

Audio file

[KN5 - Erik Reynolds.m4a](#)

Transcript

And thanks for joining us for another New Knowledge podcast. My name is Mark Singer, one of the partners. Confirm for those joining us for the first time, ones focus and expertise really has two branches on one side of the House and the foundation that our food firms built upon beginning with very large premier life insurance placements for estate planning needs the preservation and transfer of multi generational wealth and the most tax efficient. Planner on the other side of the house business continuation planning, key person, buy, sell and the proper ways to fund these vehicles for the ease of transition. Reviewing operating agreements to share accuracy and compliance. This also includes executive benefit planning, more specifically concerning our guest and topic addressing today a solution on partial to executive disability insurance or executive restoration planning. Now I say that because yes, executive disability or or DI. Huge focus for the first six years of my career, but also because I'm a firm believer that any time you have the ability to true up or even the playing field of employee benefits portfolio. You know, doing it through one's place of work is going to be the most turning queue and affordable way to accomplish this feat for, and it's a way to recruit, reward, and retain key members of a successful team. A win for the employer, the employees, and their relationship. I'm excited about today to to nerd out with a good friend and colleague of mine, and financials running and Eric Reynolds the sales. Leader of our National Executive disability practice Eric, thanks for making some time for us and our listeners. Today and welcome.

Yeah. Thanks for having me, Mark.

From our previous conversation, welcome back.

Yeah, it was fortunate to take advantage of our remote work environment. Little bit of the country and share that with our family to create some memories.

I'm glad you guys had a great time with safe time and it's. Great to have you back. So you've been in the insurance business specifically that focused on disability and long term care, a little over 15 years you know. Starting your career at. Unum and transitioning to the young financial family about nine years ago. Can you tell us a little bit about your journey from the carrier side then becoming one of them's? National and disciplined practice leader.

So, like most people that end up in the insurance industry, it's usually kind of by accident, you know, I graduated from college just before the Great Recession ends and maybe had accidentally the foresight to get into an industry where there's always a need and it's an important need that people need to address and. We can help people. I figured looking at different job prospects. I was a finance major and always like doing stuff in that kind of area and figured everyone always needs insurance and it seems like something stable. So I'm gonna try. Trying to have his company Unum, which in hindsight turned out to be a great place, started my career. As you know, I was there for seven years working with a lot of brokers, you know for for me really like the teaching aspect of the job. I had kind of very rural territory that wasn't called on traditionally by most other. Insurance carriers. And so I really had to hustle and pound the pavements and you know most of the cases I sold when I was at human actually were with

brokers who had never sold disability or long term care insurance before. They were predominantly just focused on improved medical insurance. And so it was fun to work with them and grow their practices alongside them. The opportunity at M came along to be in a little bit more specialized area and a little bit more broad in terms of some of the products in some ways. But I always knew about them and they had excellent reputation in the marketplace and it turned out to be. Kind of like the best of all worlds, where I really got to still focus on the business development and marketing aspects, but working closely with brokers to ultimately help alliance in the.

Couldn't be more the roads to the training platform and the process they have set up at you and I was very fortunate in that for part of their program as well and somewhat in the same boat dealing with producers that never even heard of supplemental disability insurance or will refer to it as Executive DI for our audience. What is supplemental.

Programs. So all the different wordings and how we describe this industry, all you say, what it actually is. So you're just supplementing existing disability coverage, usually a group long term disability covers that's provided for all employees. But you're adding additional coverage on the top to cover some of those shortfalls and gaps that you mentioned for that high income segment of the population or usually your executive and group partners at a law firm, you know, medical professionals with special teams really to get them up to the same after tax percentage income replacement. So they can maintain their lifestyle. Or what happened to them due to a sickness or injury. That would prevent them from working.

Simple concept. There are features that make this simple concept such an important tool for employee retention. And then.

Yeah, I think so. I would point out maybe three different items. The first one is the product is portable as we know today, you and I alone here on the call. And if your brothers are listening, you probably have more than one job at this point in your career. And so being able to take coverage with you which the supplemental policies are individual. Products and keep that with you throughout your career. The other thing is that the benefits and premiums are guaranteed. Most policies, you're right, are what's referred to as non cancelable coverage. Meaning that the benefits and premiums are guaranteed all the way to a certain date in the future, typically around retirement age. You know to age 65 or to the age of 67. So that's another key feature. And I would say third, the biggest is you're just getting more monthly benefit in addition to what your employer may be providing through a group program. And that's what's allowing you to for higher percentage of income replacement to meet the financial obligations that you would have in the event that you are unable to work.

