

LAMB

Insurance Services



MENTAL HEALTH NEWS EDUCATION

PUBLISHER OF AUTISM SPECTRUM NEWS AND BEHAVIORAL HEALTH NEWS

Actions to take in the covid-19 environment

Presented by Lamb Insurance Services:

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Hosted by Mental Health News Education:

David Minot, Executive Director

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Lamb Insurance Services

Lamb is the largest insurance broker in the country dedicated exclusively to helping nonprofit and social service organizations manage their risks. Lamb leverages its expertise, experience, and insurance carrier relationships to deliver the most comprehensive insurance program available at an advantageous cost to you. With more than 1,500 clients nationally, Lamb is truly making a difference by aggressively pursuing our mission of “protecting organizations that positively affect people’s lives.”

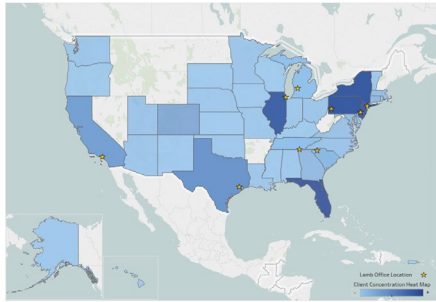
Mental Health News Education

Mental Health News Education (MHNE), publisher of Autism Spectrum News and Behavioral Health News, is a 501(c)(3) non-profit organization that is committed to enhancing the lives of individuals living with autism, mental illness and substance use disorders and their families by providing a trusted source of science-based information, education, advocacy and quality resources in the community.

Who is lamb?

Protecting organizations that positively affect people's lives

National coverage



Clients: > 1,500
Premiums: > \$250M

Partnerships with numerous carriers wanting to write Nonprofit and Social Service organizations

High Growth



3 Years



#97

Partners in the Community



Charitable Giving

2019: \$865,170
2017-19: \$2,631,532

Industry leader



Largest Insurance Brokerage in the Country
Dedicated Exclusively to Nonprofit and Social Service Organizations
100% organic growth

Customer Focused **7**



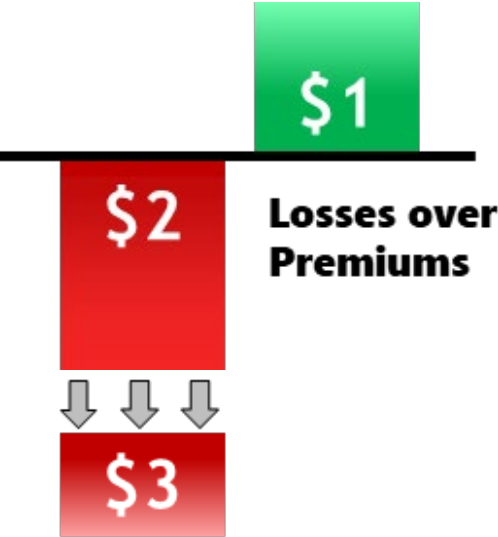
Net promoter score

5



Hard market explained

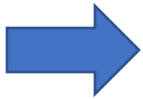
Fundamental premise of insurance



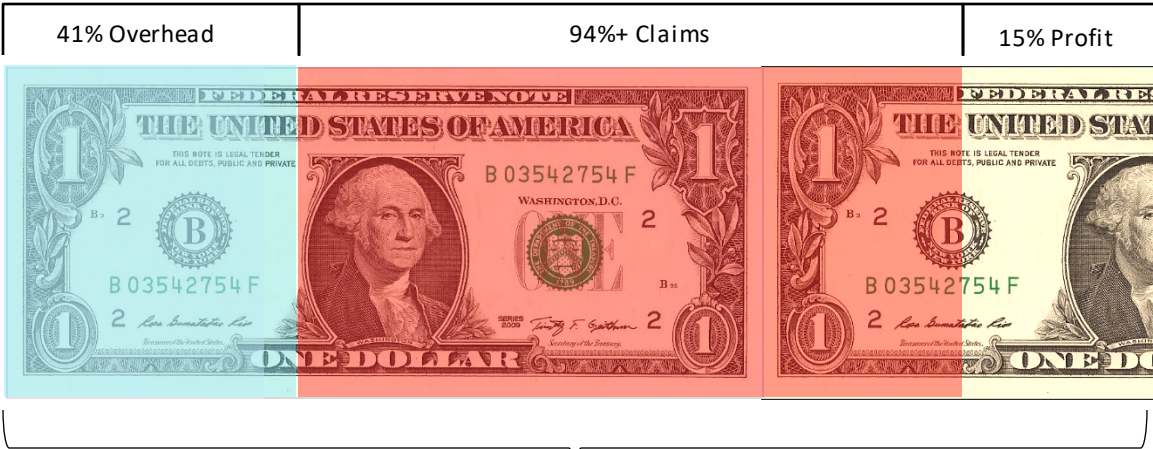
The Pre-COVID Goal... 85% Combined Ratio



