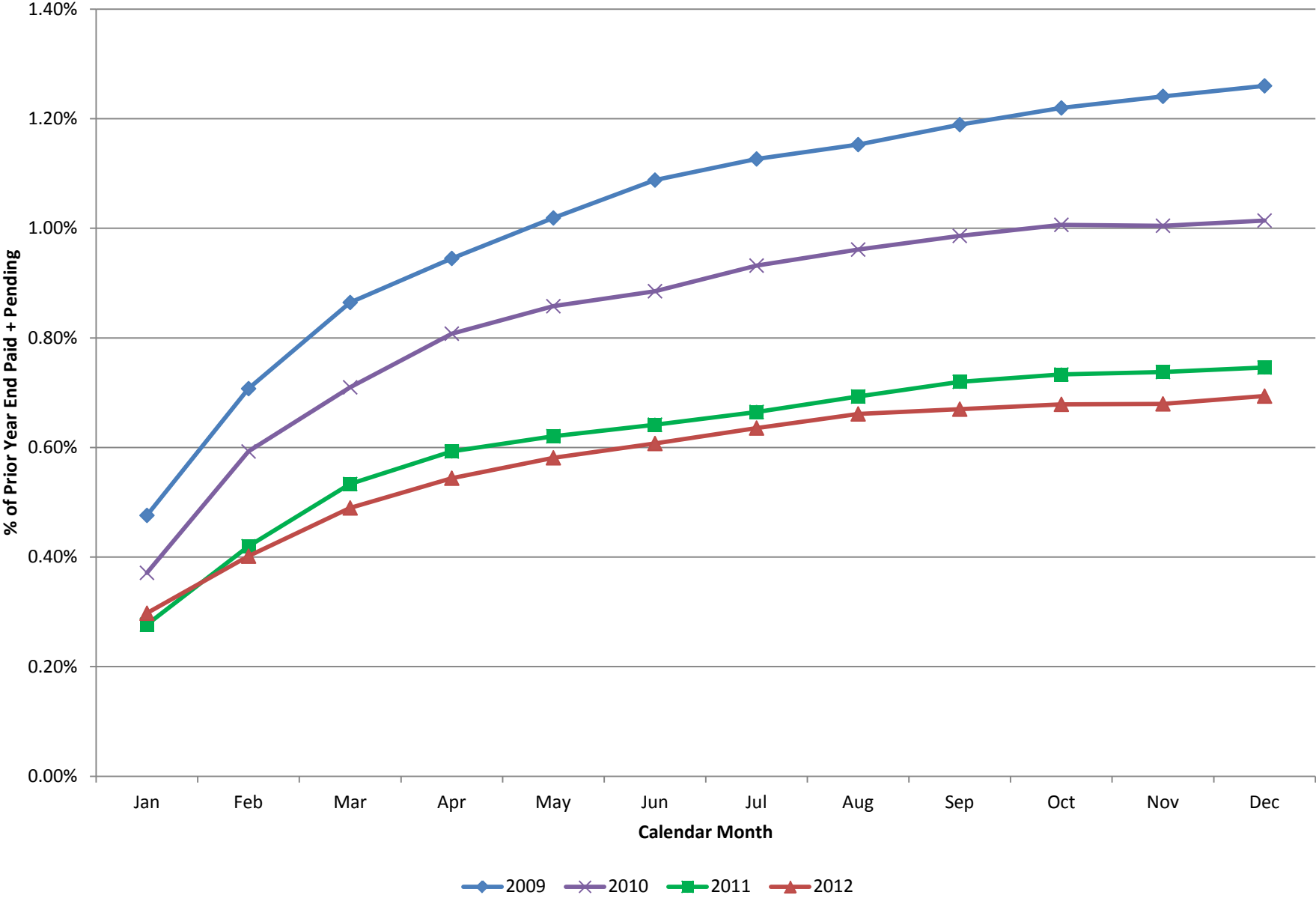
- **Build rapport**
- **Learn their language**
- **Repeat your question**
- **Repeat their answer**
- **Don't take 'No' for an answer**



