



Insurance Industry Services

Expertise Delivered With Personalized Attention

For more than 50 years, clients in the financial services industry have relied on Crowe. As one of the largest accounting, consulting, and technology firms in the United States, Crowe provides audit, tax, advisory, performance, and risk services to insurance companies of all sizes and specialties.

Nationally Recognized and Respected

Drawing on decades of experience, Crowe can provide insurance companies with technical expertise and valuable thought leadership through an extensive range of industry-focused services.



Expertise You Can Count On

Insurance industry services from Crowe are designed to assist organizations with a wide range of specialties, including:

- Property and casualty
- Life
- Health insurance
- Captive insurance companies
- Governmental insurance entities and public entity risk pools
- Risk retention groups
- Reciprocal exchanges
- Managing general agents, risk intermediaries, and third party administrators

Crowe professionals actively participate in the Risk Management Society (RIMS), the National Association of Mutual Insurance Companies (NAMIC), the Insurance Accounting & Systems Association (IASA), The Institute of Internal Auditors (IIA), and other relevant industry forums. They are knowledgeable in generally accepted accounting principles (GAAP) and National Association of Insurance Commissioners (NAIC) statutory accounting principles, while maintaining professional relationships with many state regulatory agencies and departments of insurance.

What Sets Crowe Apart

Proven industry experience supports the Crowe approach:

- **Direct senior-level involvement.** You can expect personalized attention from experienced insurance industry professionals.
- **In-depth industry knowledge.** Our professionals serve the insurance industry from locations throughout the country, without geographic constraints. This makes it possible to offer specialized insurance expertise from anywhere in the firm.
- **An investment in technology.** Crowe continually invests in innovative technology to help make our processes more efficient.

The use of automated work papers supports a more efficient audit.

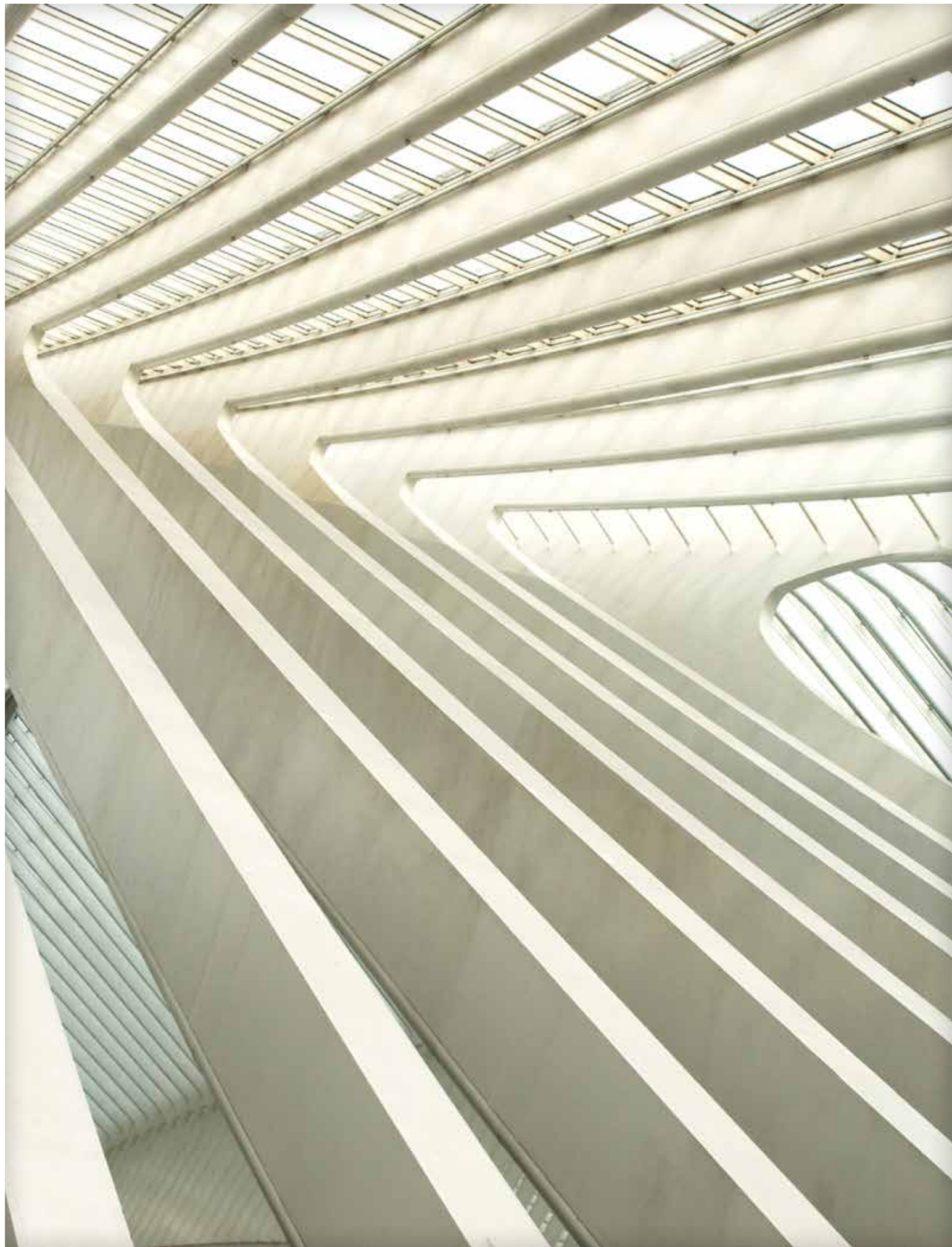
The CiRT[®] solution is a secure, Web-based repository and tracking mechanism for audit and tax information requests.

