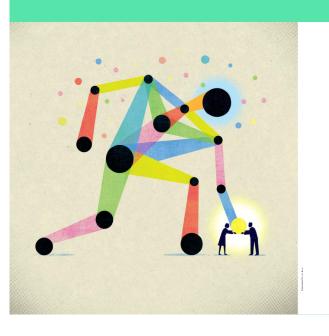


Leader's Edge is committed to exploring risk in an ever-changing world.



TAKING
THE ROBOT
OUT OF

Automation may take over some back-office jobs, but it also presents opportunities to transition employees into more value addition roles

Y RICK PULLEN

Robotic process automation (RPA) is seedily againing steam in offices around the globe. This software, which is designed to carry out simple, more repetitive human tasks, such as data entry, accumined for about 7% of repetitive work in 2014. It will rise to 23% by 2020, according to a Willis Towers Wisson study. That means that, by next vera, RPA will be doing nearly a quarter.

INFULEN As Leslie Willcocks, a professor ar the Lendon School of Economics who studied technology, has t, the real value of a robot is that "if takes the robot out of the human."

How can brokers take advantage of automation? By preactively transitioning employees whose jobs may be changing and by seeking new ways to serve their clients through a combination of traditional skills and the lacest technology.

Robotic process automation can take a high volume of data and trander it from one software system to another. In other words, it can do such things as read a form at a currier and put the data into a sponsible of all the blockings of other. From these, the brokerage on an adjurithms to anotyze the data fee a client. RPA also reduces human error in transferring data, one of the higgest obstacles or gathering accurate information in the instance industry.

Diffestions the owny cutrepetitive office tools, such as obtained, ascounted for about 7% of automated work to 20% I that figure will is set to 28% by early year. If finders will record to the direct ways to serve their clients through a combination of traditional deliging the factor

Schmologe.

Sinkelin Matteal Life
Instance to Jepan hald off
nees there 30 senters and
replaced them with robusts
process automation.

"No other publication in our industry comes close to *Leader's Edge*."

DEN BISHOP, PRESIDENT, HOLMES MURPHY

Leader's Edge Subscribers





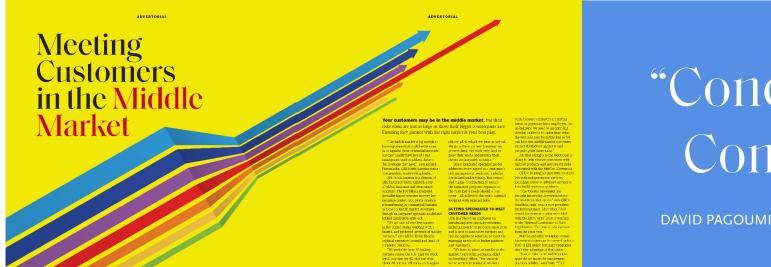
FIRMS AVERAGE TOTAL PREMIUM VOLUME = \$2.8 BILLION

in annual written premium. Leader's Edge subscribers specialize in writing policies and plans for mid and large size corporations

Other publications often cater to small agencies, typically under \$20 million in premium volume, that sell primarily personal lines (auto, home, boat) and small business

Leader's Edge Subscribers

Include **20** of the top **20**, and **48** of the top **50** commercial brokerages in the U.S.



"Concise and Compact."

DAVID PAGOUMIAN, OFFICE PRESIDENT, CRC

Published by The Council of Insurance Agents & Brokers

CIAB.COM

CIAB member firms work with clients averaging 1,000+ employees

Average personal book of business = \$17.1 million (premium volume, producers only)

Consist of 83.9% senior management and/or producers

Award-Winning Publication

Leader's Edge is the only magazine to have been honored twice by the AM&P with the best of show EXTRA! Award and to win four gold awards in a single year

Read by the top commercial insurance and employee benefits brokers across the globe

Informs, enlightens, and initiates the conversations that broaden industry perspectives and build understanding of the risks businesses and their employees face