Eric, I agree. Portability guaranteed coverage, so non cancelable contracts and then simply enhancing your coverage to get to that 60 or 75% of monthly income replacement are three huge factors when it comes to supplemental disability coverage. One of the things that I think not to trump the three. Just gave. I mean they're extremely important, but the one that I think is extremely invaluable is the underwriting process. And I'm seeing this a lot now doing pure individual disability policies. You're going through the ringer. Essentially, you're giving blood urine height, weight, prior medical history, and prescription drugs, financial justification, and whatever comes up limitations, restrictions on policies, premium increases, or just pure out declamation is a common occurrence. Having the ability to bypass. All of that underwriting and simply fill out an activate Work questionnaire to get those portable

guaranteed non cancellable contracts to the threshold that is suitable to maintain one's current lifestyle is invaluable and the the financial justification is census data. What are your thoughts?

On that, Eric.

It's definitely the most efficient way to deliver coverage is through an employer sponsored plan and and you can't reinforce the the underwriting use enough. You know sometimes you'll hear from someone that says from an employer they'll say. Well, we pay. These people, well, you know, they can just go out and get it on their own. But in reality, a lot of times they can't. But you don't know that because you know people don't know people, individuals, medical histories, being able to obtain coverage without having to go through that invasive process. And it's definitely an advantage.

There tends to be similar to the misconception that grew for employer sponsored long term disability programs get the job done from an income protection standpoint, I think it's imperative to do audit if you will of employer and sponsored programs to make sure that these programs are covering individuals earnings through that. 60 to 70% threshold and that varies based off the earnings per individual, whether that be standard salary, bill bill income through order or incentive pay commissions if you're in sales to give that in its entirety and we do it in the most turn can streamline manner from an underwriting perspective and unlocking.

Yeah. No, it's it's a good point to bring up and I'll give the disclaimer first to say, you know, we may beat up a little bit on a Groupon turn. This ability here today, but it's really a key piece of the overall puzzle providing income protection to someone that's working. But yeah, I think the misconception really comes from. In fact. That unlike other benefits that an employee is utilizing, whether it's medical, dental, or vision insurance, you know those are things where you're having claims frequently, right. You're going to the doctor once you're getting your vision exam done, you're going to the dentist to get your teeth cleaned. People don't realize that the benefits that disability insurance can provide. Because it does tend to happen less frequently, but probably more frequently than people realize, you know, one in four people, as you know, March will experience at the same. During the ban preventing them from working for 90 days or longer at some point during their career, and if you've ever been around someone who, in an extreme scenario, you're qualified for, say, Social Security, disability insurance, you can see the impact that that has on someones life really affordable at the end of the day, which is probably another reason it doesn't get as much attention. Which is kind of shocking. Medical insurance is the big ticket item and a benefit package. But disability insurance is relatively.

And that's a great .1 of the things you said is that the leader of the show, where it doesn't get as much attention, one product that does, and I think it's somewhat similar will being also through an employer sponsored group program, if you will, is life insurance and voluntary life. And I was just having a conversation a couple days ago with one of our partner firms and how life insurance. Is avidly spoken about requiring through your employer to long long term disability or supplemental disability insurance. In that conversation, I believe is imperative because like you said, the chances of going out on disability during their working years are are much greater than passing away during their working years. Not that life insurance. Is not important, of course. What funds that voluntary range insurance, which funds your mortgage with funds, your car payment funds, your rent? You know, if your kids are going to private school or your shore house, it's it's your income. So what we're providing our solutions to protect your income. That being said, why don't just get it individually on your own is is a question here all the time

and what are the advantages of doing this and. And having this conversation from the top down to apply it and provide it for your executives or managerial team.