An Exceptional Client Experience

Our professionals are committed to maintaining the firm's reputation for technical excellence, team effectiveness, and high-quality service. The Crowe client relationship model provides the framework for delivering exceptional service and client satisfaction while upholding the industry's strong professional ethics and standards. We use client feedback about satisfaction, engagement, and timely issuance of deliverables to maintain exceptional performance standards.

In recent survey results, Crowe professionals have consistently achieved best-performing client engagement scores.¹ For five years in a row, Crowe was recognized as one of the five best-performing companies across PeopleMetrics' customer base.

¹ "2015 Brand Ambassador Award Winners: Lessons in Customer Centricity," PeopleMetrics Customer Experience Knowledge Blog, July 14, 2015, <http://www.peoplemetrics.com/blog/2015-brand-ambassador-award-winners-lessons-in-customer-centricity>



Audit Services

Choosing the right professional services firm means you can be confident you are receiving objective, credible information to act decisively.

Crowe Insurance Industry Audit Services

- Statutory and GAAP financial statement audits
- Statements on Standards for Attestation Engagements (SSAE) No. 16 audits
- Benefit plan audits

Crowe Insurance Industry Assurance Services

- Technical accounting guidance
- Annual statement consultations
- *Sarbanes-Oxley Act* and Model Audit Rule consulting
- Forecasts and projections
- Agreed-upon procedures
- Medicare cost plan agreed-upon procedures

Crowe ranks in the Top 15 nationally in the number of property/casualty loss reserves audited annually.²

² "Top Audit and Actuarial Firms," Best's Review, January 2016, <http://viewer.zmags.com/publication/8151c0f8#/8151c0f8/26>.

Competence, Consistency, and Objectivity

Crowe maintains high audit proficiency through staff consistency and continuous training, preparing experienced professionals to provide high-quality service to insurance industry clients. We incorporate innovative technology to improve process efficiency and effectiveness, and reduce disruptions. These secure technology tools help expedite the transfer and analysis of large amounts of financial data through the use of shared databases, an automated work paper system, Web-enabled project tracking, and secure data sharing.

In order to maintain the highest levels of professional audit quality, we have developed an internal quality control system led by assurance professionals who operate independently from the audit practice. Crowe also participates in an independent peer review once every three years and is one of only a few U.S. accounting firms subject to annual inspection by the Public Company Accounting Oversight Board (PCAOB).

Tax Services

The complexity of tax law can significantly affect an insurance company's growth strategies, earnings, and shareholder value. Regulatory and legislative changes increase the challenges in dealing with multiple jurisdictions.

Captive Insurance Services

A growing number of companies are using captive insurance companies as an alternative risk-financing solution. In addition to needing to comply with state regulatory agencies, companies that operate a captive insurer face numerous financial and operational challenges that require specific experience, insight, and deep industry knowledge.

Crowe captive insurance services include:

- Financial statement reporting assistance and analysis
- Comprehensive federal and state tax compliance consulting
- Ownership and organizational structure expertise
- Tax transaction-based consulting
- Risk transfer analysis, tax-exempt planning, and loss portfolio transfers
- Feasibility studies

Crowe Insurance Industry Tax Services

- Federal, state, and local tax compliance consulting
- Financial reporting assistance including GAAP and Statement of Statutory Accounting Principles
- Tax consulting and planning for a wide array of insurance-specific transactions
- Assistance with mergers and acquisitions, reorganizations, and demutualizations
- Tax outsourcing
- Captive insurance company structuring and formation

Crowe is a trusted resource for comprehensive tax compliance, accounting, and planning among insurance companies ranging from domestic to multinational. We can help identify opportunities to reduce effective tax rates and increase stakeholder value.