Concentrated Circulation into the Top Brokerages

DISTRIBUTION BY SIZE RANKING

TOTAL	14,538
OTHER BROKERAGES	5,943
#4 – 15	6,708
TOP 3 BROKERAGES	1,887



Leader's Edge Reader Demographics

50

AVERAGE AGE

\$287,898

AVERAGE ANNUAL INCOME

62 minutes

TIME SPENT READING LE

5.9

READERS PER COPY

48.7

NUMBER OF CARRIERS ARE PRODUCER READERS TYPICALLY WORK WITH IN A YEAR

72.2

CLIENTS USUALLY DON'T OFFER INPUT INTO THE SELECTION OF THEIR CARRIERS

Property & Casualty - Job Roles

83.9%*

ARE SENIOR MANAGEMENT/
PRODUCER
*some have both roles

83.1%

OF PRODUCERS HANDLE COMMERCIAL P&C SALES

60.9%

PRODUCERS

28.7%

SENIOR OR TOP MANAGEMENT

76.1%

50% OR MORE BUSINESS IS FROM COMMERCIAL P&C

66.2%

90% OR MORE BUSINESS IS FROM COMMERCIAL P&C

\$15.5 million

THEIR AVERAGE PERSONAL PREMIUM VOLUME

Employee Benefits - Job Roles

83.9%*

ARE SENIOR MANAGEMENT/
PRODUCER
*some have both roles

60.9%

PRODUCERS

28.7%

SENIOR OR TOP MANAGEMENT

42.8%

OF PRODUCERS HANDLE EMPLOYEE GROUP BENEFIT SALES

76.2%

TYPICALLY WRITE GROUPS OVER 100 EMPLOYEES

\$21.2 million

THEIR AVERAGE PERSONAL PREMIUM VOLUME

What our P&C producers write

WHICH OF THE FOLLOWING COVERAGES DO YOU TYPICALLY WRITE?

BOPs	57.8%	Flood	79.7%
Commercial Auto	89.1%	General Liability	92.2%
Crime	82.8%	Marine	67.2%
Cyber	82.8%	Professional Liability	82.8%
D&O	82.8%	Property	90.6%
Environmental	75.0%	Specialty Lines	73.4%
EPLI	79.7%	Surety	56.3%
Excess/Umbrella	89.1%	Terrorism	71.9%
Fiduciary Liability	78.1%	Workers Comp	89.1%

What our P&C producers recommend to their clients

WHICH OF THE FOLLOWING SERVICES DO YOU TYPICALLY ENGAGE ON BEHALF OF YOUR CLIENT?

Actuarial Services	37.9%
Appraisal Services	43.9%
Captive Services	60.6%
Claims Management Services	72.7%
Disaster Recovery Services	47.0%
Premium Finance Companies	74.2%

What our Benefit brokers write

WHICH OF THE FOLLOWING COVERAGES DO YOU TYPICALLY WRITE?

Accident and Health	78.6%	Long Term Care	35.7%
Critical Illness	69.0%	Pet	35.7%
Dental	71.4%	Pharmacy Plan	59.5%
Discount Medical Plans	28.6%	Retirement	26.2%
Disability	83.3%	Stop Loss Insurance	. 69.0%
Health	78.6%	Vision	71.4%
Life	85.7%		

What our Benefit producers recommend to their clients

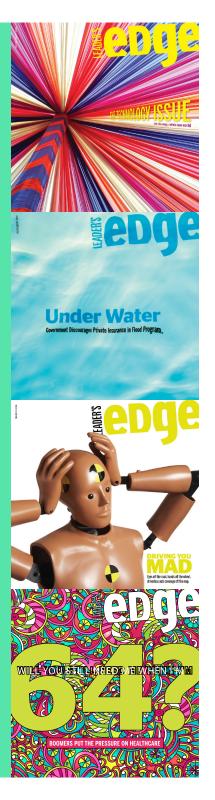
WHICH OF THE FOLLOWING SERVICES DO YOU TYPICALLY ENGAGE ON BEHALF OF YOUR CLIENT?

Actuarial	47.5%	Legal Services	55.0%
Care Management	50.0%	Payroll Services	42.5%
Enrollment Services	70.0%	Second Opinion Services	40.0%
Fertility	25.0%	Telemedicine	65.0%
Financial Wellness	40.0%	TPA	67.5%
Identity Theft	62.5%	Wellness	75.0%