It's interesting, you know, you certainly can get individual disability insurance out on your own. You can go to financial planner or direct to a carrier a lot of times or through General Agency and. Get coverage, but you're gonna have to go through full medical underwriting and then no one likes to pay full price for anything. If they can get it at a discount. And offering it through an employer sponsored plan to employer paid or making it available on a base buy up or purely voluntary basis for employees, employees to elect will allow those underwriting thresholds to be reduced. So we talked about guaranteeing standard issue underwriting, but really just guarantee issue, meaning that you got to be actively at work the last nine year, 180 days depending on the carrier. You know other than normal cold and flu and that type of thing and you get a policy and you don't have to on the financial side, you don't have to produce you know pull. About your history of your W2 earnings and other tax statements, in order to get a policy to your employers, wanna provide those and then by taking advantage of the law of large numbers and spread of. Insurance companies, then, are comfortable with offering deep discounts to the products when they're issued through an employer. So you can see discounts from twenty 30-40% compared to the exact same plan that you could purchase if you went on your own through all the additional groups that you got to jump through. It's really the most efficient delivery method for obtaining individual disability coverage, and that's through an employer sponsored plan.

And then once the programs in place to add or increase benefit amounts, it is streamlined as well, which is a key factor in placing these types of programs and advocating them to those in need.

Of it. So ideally what will happen then over time when you have the plan in place, the great thing is people anticipate over time that hopefully their. Income will continue to increase and you'll be able to obtain more coverage, usually on an annual or every couple of years, depending on the characteristics of the plan to kind of keep pace from the protection side, with your income growth as well.

What's your thoughts on the concept of self funding such programs? You have a card out of individuals you're looking to provide supplemental protection for it and that the response is and I get it, it's important. It's valuable. We'll make each individual whole. God forbid something happens when it's to cross that bridge. If you have any thoughts or want to elaborate on that concept.

It always makes them cringey there because it's like, oh, there's such a better way to. Especially, you know it's a smaller employer as well that's going to take a hit on cash flows to do something like that. Absolutely, because you know long term disability program even if you're someone a little bit more mature in your career say you're 50 years old, think about the future income potential for that person. They had planned on working to age 65 and a lot of people plan on working past that, but 265? I mean that's 16. Years of income that you're going to be on the hook for helping the place, but it's gonna have an impact on the business. And usually when I see these situations pop up in my. Experience never one person going to have unclaimed the same time. It's usually 2. If it happens and it's just kind of one of those things and you're going, Oh my gosh, you know when it. Rains. It pours. But the other thing is there's some other issues there. There's a liability perspective and the precedent that could set that the employer well, if you're going to do it. For this executive, are you also going to do it from this rank and file worker to make them all? And so it can open up some liabilities from that. Perspective. The other thing is you know, if you're going to self fund the plan, there are some accounting requirements, especially if you're going to set it up and have it formally documented, you would actually have to set

aside reserves for the entire duration of that claim up front. So in that example, we just get is you know, for those 15 years, you might have to set aside several \$100,000. At one time. And so it's much easier and more efficient to pay a small amount of premium shift that financial liability and burden to the insurance carrier and not only the financial aspect of it, but you don't have to get involved in the messiness of determining alright, are you disabled now? Are you disabled in three months from now, you know and once? Once you are paying benefit. Are you still disabled at some point? Hopefully there's going to be a return to work outcome, which is obviously hopefully will for anyone to be able to return to work and you don't have to make those decisions. That liability is placed on the insurance company to manage those risks. So. So I think those are some of the key things that certainly I've seen over the years.

So unfortunately it tends to be not one of the two people and claim the reserves is a great point and it's something that I think is thought of it at the time of making that statement, I'm going to use a COVID word here and pivot in regards to industries utilizing these types of programs. So so legal. Healthcare top lines of the. List are there any? Emerging industries, or ones that are taking off in this space currently or previously and any reasons for that?

