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**Pooled Program
Renewal – 2023**

Web-Based Benefits Provider

- Develop, distribute & service an exclusive range of Group Benefits programs
- Simplify benefits through pooled rates & claims – Easy to budget for!
- We use a **“True Insurance”** approach towards benefits, transferring risk to the pool
- Effectively eliminates the volatility common to most benefits plans for groups of 3 - 20+



Better Choices...

- **Pooled Programs** - Pooled Rates & Claims
- **Experience-Based program** - Pooled TLR's
- **Group Retirement Program** – Pooled IMF's

*Pooled Group Benefits Programs underwritten by Co-operators Life Insurance Company



Our Story

- Our history in Group Benefits starts in 1988
- 2002 built a Group Benefits brokerage
- Developed exclusive process for marketing, sales & servicing Group Benefits
- Late 2006 - Clients asked for a way to stabilize rates
- March 2007 - Launched our 1st pooled program
- Federally Incorporated
- Currently operating in BC, AB & ON – Expansion as market dictates



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Program Updates:

- 2023 - Response to market conditions
 - Extended Health – Increased termination to: age 80
 - Dental – Increased termination to: age 80
 - Essentials Program – Increased Paramedical by \$50
(per practitioner, per family member, per year)
 - Essentials Program – Increased Vision by \$50
(lenses, frames contacts)

Tools





Online Tools

- Explainer Videos
- Explainer PDF Materials
- Plan Finder
- Insurtech - Instant quotes – Pooled Program
- **NEW** – Quote Supplement
- Build a Plan Form – Experience-Rated
- Insurance Planners – Choose from Comprehensive & Simplified



Selecting the Right Structure

- Pooled or Experience rated?
- Depends on how important it is for a client to be able to budget for benefits costs
- Depends on how much risk the client is willing to assume
- Approx. 95% of our clients choose our pooled program for the stability

Selecting the right approach is important to the long-term stability and success of your benefits program



Pooled Program – Market Position

- Premium levels of coverage for all programs
- Premium coverage helps ensure eligible claims are paid quickly and efficiently
- Pooled rates & claims - regardless of account size – most businesses are 3 – 20 lives
- Options for almost any budget – comprehensive to entry-level
- Ideal for clients that want predictability in budgeting



Consumer Trends – The New Reality

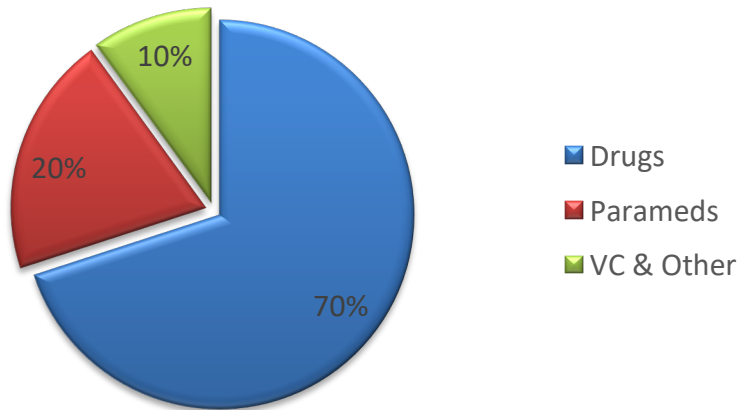
- Consumers continue to embrace benefits as part of their daily lifestyle
- Changing how they utilize benefits plans – **preventative** vs. **reactive**
- Pool claiming patterns consistent over the past 8 years
- Employee retention is a priority for employers



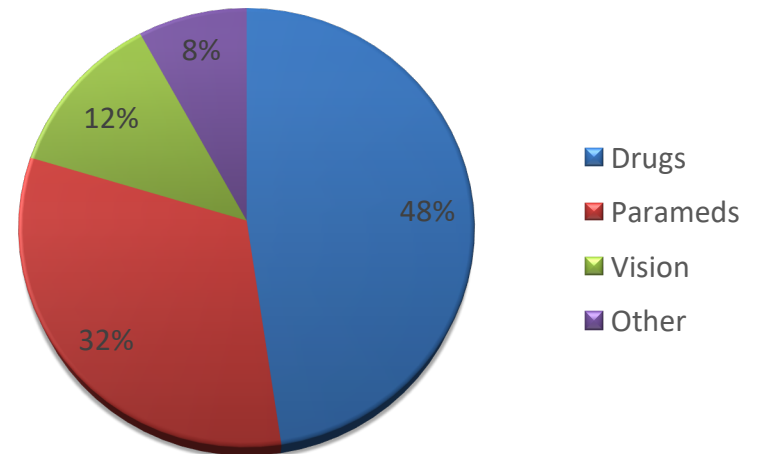
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EHC Claims 2023