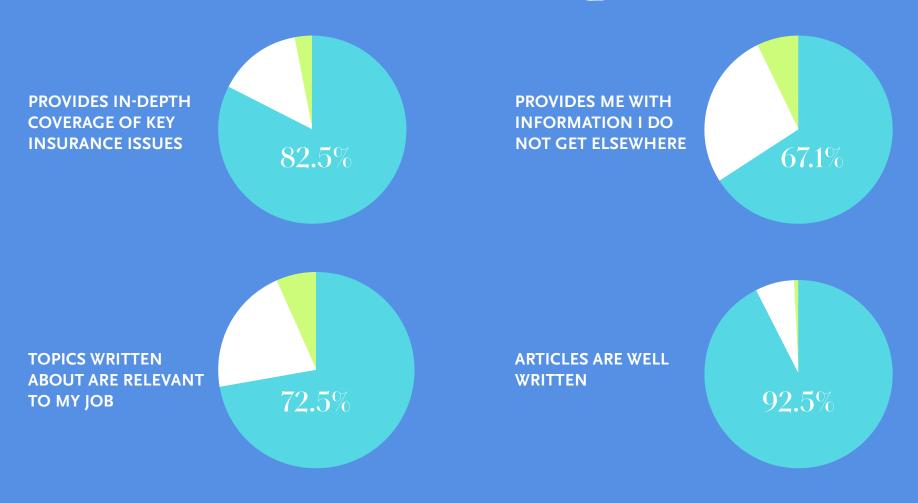
What our Management readers purchase

ARE YOU INVOLVED IN ANY ROLE (APPROVAL, RECOMMENDATION, ETC.) IN THE PURCHASE OF:

Agency Management Software	43.81%
Agency Technology Infrastructure	. 43.81%
Business Management Consulting Services	. 44.76%
Data Analytics	. 44.76%
Human Capital Management	. 44.76%
Investment Advisors	25.71%
Personnel Outsourcing Services	39.05%



What our readers think of Leader's Edge



NEUTRAL

DISAGREE OR DISAGREE STRONGLY

AGREE OR AGREE STRONGLY

What our readers think of Leader's Edge

PLEASE INDICATE WHICH THREE NEWS SOURCES HAVE THE GREATEST VALUE TO YOU AS AN INSURANCE PROFESSIONAL, IN ORDER OF IMPORTANCE.

1ST, 2ND OR 3RD CHOICE

84.3%	Leader's Edge	7.8% The Hales Report
49.0%	Business Insurance	5.9% Carrier Management
29.4%	Employee Benefits Advisor	4.9% Insurance Business America
19.6%	Benefits Pro	4.9% Risk Management
18.6%	Rough Notes	4.9 % The Insurer
14.7%	National Underwriter	2.9% The Intelligent Insurer
14.7%	Risk & Insurance	1.0% CB Insights
10.8%	Independent Agent	1.0% Reactions

Leader's Edge: Growing

YEAR	CIRCULATION	AD PAGES
2008	13,830	235
2009	11,741	206
2010	11,705	227
2011	13,179	230
2012	12,515	221
2013	14,839	269
2014	14,933	250
2015	15,218	278
2016	15,471	246
2017	15,955	251
2018	18,005	281
2019	16,994	312





"Best magazine in its class."

SCOTT TROFHOLZ, PRESIDENT & CEO, THE HARRY A. KOCH CO.

Official Magazine of the Annual Industry Leadership Forum

REPRESENTATIVE ATTENDEES BROKERAGE Alliant Insurance Services, Inc.

AmWINS Group, Inc

Aon

Brown & Brown, Inc.

Clements Worldwide

CRC Group

Gallagher

Guy Carpenter & Company, LLC

Hagerty Insurance

Heffernan Group

Hub International

Hylant

Leavitt Group

Lockton, Inc.

Marsh

Marsh & McLennan Agency

NFP

Ryan Specialty Group

Willis Towers Watson

Chairman and CEO

CEO

CEO

Chairman

President

CEO

Chairman, Gallagher Global Brokering

President and CEO

CEO

President/CEO

President & CEO

CEO

Executive Chairman & CEO

President & CEO

President and CEO

Chairman & CEO

Chairman & CEO

Chairman & CEO

CEO

Official Magazine of the Annual Industry Leadership Forum

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Allstate Insurance

AXA XL

Beazley

Berkshire Hathaway Group

Chubb

Great American Insurance Group

Liberty Mutual

Markel

Munich Re

Nationwide Insurance

Swiss Re

The Hanover Insurance Group

The Hartford

Tokio Marine HCC

Travelers

W. R. Berkley Corporation

Zurich

President & CEO

President & CEO, AGCS N. America

President, Allstate Business Insurance

CEO

CEO

President - Reinsurance Div.

