



ACTUARIAL AND ANALYTICS

# U.S. Carrier Looks to Xceedance for Support During Critical Business Planning Process

Xceedance provides advisory and staff augmentation services to deliver a robust actuarial view of loss ratios for strategic planning purposes.



## The Client

A primary insurance carrier focused on personal lines in the Northeastern United States.

## The Challenge

The client's business planning timeline was rapidly approaching, and the client had limited experienced resources due to a few recent employee departures. The client was facing the challenge of balancing cost with having an effective business plan and accurately projecting future loss ratios in the face of impacts from COVID-19 and a shifting portfolio risk profile.

## Our Solution

Xceedance followed an agile approach to providing immediate actuarial and analytics support by executing agreements, deploying advisors and global resources, and initiating work within days of the initial discussions.

The Xceedance solution consisted of the following:

### Estimated loss ratios for the planning horizon

- ▶ Met the client's product team leaders to collect data and understand their operations and business objectives
- ▶ Identified the data and adjustments needed to account for the environmental changes
- ▶ Developed technically sound estimates of loss ratios for the upcoming planning horizon
- ▶ Allocated plan loss ratios to the coverage and component level

- ▶ Ran agreed-upon stress test scenarios, analyzed the outcomes, and provided insights back to the leadership team
- ▶ Provided unbiased expert peer review of other business plan assumptions made by the client's product/underwriting teams

### Established monitoring tools to track progress

- ▶ Developed updated rate indication tools to assess the ongoing performance of the book with respect to the plan

### Advised leadership on areas of focus and strategies to achieve plan goals

- ▶ Brainstormed with the client's actuarial and product teams to help focus on the most impactful data and stress test assumptions

## Proven Results

The Xceedance team of credentialed actuaries with insurance company backgrounds helped the client implement practical planning solutions in a timely matter.

By utilizing a combination of local and off-shore resources to supplement the client's existing staff, Xceedance delivered cost-conscious solutions to meet their planning needs, allowing them to drive more analysis than they budgeted for and gain strategic insights.

## Voice of the Customer

"Xceedance, above all, delivered on their proposed timelines and cost estimates, unlike our previous experience with third-party actuarial services providers. The depth of their actuarial experience allowed our team to provide on-point forecasts with sound assumptions despite the challenges related to COVID-19 and portfolio changes."



Scan the QR code to visit our website,  
or go to [www.xceedance.com](http://www.xceedance.com)