Traditional EHC Claims



ClearBenefits.ca EHC Claims

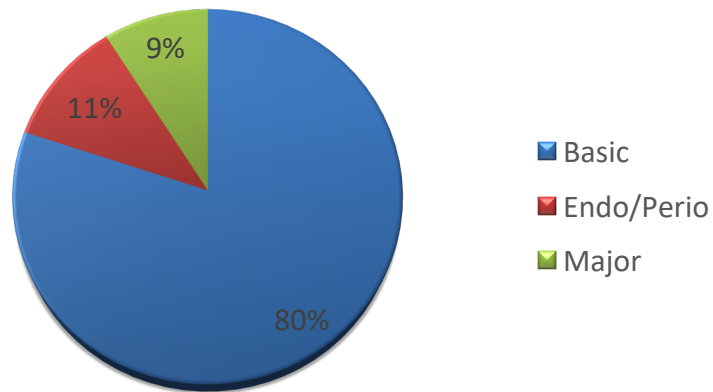




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Dental Claims 2023

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Claims





2022 Renewal Overview – Pool

- **2023 pool overall renewal is below industry trend at: 0.42%**
- **16 Year average renewal is now: 6.15%**
- **2023 EHC inflation trend: 11.23%**
- **2023 Dental inflation trend: 11.67%**
- Claims vs. premiums are monitored on a monthly basis, and remain extremely stable
- An inflation trend renewal is like a home run
- Anything better than an inflation trend renewal is like hitting the ball out of the park



Renewal Averages:

- Our focus is long-term rate stability, regardless of short-term market pressures
- 16 year average: 6.15%
- 10 year average: 7.04%
- 5 year average: 4.18%
- 3 year average: 3.00%



Renewal History

- **14** of our **16** renewals have been at or below inflation trend for that year
- 2008: **0.00%**
- 2009: **7.70%**
- 2010: **9.40%**
- 2011: **3.70%**
- 2012: **5.34%**
- 2013: **3.20%**
- 2014: **0.00%**
- 2015: **5.99%**
- 2016: 12.60% - consumer shift
- 2017: 20.10% - consumer shift
- 2018: **10.82%**
- 2019: **7.93%**
- 2020: **3.98%**
- 2021: **1.28%**
- 2022: **7.31%**
- 2023: **0.42%**



Overview of Adjustments by Program

Overview by program and plan design:

- **Classic - Platinum:** 0.43% closed to new sales
- **Classic – Gold, Silver Bronze, Basic:** 0.83% (no LTD) closed to new sales
- **Essentials – Options 1 & 3:** 0.43%
- **Essentials – Options 2, 4, 5 & Core:** 0.83% (no LTD)
- **Lifestyle – Options 1 & 3:** 0.42%
- **Lifestyle – Options 2, 4, 5:** 0.81% (no LTD)



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Rate Adjustments by Benefit

- Life: +4.85
- AD&D: **no change**
- Optional Life **no change** / Optional AD&D: **no change**
- Dependent Life: +5.22
- Critical Illness: **no change**
- Short Term Disability: **no change**
- Long Term Disability: **-6.63%**
- Extended HealthCare: **-1.61%**
- Dental: +4.70%
- Employee Assistance Program: **-1.90%**
- Second Opinion Consult: **no change**
- Virtual Health Care: **no change**



Considering a Change?

- Employers are discussing the need to attract & retain **qualified** staff
- Upgrading plan is very simple
- Keep existing policy # & cards
- How much to upgrade?
 - Approx. 20% premium difference between Essentials Option 2 & Lifestyle Option 2
- Ask us about adding a Group Retirement Savings Plan



How can we better support you?

- Continual review of our processes to help enable scalable growth
- Recognize there are always areas of improvement
- We encourage your constructive and helpful suggestions, comments and observations

Thank-you for your continued support



Questions?

- connect@clearbenefits.ca
- Call us at 1.888.803.3800 / 778.338.4083
- Visit the Learning Centre on our website
- Visit the Advisor Centre on our website