Chairman & CEO Chubb Limited

Chairman & CEO

President, Global Risk Solutions

President & CUO

CEO, Reinsurance Division

President, Nationwide Natl Partners

CEO Americas

President & CEO

Chairman & CEO

President

Chairman & CEO

President & CEO

Chief Executive Officer, North America

Official Magazine of the Annual Employee Benefits Leadership Forum

REPRESENTATIVE ATTENDEES BROKERAGE ABD Insurance and Financial Services

Acrisure

Alera Group

Alliant Insurance Services, Inc.

AmWINS Group Benefits

Aon

BXS Insurance, Inc.
Catto & Catto LLP

Gallagher

Hub International

Leavitt Group

Lockton, Inc.

Marsh & McLennan Agency

Mercer

NFP

President

EVP

President

EVP & Managing Director

President

Executive Vice President

President, Employee Benefits

CEO

Executive Vice President

Executive Chairman

President

President, Lockton Benefit Group

Chairman & CEO

President, US & Canada

Executive Vice President, Head of Insurance Brokerage and Consulting

OneDigital Health and Benefits EVP, Client Services

USI Insurance Services

Warner Pacific Insurance Services, Inc.

Willis Towers Watson

President Co-CEO

Voluntary Benefits Practice Leader

Official Magazine of the Annual Employee Benefits Leadership Forum

REPRESENTATIVE ATTENDEES CARRIERS

Aetna

Aflac

Allstate Benefits

Anthem, Inc.

Chubb Workplace Benefits

Cigna

Colonial Life & Accident

Humana

Lincoln Financial Group

MetLife

Mutual of Omaha

Nationwide Insurance

Prudential

Reliance Standard Life

Sun Life Financial

The Hartford

UnitedHealthcare

Unum

Voya Financial

President

Sr. Vice President, Broker Sales

President

President, Specialty Business

President

EVP, Distribution

CEO & President

SVP, Distribution

SVP, Distribution

EVP

EVP, Workplace Solutions

SVP, Emerging Businesses

President, Group Insurance

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Senior Vice President - Group Distribution

EVP, Group Benefits

SVP, Global Growth

SVP, Sales and Client Management

SVP, Employee Benefits Distribution

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ALBERT COUNSELMAN, CHAIRMAN & CEO, RCM&D, INC.

Digital Offerings

Leader's Edge offers multi-platform programs and experiential opportunities that provide a deep consumer connection that can help your brand influence.

E-NEWSLETTER RATES

CREATIVE UNIT	SIZE	1-2 X	3-5 X	6+
Premier Banner	500 x 100	\$2,500	\$2,200	\$2,000
Banner	500 x 100	\$2,250	\$2,000	\$1,800
Native Ad	500 x 300	\$3,000	\$2,750	(
Partner Content	500 Words	\$3,500	\$3,250	Cap.

WEBSITE ADVERTISING

CREATIVE UNIT	SIZE
Square	250 x 250
Tall Rectangle	200 x 500

COST \$6,000 (total for twelve months)

Current Features

Announcing the latest issue of *Leader's Edge*. Highlighting a brief overview of the main features and fresh, new content or stories that unfolded after we went to press linking back to www.leadersedge.com.

Frequency: 10x per year

Target Launch: The 1st week of the month except January and July

Distribution: 14,000+



Space Invaders



first and only artificial satellite, Sputnik 1, has become host to more than 2,000 satellites orbiting our planet. The commercial space insurance market has been reliably soft for the past few years, with plenty of capacity. However, these low premiums, combined with recent large payouts, have begun to tear away at the insurance market for space

Read more.





Banner 500 x 100

What's in a Name? -



In the early days, Jason Keck, CEO of Broker Buddha, came across it often: "Oh! I've heard of you! I have no idea what you do. But I love the name." It didn't bother him one bit. These days, the insurance technology (insurtech) space is chock-full of creative names aiming to inspire, evoke, excite, convey, connect and, above all, stick, There are animals (Ask Kodiak, Bold Penguin and Goose, for a start); whimsical objects and references (Thimble, Slice, Pickle, Lemonade, Anorak, Blink, Ladder); and words of less-than-certain origin that still manage to communicate a message, function or emotion (Embroker, Insurify, Matic, Reposit, Vericred, Waggel).

What's behind those whimsical insurtech identities?