Pre-COVID Reality



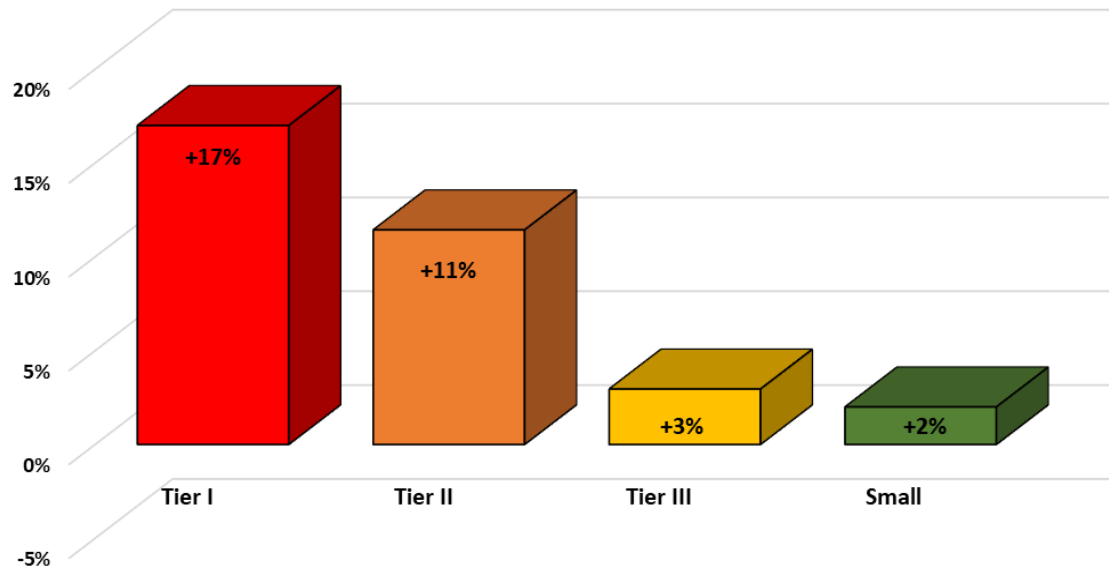
Current Reality... 135%+ Combined Ratio



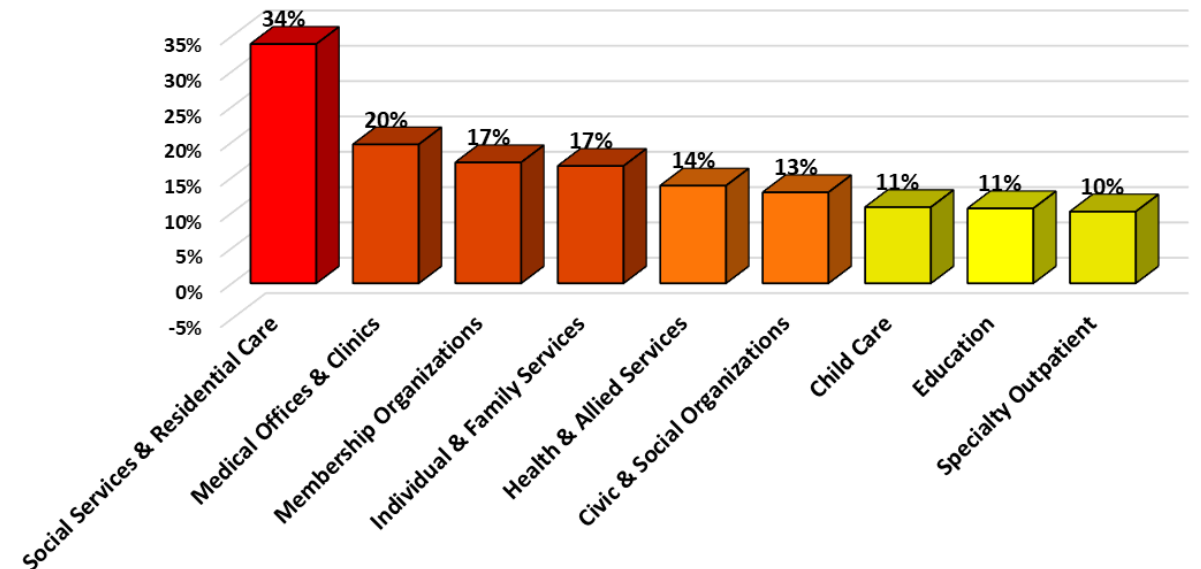