Yeah. So, so certainly, you know in the disability world, we kind of talked about the big three industries and certainly two of loans and law firms and medical groups, third ones probably financial services that we that we've seen quite a bit of coverage placed over the years and that those were really born out of the fact that that's where individual prospects were back when we saw. Your systems being much. More, much larger and more involved those kitchen tables conversations they were calling on the doctors and lawyers. And so those programs obviously were the 1st to take off in the multi Life Supplemental Disability arena as well overtime what we've seen is just more wide stream adoption of this across I really say all industries. Because I I've seen business written from trucking companies to wineries to IT companies. But I would say really a few emerging industries for sure are ones to be aware of would be manufacture. String. You know, most people don't think of a blue collar company as being a disability insurance purchaser, but at any company, just like a manufacturing company, there's probably a key group of employees. There's a there's an owner of Cousin Key sales person, business development person, what have you, you know, HR and some other key functions. That probably have a significant break. If you were look to look at a list of incomes and everyone at that employer will probably have some gaps, so manufacturing would be one another one that we've seen a large rise in our technology companies. Clean up all over a lot of young people with really creative ideas and creating a lot of value in a really short period of time and their businesses are taking off and they're enjoying the rewards of the incomes that come along with that and. Then I would. Say related to the medical industry, you know pharmaceutical companies is is another one. But I would say overall to anyone that's listening. Nearly every company is potentially a good prospect just because of an industry doesn't necessarily dictate that it's a good prospect or a bad prospect. It's really looking at the incomes of that group because the organization been successful and do they have highly compensated individuals? And as we were talking earlier, you know in the group. Visibility side of things. Someone may have only a \$5000 a month group long term disability benefits, so all of a sudden you're into \$100,000 plus space where people are going to start having gaps as opposed to companies that maybe have a little bit richer group plans pushing that income threshold a little bit.

There can always be a case where you have the group long term disability contract. You can look at the percentage and monthly income that's being replaced there and then aggregate earnings by each individual. The only knockout you could say would be occupation, whether it's blue collar, but in terms of

industry, if there's that difference or delta from that group belt, CD maximum. And their total earnings? And you have a group to carve out that are in need of additional protection, we essentially have. A case.

Yeah, Mark, I'd even add in, you know, going back to my days, you know, even though I had kind of that very rural territory, I had very good success partnering with my individual disability Rep and putting together these supplemental combo cases. And we wrote an electrician company. Which a very large. Electrician company that had 15 key people. So we we were writing it on them. We had another case, it was a produce distributor. You know, these are not the typical cases that you would think of. Think about individual disability coverage, but they had the need just like anyone.

It's great conversations to have as a producer or fiduciary of a client or group to just do this analysis to make sure everyone is protected and and whether something's placed or not to have that conversation. I feel like, you know, everyone's on the same side of the table, everything's disclosed, it's a positive for the producer, the advisor. And the client.

You know, looking back, I said I got into this industry a little bit by. But you know, when I look back on some of the events in my own life with family members and that a grandfather is really close to that, experienced some medical events and you qualified for Social Security disability and that was their only form of income replacement. I remember talking to my grandma about what that process was like and the fact that they were waiting to type payments depending. My grandfather survived the surgery or not. It was just not a good way to have to deal with something. The financial stress.

Thanks for sharing that story, Eric. I'm certain there's a handful of listeners out there that can relate to the situation and circumstances that your family and ultimately your grandfather had to go through there. I'd like to take a jump to your day-to-day Eric, as well as the EM financial team that's working over in the Portland OR office.

I've had a few different roles at them over the years, but primarily I've been focused on disability and. It's it's kind of the core of my role and so I do a lot of marketing related activities. I hear a lot from our member firms around the country, from different cases that they're working on or centers of influences and or referral sources that they're working with. And I hope to a lot of code. Presentations with them help educate people about disability insurance in general, and then some of the solutions that brings to the table that we're working with some of our carrier relationships, although we are very neutral where we do have some advantages. And then I would say I get involved with a few other things outside of disability insurance as well. I do a lot without Lloyds of London Business, a lot of that is disability insurance at very high levels of coverage and we do have some specialty life products including in that relationship which bring up some interesting cases along the way with people that. Anticipate risky activities and probably everyone on the phone for sure and is aware of some of those types of situations. They'll pop up in the news every once in a while, whether it's a date or a celebrity, but we do a lot primarily in the corporate space. When we look at our disability. Rams insurance operations, which includes life insurance and annuities and private placement life insurance. Our team, we have three people dedicated to the disability insurance business. I'm more on the marketing business development side of things. And then with two teammates, Tammy and Courtney, who are on the, what I would say. Like to technical experts and wise. Behind everything that we do. So once the case comes in, they're really digging into it and looking at the census data, understanding that an employers benefit philosophy and putting together planned designs jointly in coordination, you know, with member firms like Newton. One can then ultimately deliver potential solutions. And an employer may want to move forward. And so

they help with all the pre sale side of things and then at the point where the sales made that would then be handed over to the insurance carriers and then you can do overall with the team we get involved with a lot of different things. You know we're a lean organization with with how we're designed, but we really just serve kind of almost as like a back office to a lot of our members. Just to provide that additional support and expertise when it's needed, depending on the type of clients and sale, because we see everything from three business owners of the carve out up to thousands of employees, that portion 500 companies eligible for some of the programs we put in place over the year.

