



Effective Communication Between Actuaries and Stakeholders

Commitment Beyond Numbers



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About the Presenters

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- Board of Directors, Chair of the Actuarial Committee
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Starting with the Summer Olympics



Agenda

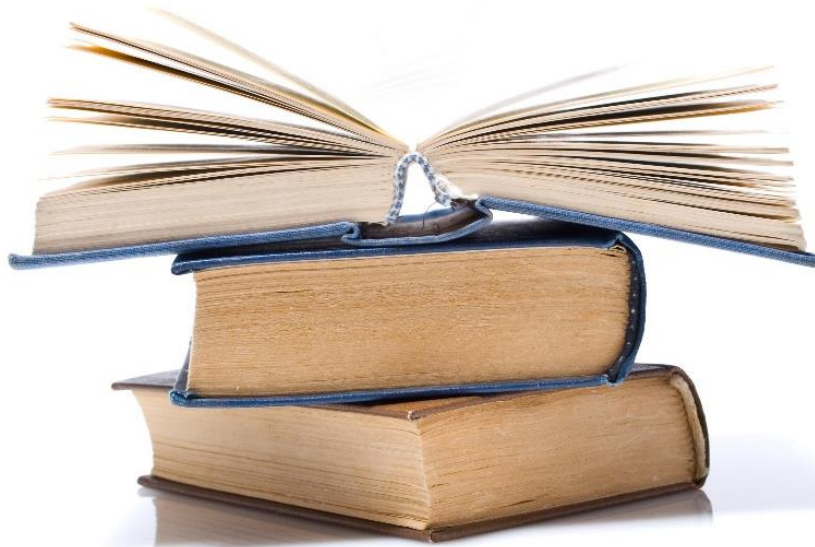
- Content
- Approach
- Conflict

How would you categorize yourself?

- A** Actuary
- B** Non-actuary who works regularly with actuaries
- C** Non-actuary who works sometimes with actuaries
- D** What's an actuary?