Strengthening Compliance While Addressing Tax Burden

Crowe delivers tax services with an independent perspective and a thorough understanding of critical issues affecting insurance organizations. Our tax professionals are experienced in international and interstate compliance and regulatory issues. They can also assist with analyzing and documenting internal control procedures to help your organization build a foundation for more effective tax planning.

Crowe tax professionals have valuable experience working with the IRS and state tax agencies. Drawing on many years of experience in tax consulting in the insurance industry, our tax teams understand the importance of the prompt resolution of tax matters.

As a member firm of Crowe International, Crowe also links multinational organizations to a global network of expertise for transfer pricing, cross-border transactions, federal excise taxes, effectively connected income, subpart F income, foreign tax credits, and other complex multijurisdictional tax issues.

Advisory Services

Filing claims or resolving disputes related to complex commercial damages, business valuation, recovery, or retrieval of electronic evidence requires the expertise of a proven multidisciplinary team with extensive industry-specific experience.

Crowe Insurance Industry Advisory Services

- Medicaid pricing reviews
- Damage assessments, including business interruption
- Claims processing and management
- Settlement fund administration
- Fraud investigation
- Consulting for insurance disputes
- Neutral determinations
- Forensic technology services, including digital forensics and e-discovery

Crowe understands the demands of claims processing and delivers projects on time, according to the quality standards required by insurers, courts, government agencies, and attorneys.



Risk Services

The complexity in complying with myriad industry regulations can pose challenges to insurers. Governance, risk, and compliance requirements demand specialized expertise and a proactive risk management approach.

Crowe coordinates with you to focus on transparency and accountability in multiple risk areas, including:

- Enterprise
- Regulatory
- Technology
- Operational
- Financial
- Fraud

Crowe Insurance Industry Risk Services

- Corporate governance
- Enterprise risk management
- Internal audit outsourcing and cosourcing
- Cybersecurity
- Information technology
- Security and privacy
- Third-party risk management
- Model risk management
- Anti-money laundering compliance consulting
- *Sarbanes-Oxley Act* implementation and compliance
- Model Audit Rule compliance
- Service Organization Control attestation services (SOC; SSAE 16)

By combining in-depth industry skills with innovative technologies and efficient processes, highly trained specialists from Crowe can help you address corporate governance, manage risk, and identify operational efficiencies.

Managing Risk for Competitive Advantage

Nearly every organization today recognizes that the threats to their objectives emerge from many sources and the impacts frequently span across departmental boundaries. Yet enterprise risk management programs, designed to address these risks, often lose relevance in a very short time and fall to the bottom of management's agenda. Recognizing that managing business risk is really about improving business performance, Crowe has designed a proprietary approach to help organizations work toward the rewards of enterprise risk management. The Crowe sustainable risk management framework can help you measure your risks and recognize where improvements could benefit your organization and its stakeholders.

Performance Services

Crowe can help you identify critical data about customer management and overall performance to help you make smart business decisions.

Crowe Insurance Industry Performance Improvement Services

- Information management
- Customer relationship management (CRM)
- Performance advisory services

Rather than settle for a “one-size-fits-all” approach, Crowe specialists can coordinate with you to deliver industry-focused performance solutions for your unique challenges. A comprehensive knowledge of insurance industry best practices and innovative technologies – combined with decades of experience in project management, benchmarking, and performance analysis – qualifies us to provide you with insight that can help you improve efficiency and more effectively manage content.