\$1.50

2020 overall premium impacts – lamb clients

Renewal Impact on Annual Premium - Company Size

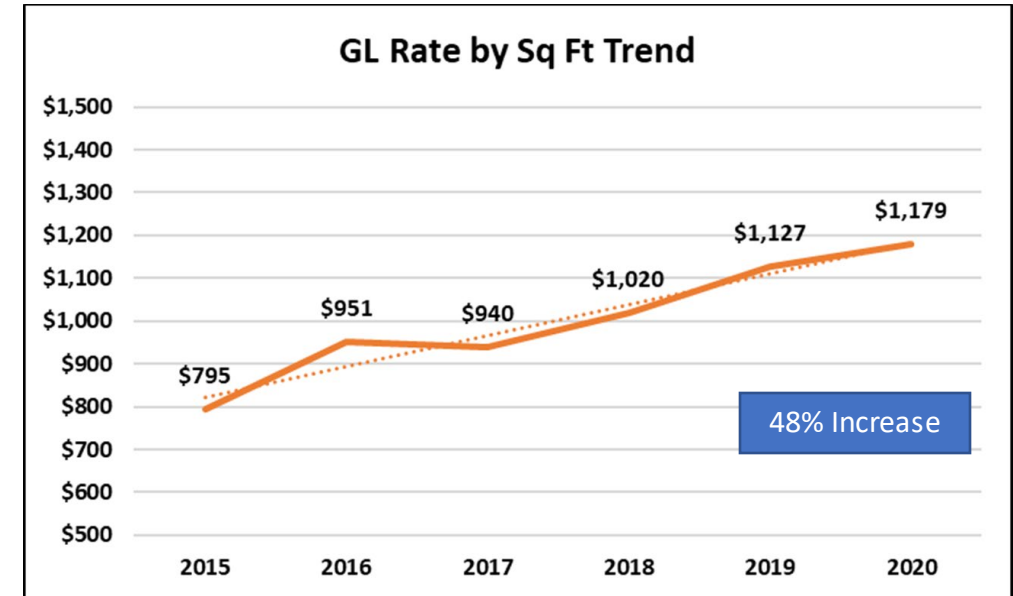