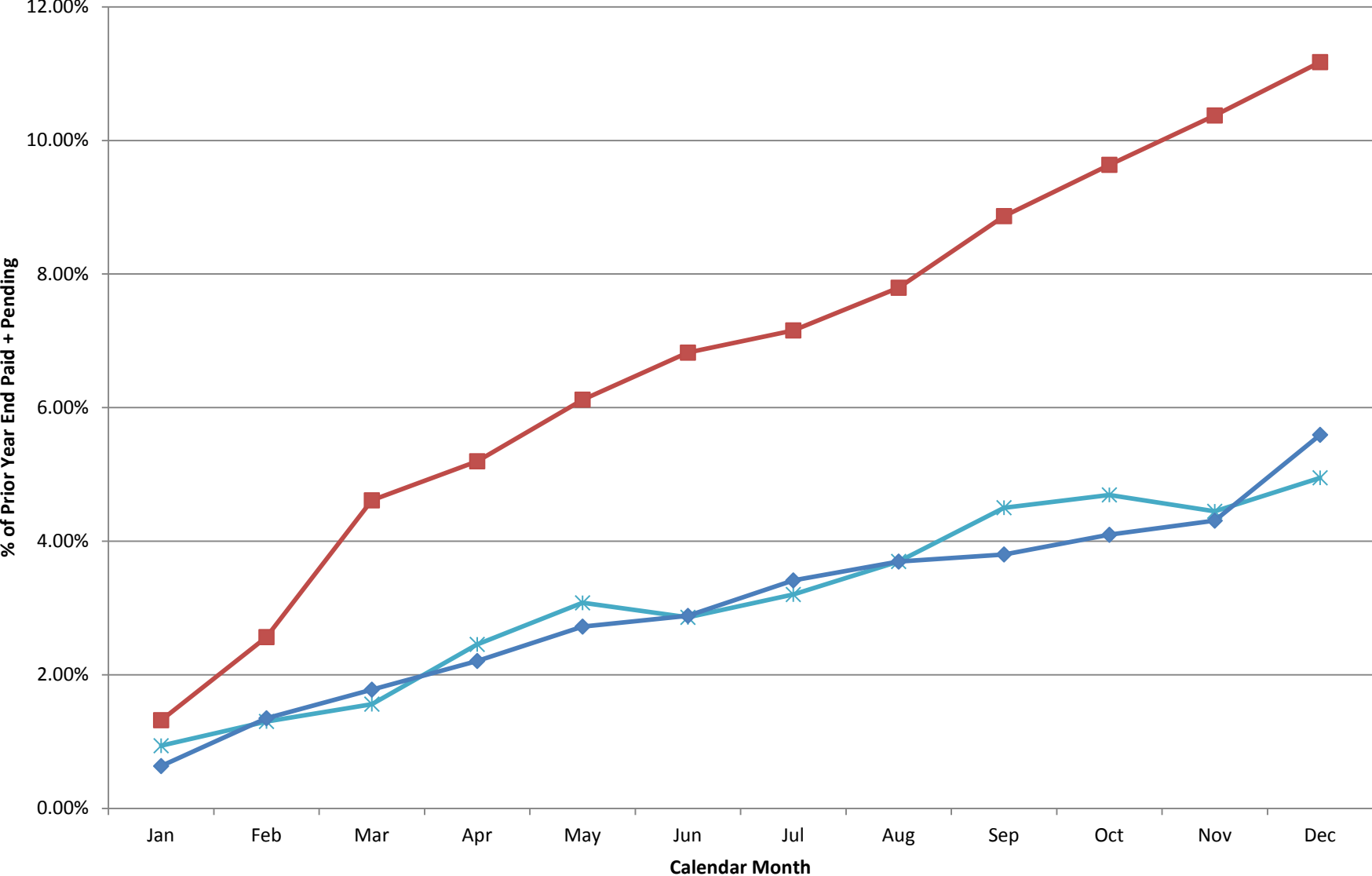
# Development on Prior Accident Years during Subsequent Calendar Year



# Development on Prior Accident Years during Subsequent Calendar Year



# Development on Prior Accident Years during Subsequent Calendar Year



\* 2010    ♦ 2011    ■ 2012

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## Conclusions

- **Reserving is a team effort!**
- **Must understand causes of trend in order to know if that trend will continue**
- **Transparency regarding your assumptions**
- **Become best friends with your Claims expert**