Inside Broker

Curated insights, resources and tips (or digestible takeaways) that help brokers manage and be more productive day in and day out. The content will focus on a range of topics including business operations, technology tools and resources, leadership and talent development, sales skills, M&A and more.

Frequency: Monthly – 12x per year

Target Launch: The 2nd week of the month

Distribution: 11,000+

INSIDE BROKER

Tornado Talk ·



the ground in Dallas. Den Bishop immediately got his family into a bathroom under the stairs in the middle of the house. About 30 seconds later, the impact sound of a wrecking ball taking down a building resonated and then everything went completely silent. When he cautiously opened the bathroom door, he saw the limbs of a live oak tree in the center

Read Bishop's experience as a customer of the insurance industry,





Banner 500 x 100

A Cautionary Tale



insurance district. A near-universal hard market had emerged overnight following 9/11. Reinsurance rates had surged, and primary prices were following suit. But as the profits flowed, no one seemed to be paying much attention to the fundamentals. Of course, rates soon began to fall, but everyone was making money, so it didn't matter. But the near marketwide sense of security was false, and ultimately, the post-World Trade Center hard

Health + Benefits

This e-newsletter conveys the changing dynamics of healthcare spending and delivery as they relate to the brokers and consultants navigating the commercial employee benefits landscape. It highlights market trends and regulatory updates, and explores solutions to lower healthcare costs, improve the quality of care, and leverage technology and data.

Frequency: Monthly – 12x per year

Target Launch: The 3nd week of the month

Distribution: 11,000+

HEALTH + BENEFITS

Healthcare Is Making Us Poorer -



every other year. At the Council of Affordable Health Coverage (CAHC)'s Price of Good Health conference, we learned that each year, the healthcare system effectively makes individuals poorer. CAHC's annual event brings together Washington D.C.'s policy works, private sector innovators, employer groups, and other industry stakeholders to hear from insurers, pharmaceutical companies, hospital systems, tech companies, and members of





Native Ad 500 x 300

Data, Privacy, and Silicon Valley



stores and aggregates patient information and medical data. It is the largest effort to date by a technology company to venture into the healthcare space. Millions of Americans ss 20+ states unknowingly had their data, including lab results, hospitalizations

Emerging Trends

Honing in on the evolving world of risk, this e-newsletter exposes readers to and informs readers about the latest technologies, trends and solutions shaping the insurance industry and the future of risk. It features new business opportunities and strategies, and addresses everything from cyber risk to tech-enabled distribution models, all through a broker-focused lens.

Frequency: Monthly – 12x per year

Target Launch: The 4nd week of the month

Distribution: 11,000+

enge EMERGING TRENDS

Cybersecurity Remains High Priority for Healthcare Institutions during COVID-19 Outbreak



At a time when patient data is critical to slowing the virus, creating a vaccine, and coordinating care, hospitals now have to find off opportunistic security attacks and phishing attempts from bad actions. Deploying matware, erroll senders are posing as employees working remotely or CDC officials with important information and are sending itsker map tracking of CDVID-16 sease as a ruse to steal useramense, passwords, and other personal information. In addition, the Department of Health and Human Services (HHS) recently endured a cyberattack on its computer system, which investigators believe was intended to create disruption and enable the spread of misinformation.

lead more.



COVID-19 Brings Increased Recession Risk —



The COVID-19 pandemic comes at a time when the global economy is already struggling "Fact is," said Jérôme Haegeli, group chief economist at Swiss Re, "The coronavirus is hitting the global economy when economic resilience is already week to start with."

What dangers does COVID-19 pose in a weakened global econom



Banner 500 x 100

COVID-10 Stimulus Packages & What's Ahead-

Leader's Edge @ EBLF

Insights and perspectives captured on-site at The Council's Employee Benefits Leadership Forum (EBLF) in June. Through the lens of a broker, these roundups will feature interviews, podcasts and commentary on hot industry topics.

Frequency: Event driven. Others may be added if appropriate

Target Launch: The Council's Employee Benefit Forum (EBLF) -

June 1 - 4

Distribution: 14,000+





For the first time ever, we are reporting live and on the ground at The Council's Employee Benefits Leadership Forum (EBLF). Now in its 18th year, EBLF is where industry leaders gather to build and strengthen strategic relationships, learn from their paers and clean market intelligence.