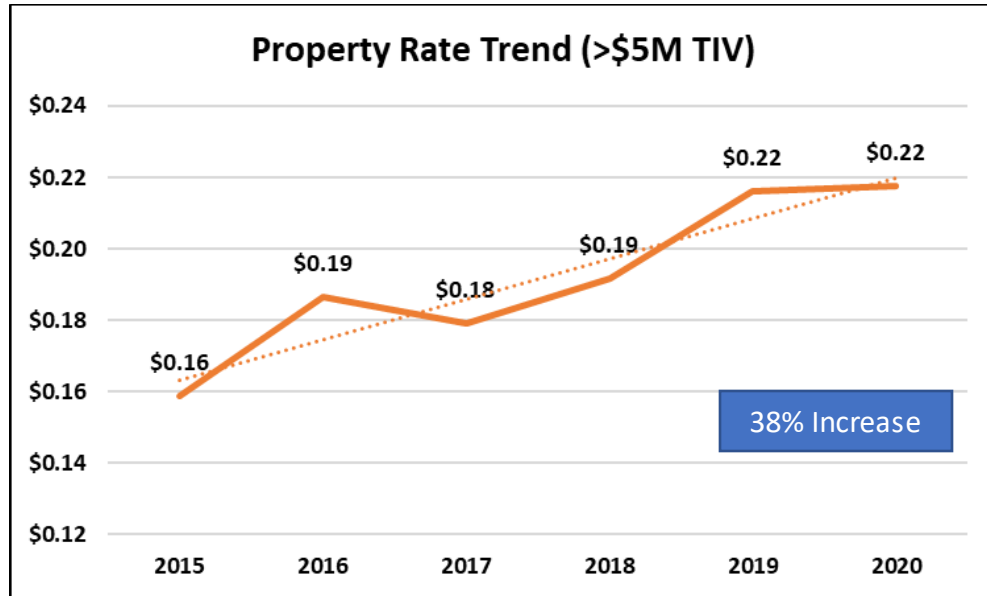
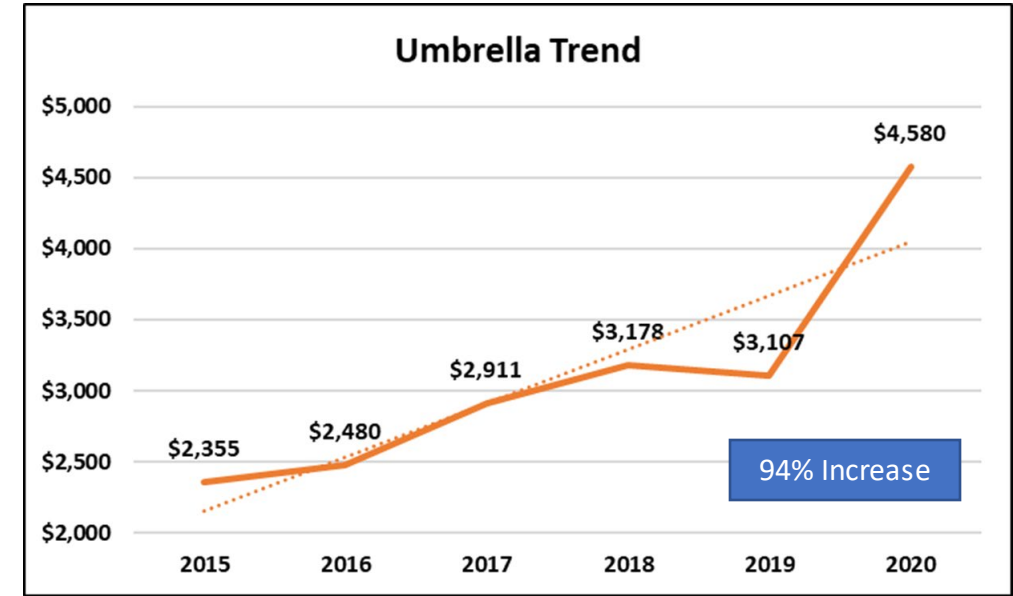
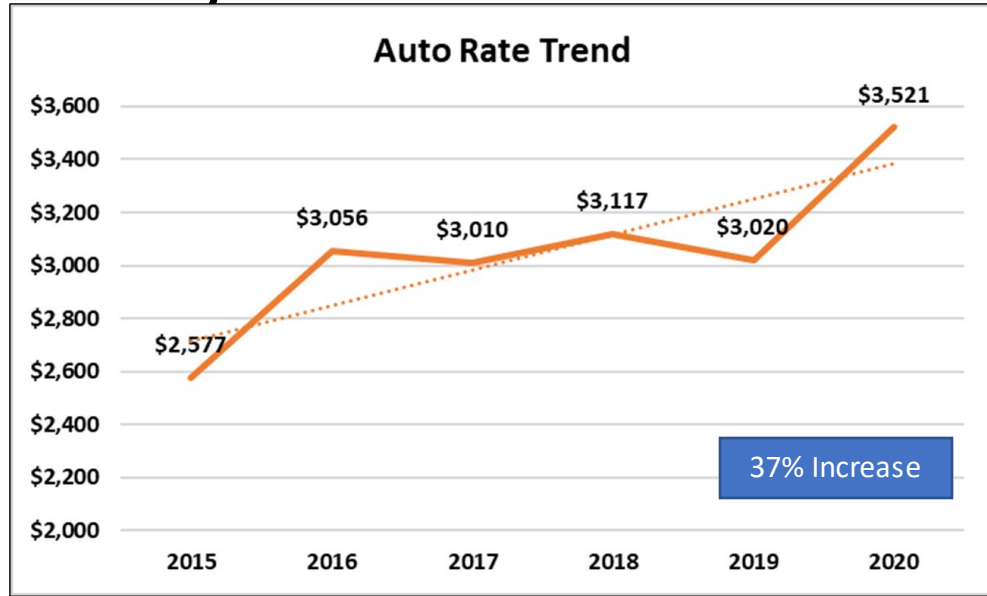