Polling Question

Content



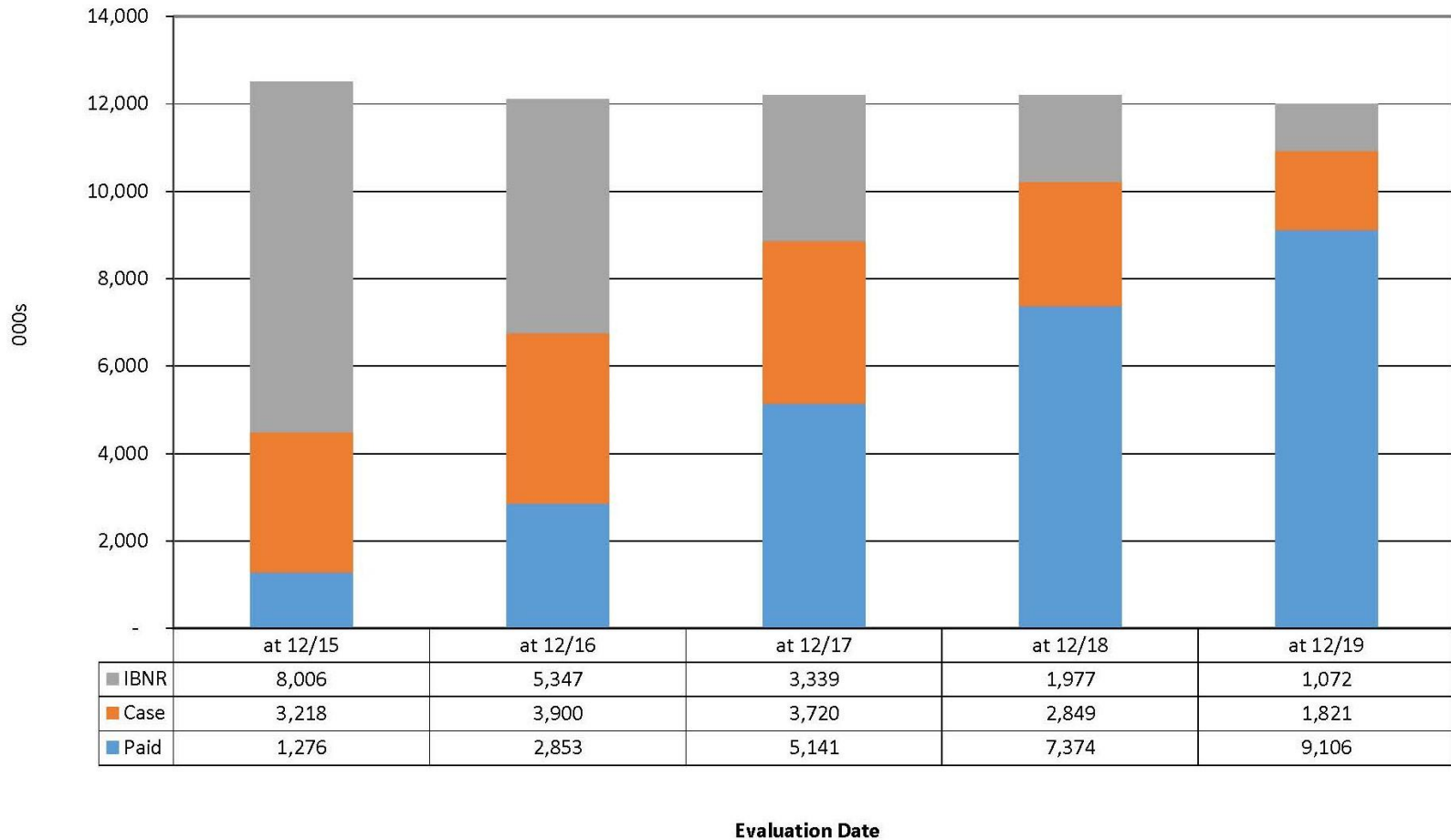
Which of the following do you find most effective for explaining/understanding actuarial concepts?

- A** Graph
- B** Simple examples
- C** Face-to-face conversations
- D** Thorough explanation of the analysis

Polling Question

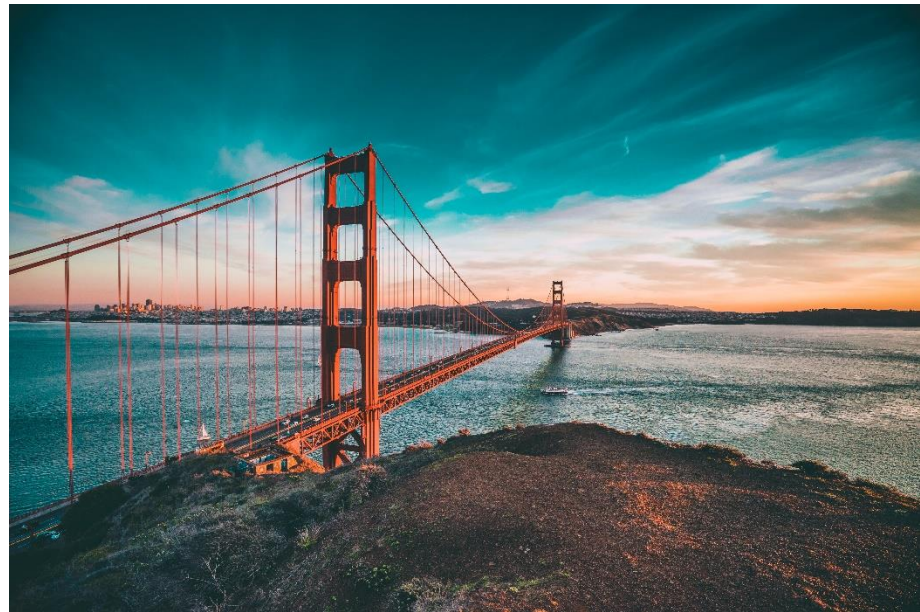
IBNR "Report Card" Graph

Components of Ultimate Losses
15/16 Policy Period



What guidance do actuarial standards, particularly ASOP 41, provide to actuaries in their communication?