Over the next three days, we'll bring you exclusive interviews with a range of healthcare industry stakeholders, insights from our business program, and perspectives from EBLF attendees - more than half of whom sit at the executive or c-suite level. A quarter of all attendees are attending FBLF for the first time.

ATTENDEE BREAKDOWN

575
DTAL ATTENDEE
BY FIRM

283

54

238

WHAT TO EXPECT AT EBLF



Q&A with Kerry Finnegan

Senior Partner, Global Business Solutions, Carrier Relations, Placement & Strategy, Mercer Health & Benefits

Kerry Finnegan is the current chair of the Council of Employee Benefits Executives (CEBE) Advisory Committee. We sat down with him to get his take on the commercial insurance market and what to expect at this year's Employee Benefits Leadership Forum.

What are some of the biggest challenges facing employee benefits brokers and consultants right now? How has CEBE addressed those challenges?

Effectively managing costs and the potential of huge variability of those costs is certainly the number-one challenge. And while there are a number of strategies in play through carrier partners and new entrants, a second challenge is remaining fully aware of all these solutions to verify the outcomes our clients seek. The Council, with guidance from CEBE, continues to evolve EBLF to reflect this quickly changing ecosystem and to support ways to access and leverage data to support engagement and outcomes.

EBLF is 18 years old. How is this year's meeting different from years past?

One great thing to note is that EBLF is bigger than ever—both in terms of individual attendees and sponsors. While the talk of "total rewards" is not new, this year's attendees and agenda truly demonstrate the convergence of life, disability, medical and ancillary benefits to reach an increasingly diverse constituency across generations, gender and race through simple, intuitive and digitally-enabled approaches. This will form a strong platform for clients as they prepare employees for the work of the future.

Read on

Banner 500 x 300

Leader's Edge a ILF

Insights and perspectives captured on-site at The Council's Insurance Leadership Forum (ILF) in October. Through the lens of a broker, these roundups will feature interviews, podcasts and commentary on hot industry topics.

Frequency: Event driven. Others may be added if appropriate

Target Launch: The Council's Insurance Leadership Forum (ILF) -

October 2 - 6

Distribution: 14,000+





& Brokers' 2019 Insurance Leadership Forum. Leader's Edge is here gathering insights and perspectives and sharing those with you, along with some original content on topics du jour.

ATTENDEE BREAKDOWN

1.424

580 CIAB BROKERS (174 FIRMS)

196

Q&A with Diana Gonzalez Garcia



The recruitment of new and diverse talent is the industry's #1 challenge and focus. With this top of mind this week, industry leaders are coming together to collaborate on creative solutions for recruiting brokerage employees of tomorrow.

Last month, The Council Foundation awarded \$375,000 in academic scholarships to 75 commercial brokerage interns across the country. Diana Gonzalez Garcia is one of the Foundation's bright young stars.





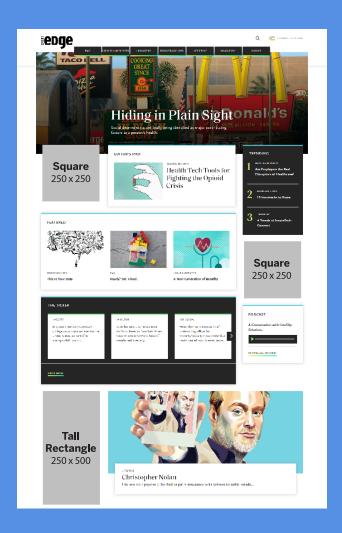
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The Role of Virtual Reality in D&I



Website

Launched in 2019, the NEW *Leader's Edge* website offers updated display ad formats with a variety of options to meet a range of campaign objectives and budgets. Leaders Edge.com is a content journey with better search functionality, more market intelligence, updated information on a real time basis, additional podcasts, coverage from key industry events and other industry sources.



Leadersedge.com by the numbers

7,700 MONTHLY UNIQUE VISITORS

15,400 MONTHLY PAGE VIEWS

51.2%

AUDIENCE GROWTH*

*since launch of new site July 2019

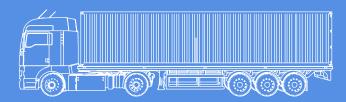


"Good mix of topics on industry and management issues. It is the only trade publication that I always read."

RICHARD RANKIN, CHAIRMAN, PRESIDENT, MURRAY SECURUS

OUR READERS WRITE

THEIR READERS WRITE













Thank you. **Eedge**