



Global Solution - Disability Benefits

Provided through Utmost Corporate Solutions, GEB's Network Partner

Utmost Corporate Solutions is part of Utmost Group, a leading provider of insurance and savings solutions. We specialise in the provision of employee benefits to multinational corporations with employees in multiple jurisdictions. We can help tailor and customise your employee benefits provision to suit both you and your employees, no matter where they are located. We provide Group Risk as well International Retirement and Savings Solutions. Operating out of two locations, Ireland (via Utmost PanEurope dac) and Guernsey, Channel Islands (via Utmost Worldwide Limited), we provide Group Life, Group Income Protection and Group Critical Illness cover for local, EU and non-EU lives. Our International Group Retirement and Savings Solution is designed to help companies ensure that all of their employees regard-less of status or location, have adequate pension provision in-place. We also understand the importance of supporting a healthy, happy workforce and how this contributes to the overall success of your company including the retention of key people and the attraction of new skills. We offer a range health and wellbeing supports including early intervention, absence management and rehabilitation services.

Disability Products

Utmost offers Long Term Disability (LTD), Limited Payment Term Disability, Total Permanent Disability and Permanent Partial Disability for multinational groups. Following is a description of standard product features:

Long Term Disability

Definition of Long Term Disability: Plans can be customised to suit a company's needs. Definitions of Disability may be based on Own Occupation, Own Occupation up to 24 months, Suited Occupation or Any Occupation. The final definition is determined in the policy design process.

Benefits structure: LTD benefits are typically calculated as 50% to 80% of annual salary depending on the preference of the company and is documented in the policy schedule.

Deferred Period, Duration of cover: a Deferred Period must be satisfied before benefits can begin. The policyholder can choose from a 13, 26 or 52 week Deferred Period. There is no standard limit on the Duration of LTD. Ongoing eligibility is determined on a case by case basis.

Claims process, notice period: Notification of a claim/potential claim must occur when: (1) An eligible employee has been continuously absent from work or working on a reduced capacity due to an incapacity for four weeks; (2) An eligible spouse has been continuously suffering from an incapacity for four weeks.

Disability Support

Dedicated support for claimants: Utmost offers dedicated support for claimants through in-house specialists or through specialty service provider MorganAsh, depending on the client's preference. This type of early intervention can potentially help minimise the risk of long term absence. Cases are managed by qualified, experienced specialists or nurses who help to identify the root cause of the absence, develop a return to work strategy, and reduce overall stress and anxiety for claimants. The early intervention initiatives from MorganAsh have demonstrated significant results¹:

- 85% of cases return to work
- 70% of cases return to work faster
- 95% of cases report reduced stress and anxiety, a major factor in recovery.

Rehabilitation and return-to-work support: Nurse case managers work collaboratively with the employee and treating physicians to develop a meaningful and achievable rehabilitation plan. Case managers provide recommendations on a return-to-work programme as well, and remain in regular contact with employees and employers throughout the transition back to work.

Leveraging technology: The Utmost Online Service Centre is available 24/7 and provides a securely encrypted platform through which HR professionals and members can manage their plans.

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Disability Products (continued)

Submission of the claim forms must occur no later than four weeks before the end of the Deferred Period.

Limited Payment Term Disability

If a company chooses this option, the Policy will pay monthly benefit for the chosen term if, after the specified Deferred Period, an eligible employee continues to meet the applicable classification of disability. The term starts on the day after the end of the Deferred Period and will end at the earlier of the eligible employee being deemed medically fit to return to work, on the policy ceasing age or at the end of the limited payment term, or death of the employee.

Total Permanent Disability

This benefit pays a lump sum benefit if an employee suffers an illness or injury, which is considered by a physician to be both a permanent condition and an irreversible condition, resulting in at least a 67% degree of permanent disability and unable to perform Any Occupation.

Permanent Partial Disability

This benefit pays a lump sum benefit if an employee suffers an illness or injury, which is considered by a physician to be both a permanent condition and an irreversible condition, resulting in at least a 25% degree of permanent disability.

In the case of multiple disabilities, the benefit payable per employee is limited to 100% of the sum assured. Where a Partial Permanent Disability benefit is paid, any subsequent Total Permanent Disability claim payable for that employee will be reduced by the benefit already paid.

Disability Support (continued)

Policyholders can search information at plan and member level and easily download selected data. Policy records are uploaded each business day. At the policy level, clients will have an overall view of claims and medical underwriting, whether in progress or closed. Policyholders will also have access to plan records with a drill down to benefit details by member or coverage.

Utmost uses Majesco Claim Vantage software which has accelerated claims processing, resulting in faster decision making and payments.

1-Morgan Ash, <https://morganash.com/perch/resources/downloads/morganash-absence-intervention.pdf>, *Statistics drawn from managing cases of over 400 employees across multiple companies, during 2019-2020. Actual results will differ from company to company.*; 2-<https://utmostinternational.com/wp-content/uploads/2024/07/MorganAsh-absence-management-Utmost-03-March-2021-v2-Final.pdf#>

*When moving contracts, past liabilities and associated reserves remain with the prior insurer.

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