So Eric, let's say you're an employee benefits producer or a PNC producer. What are you looking for within your book of business regarding potential executive restoration solutions?

Or better yet.

What questions should you be asking your clients?

I think there's a lot of areas of opportunity certainly, but the to kind of narrow it in, I would say, you know, if I would book a business, I'm probably going to focus first on those key relationships that I have, the ones that had the longest or the ones that I would be most upset if another producer came in and introduced this type of solution. Terms of executive disability planning, and I didn't talk to them about it. I would be kicking myself so I would start there with those key relationships. But then for all. Of my relationships, I would want to make sure that I'm having the conversation with that key relationship I have there really asking them the question how much income do you need to live on at the end of the day? If you were unable to work anymore because you were sick or injured? Chances are that person is going to say all of it. You and I know Mark every dollar coming in is a sign going out. Somewhere and a lot of people don't realize they don't think of their income necessarily in these broad scope. You know, in the future income potential and annual numbers and they kind of sit think about that net income and they forget about oh pre tax. I'm paying for my medical insurance pre tax I'm contributing to my qualified plan and it goes on and on they just see the after tax coming out that's going toward mortgage. Utilities, rent vacations. You know, whatever it might be everyday lifestyle. And so once you set the stage there, it's going OK. Does your current disability insurance plan match up to meet those expectations or lifestyle expenses and a lot of times it may not due to some of the things we've talked about, taxes, limitations on certain types of claims, not enough monthly benefit. And so then they realize there's a gap and there's an actual item. At least to. Start having the conversation and digging in further.

Having the conversation and hearing a response from an. Employer that or or. A an executive, our organization protects 60% of our our earnings. So. So we're OK. Well, what's the maximum? Ohh it's 60% of earnings. Well, there's usually a cap and unless you're, you know, very astute in the disability world and it's to no one's fault. It's just there's so many other pieces and variables of that take front and center stage. It's just having those conversations and planning those. It's like you said, starting off with your key clients and key relationship. So I think there was a A. Great response and.

A great point, I would say don't give up on it either. You're you're probably gonna get a no right out of the gate. No one ever just said, oh, you know what? Sign me up, Mark. You know the timing is going to have to be right. There's competing priorities right. There could be an open enrollment. A lot of moving parts from the medical plan, so it's just keeping them on the radar, keeping them in front of them and making sure that people realize how much of A risk this could present to someone. In the event something happens and they can't work, other times that becomes the catalyzing event, right? You you

like? Sure have seen this where they've said no, no, we're not interested. And all of a sudden hope the CFO has cancer and they're giving you a call going, you know what? Maybe we need to look at this. We didn't realize, you know how important it actually is, but now it's hitting home.

They say don't waste a crisis. What about? Don't wait for a crisis. Or better yet, don't wait for a claim. Shouldn't be our initiative to proactively figure out shortfalls and plan accordingly for our clients. Take those necessary steps in in regards to planning. Or you mentioned this prior traditionally less than 1% of the covered payroll put in a program fills in those gaps in short falls and provides individual guaranteed policies to those key employees in the most turn, key and cost efficient manner. So if you could elaborate a little bit more on how it works on the back end in regards to some of the pricing and unique and exclusive products we receive with our partner carriers on the disability side.