Renewal Impact on Annual Premium - Industry



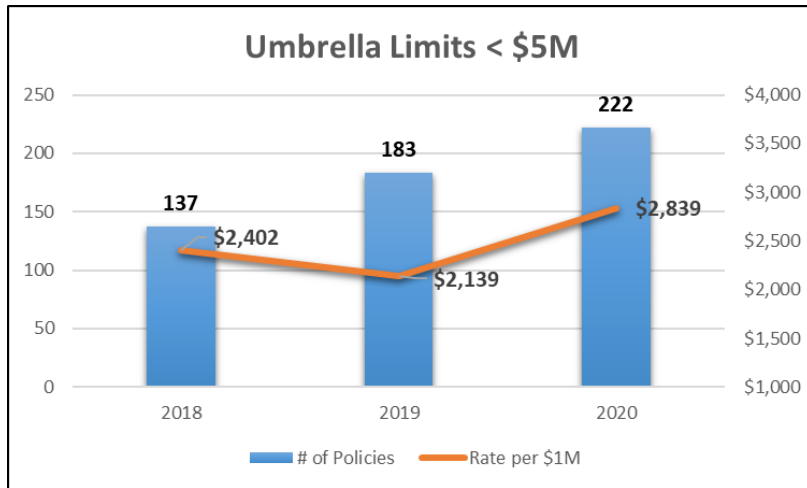
Increases in overall premium seen across the board, despite a consistent reduction in coverages in an attempt to offset the increased cost.

5-year trends

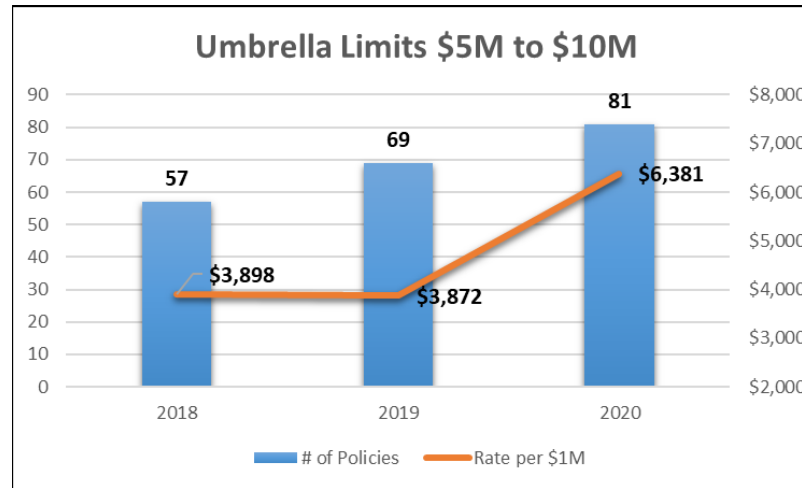


3-year trends Umbrella limits and rate per Million

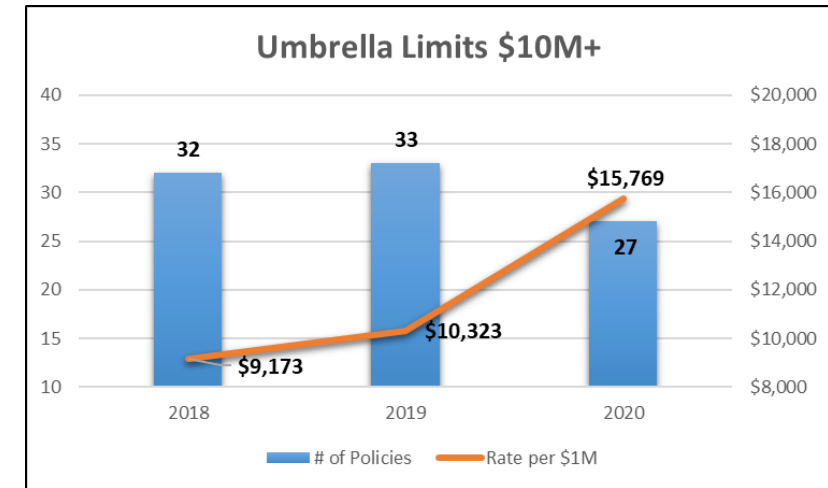
< \$5M



\$5M to \$10M



\$10M+



Actions to take in the covid-19 environment

- 1. Create documentation to protect your organization**
- 2. Submit claims to reserve your rights**
- 3. Request credits on your insurance policies**