Approach



Preventing Miscommunication

“The single biggest problem in communication is the illusion that it has taken place.”

George Bernard Shaw

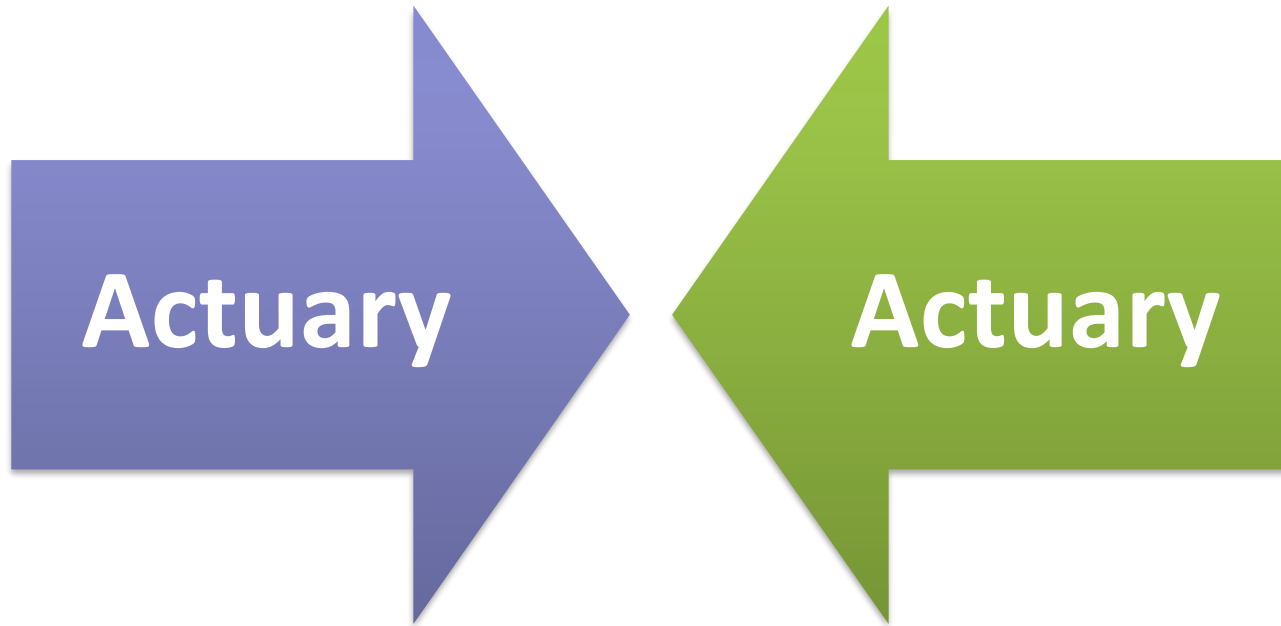
What can cause communication with an actuary to be difficult for a non-actuary?

- A “Actuarial reports/presentations are too technical.”
- B “My actuary thinks they have all the answers.”
- C “Actuaries are too risk averse.”
- D Other

Polling Question

Conflict





Final Thoughts



Questions



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PINNACLE APEX WEBINAR

Thursday, July 23
2:00 p.m. ET
Registration is Open



Erich Brandt



Greg Fears



Brittany Henrich

Causes of Recent Adverse Development

Final Notes

- We'd like your feedback and suggestions
 - Please complete our [survey](#)
- For copies of this APEX presentation
 - Visit the [Resource Knowledge Center](#) at Pinnacleactuaries.com



Thank You for Your Time and Attention

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