Solving Complex Performance Issues

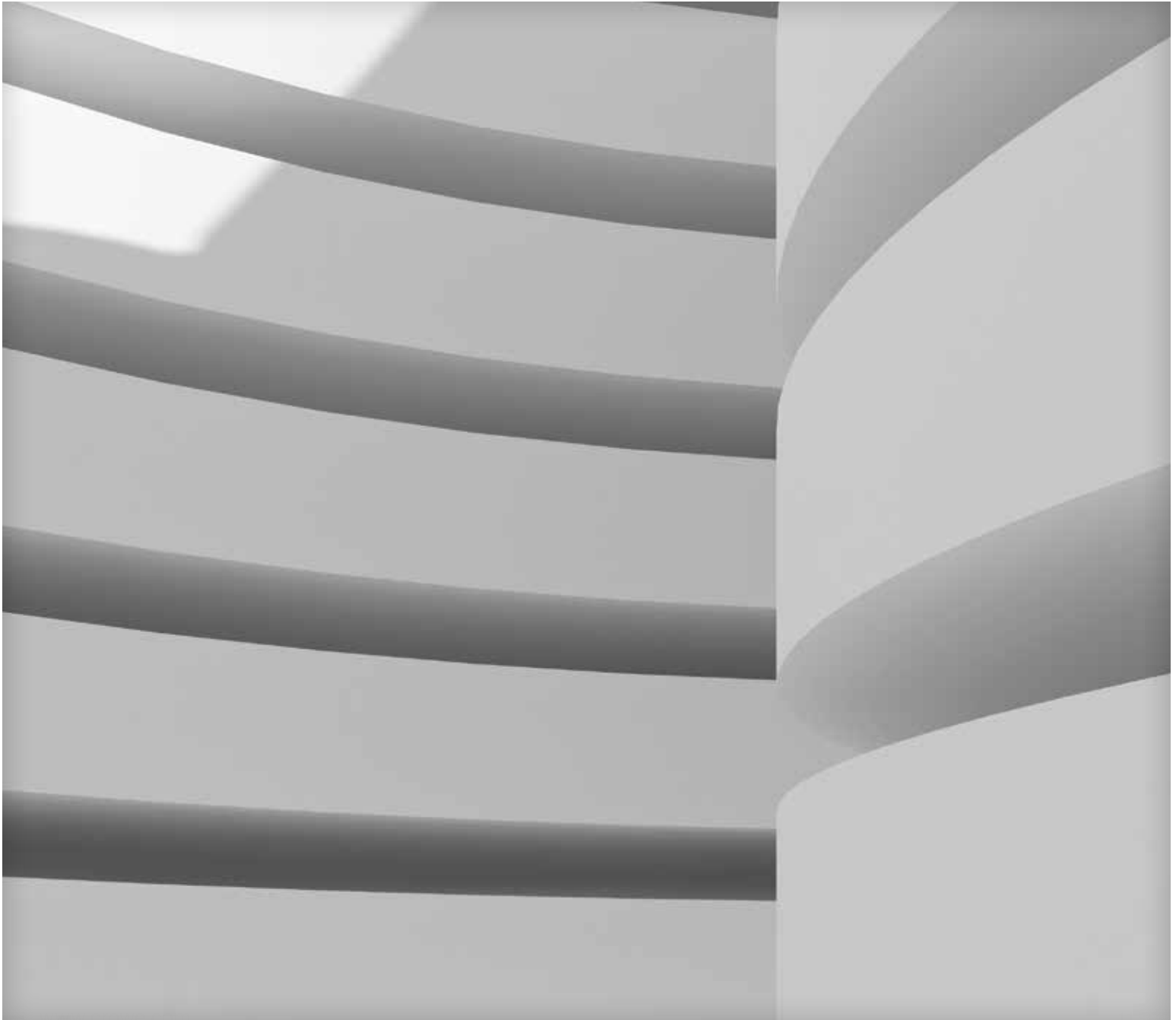
The growth of Internet-enabled services and the commoditization of insurance products put a new emphasis on building strong relationships and providing superior service. Crowe CRM solutions can offer a single view of market, campaign, and care activities to support customer-centric strategies for consistent, relevant, and timely service and communication.

Crowe performance specialists can help you analyze a large amount of information to address management challenges and identify growth strategies. They can also assist in implementing benchmarking, document storage, electronic data entry, and customized risk dashboard solutions to provide relevant insight that can help you reduce costs and risks while increasing control and efficiencies.

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Expertise You Can Count On

For more than 50 years, clients in the financial services industry have relied on Crowe for audit, tax, advisory, performance, and risk services. As one of the largest accounting, consulting, and technology firms in the United States, Crowe works with some of the best-known insurance companies in a wide range of specialty markets. We understand the needs of organizations large and small, and tailor our services to focus on goals for streamlining operations, handling risks, or improving the integrity of financial reporting.





Contact Information

We invite you to learn why many insurance companies have turned to Crowe as their preferred provider for accounting and consulting services.

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About Crowe

“Crowe” is the brand name under which the member firms of Crowe Global operate and provide professional services, and those firms together form the Crowe Global network of independent audit, tax, and consulting firms. Crowe may be used to refer to individual firms, to several such firms, or to all firms within the Crowe Global network. The Crowe Horwath Global Risk Consulting entities, Crowe Healthcare Risk Consulting LLC, and our affiliate in Grand Cayman are subsidiaries of Crowe LLP. Crowe LLP is an Indiana limited liability partnership and the U.S member firm of Crowe Global. Services to clients are provided by the individual member firms of Crowe Global, but Crowe Global itself is a Swiss entity that does not provide services to clients. Each member firm is a separate legal entity responsible only for its own acts and omissions and not those of any other Crowe Global network firm or other party. Visit www.crowe.com/ disclosure for more information about Crowe LLP, its subsidiaries, and Crowe Global.

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