**ACTIONS TO PROTECT
YOUR BUSINESS**

1. Documentation of losses and expenses

I – Item

D – Date

A – Amount

R – Relationship to the pandemic

2. Precautions you've implemented

- For operational changes, record the **source** for the change (e.g. CDC) and the **approach** you used to implement it (e.g. procedures you put in place).



When to Notify the Carrier:

- 1. Business income losses and COVID-19 related expenses**
- 2. When there is the potential for third party liability suits**



Requesting credits

1. Auto Fleet adjustment (or credit)
2. Workers' Compensation Payroll modification and claims
3. Secure Cyber Liability
 - a) Implement dual authentication



Auto fleet adjustments

Example

Lamb client (nonprofit organization) had an auto fleet of 8 vehicles when the pandemic began. During the pandemic, the following occurred:

- Nonprofit took 3 of their vehicles off the road on March 16th and returned them to the road on August 3rd.
- Nonprofit also sold a vehicle on May 1st.

Nonprofit organization is looking to claim their credits for these COVID-related transactions.

Select Vehicle	VIN	Year	Make	Model	Sold	Still Off The Road	Date Taken Off The Road	Date Returned To Road
<input type="checkbox"/>	X3GRLFNQU96CHDNDK	2015	Honda	Ridgeline				
<input type="checkbox"/>	6V9EB7PQ9V3PLPLHR	2016	Ford	Econoline				
<input type="checkbox"/>	XETXHYD7CBKZPHJEC	2019	Ford	E350 Wagon				
<input type="checkbox"/>	3Q4TGRQCMVG3R7ARD	2014	Ford	E350 Wagon				
<input type="checkbox"/>	N9445QXTC3Z8LDWP3	2014	Ford	E350 Wagon				
<input type="checkbox"/>	UWWBHWWT55DVPZYS	2018	GMC	Terrain				
<input type="checkbox"/>	SRHTT5EZQACHHAF85	2018	Ford	E350 Wagon				
<input type="checkbox"/>	ZURLKDYQ9S4DA3VFK	2012	Ford	Transit				

Workers' compensation payroll modifications

Example

Nonprofit organization also modified their payroll as a result of the pandemic, with the following:

- Nonprofit moved a number of “Case Worker” employees into a telecommuting environment. The impacted case workers represented \$100K in annualized payroll for the period they were working from home.
- Nonprofit also furloughed some of their “Clerical Office Employees” resulting in a reduction of \$150K in annualized payroll.

City	State	Classcode	Description	Pre-COVID-19 Annualized Payroll	Current Annualized Payroll
	NY	0001	Telecommuting		\$0
Brooklyn	NY	8809	Executive Officers NOC	\$200,000	\$0
Brooklyn	NY	8810	Clerical Office Employees NOC	\$900,000	\$0
Brooklyn	NY	8857	Case Workers - Social Service or Medical Work - Traveling	\$300,000	\$0
Brooklyn	NY	9051	Health Care Services - Daily Living Skills Services - Traveling	\$1,100,000	\$0
Brooklyn	NY	8866	Assisted Living Facility - all Employees and Clerical	\$1,500,000	\$0

Example

Client hit with a ransomware attack which their anti-virus software didn't prevent from reaching 300+ PCs and servers company wide. Costs included:

- Consultants to address exposure, locate point of infection, and evaluate system safety protocols
- Expedited alternative internet access, programs and devices to keep employees working
- Rebuilding networks, restoring backups and deploying preventative measures to avoid future attacks

TOTAL COST: \$500K



Actions for Preparing for Your Insurance Renewal:

1. Review your organization's largest loss drivers and identify mitigation strategies
2. Document all of your loss prevention efforts to highlight your positive attributes
3. Gather your renewal information for submission as early as possible

Lamb's mission:

Protecting organizations that positively affect people's lives

Questions & Answers

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Thank You!

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