Yeah. So I I didn't mention the prior, but probably the good spot to start is empty been in this business for. I think about 35 years now, so a long, long time we may have. Actually, I I think it's unconfirmed and disability insurance history, but I believe if it weren't the 1st, it's got to be close to the first to have written a multi life supplemental disability plan with the guarantee issue. That was like a new. Concept 30 years ago. So we're in the first there and over time we built up a block of business. I think we have over 50,000 individuals that we insure today across financial and all of our member firms. And so that's the significant block of business, I believe the largest in the United States from an individual disability perspective with employer groups. And so what's happened is as we got into that space back in the late 80s, we developed a reputation for writing business just like we had on the life insurance side where. Focused on high income professionals, successful people that had need for the for this planning. And So what happened is we were able to lean a bit on our experience on the life insurance side so that our clients generally are healthier because they have better access to medical care, do their their incomes and and some of those. Other key tenants and said, well, guess what, this is actually applies to the disability side of our business. This as well and so can we use that data to help create pricing advantages for our clients because of the new aspect, we will go too deep into this, but some financial has a reinsurance company that's also on collectively by the member firms. And So what that allows us to do is go to insurance. Carrier and say, rather than us just demand and say, hey, we're running a lot of business and it's really good business and you know for the clients that that need it and say, hey, you should give this to this at a cheaper cost. Just because we're in ride a lot of business, that's partly the case, but really it's saying, hey, we believe that our clients are going to have superior claim performance and they're gonna have better persistency. So because of that, we're able to of the and because of the reinsurance company, we can do the carrier and say we believe in these things so much. We'd like to share the risk with you and so that really makes us partners and sitting on the same side of the table. So if we pay out a lot of claims, the insurance companies need this money. But so, so, and and vice versa as well. But we really try to price things as as fair as possible. So clients at the end of the day can get the the best deal and hopefully the best price that they think they can get in the market. And that includes even in that multi life. Employer sponsor market, where we already mentioned there are deep discounts and so we push to get even deeper discounts to benefit our policyholders much in the same manner that we've done on the life insurance side.

That makes perfect sense. And when you're talking preferred risk, ideal risk, less claims and industry average essentially profitable for the carrier. So to apply discounts appropriately makes sense. And then from a reinsurance perspective for them to take on a portion of the risk and any time you have table stakes per say in in the contract. Coverage and risk being written. You think you're going to have some

more say in the pricing as well or at least come up with an ideal partnership and where that pricing should be. So very good stuff. While at Union we had a saying a carrier is only as good as its ability to pay at time of cleaning and then to dive a little deeper on how that process looks and feels from the individual. Specifically out on claim as well as the family involved or taking care of that individual. Can you elaborate on on how EMS? Partnership with disability carriers gives an invaluable advantage within this. Segment of the business.

Yeah. So whenever and financials forming relationships with the carrier client advocacies front and center and in the disability space, that part of that's claims because you know the policyholder is the one that's going to be experiencing the claim process and going through it themselves. So So what we've generally tried to do is make sure that we have. Really, a concierge? White glove, VIP. Whatever you want to call it. That type of experience for that policyholder is a difficult time, right? They're going through a lot of financial stress, emotional stress, physically, there's likely something that's occurring as possible. So we've been able to set up with some of our relationships. Of people working on those claims, they also generally have longer tenures with your organization and higher level of. Site, obviously disability insurance, there's a little bit more Gray area than a life insurance claim. I'll just come back to that since we mentioned that a couple of times, right? I mean, you're either dead or alive. There's usually no arguing that fact. But, you know, with a disability, insurance claims something. It does come down to certain contract provisions, but you want those experienced people working on the claim because. The individual is, you know, Mark, that you're working with. It's never generally as straightforward as, oh, there's just this W2 income and that's it. You know, there's Commission, there's sensitive pay. There's a lot of moving parts, especially for the business owners that you're working with. And so you want to make sure that people are knowledgeable in that segment and that that, that the. Smoothly, because that's obviously going to have a direct impact on your future ability to work with that organization and make sure it aligns with the expectations for when you put the policy into place. The other thing that we have with our relationships with besides the more tenured and the more experienced individuals, you know, just quicker time standards, right? So if you're getting a call, you know you're returning it. Quicker than maybe what the company's normal standard service level agreements might be. And then as well as you know, if there are any adverse decisions make. Ensure that it's run up the flagpole a bit and we have, you know, senior people looking at that with another set of eyes to make sure that it is in fact the right decision. And I think even though I mentioned that it's a very small percentage of the time, it's been great to see in the position that I have been now, you know, at home, more on the broker side and working. With the carriers to really see how often any of those decisions come up and you know, it's actually pretty quiet, most claims do go through with no issues and you actually never hear about them, which is kind of disappointing because you like to hear you just see the numbers. But at the end of the day. You know, those are people being impacted. And able to continue their lives given the circumstances, those tough circumstances that they're going through.

It's an extremely important piece of the puzzle, probably the most important thing when a claim comes to fruition and how that claim is handled, it's why we do what we do. And you know and how we handle that process is a little different. We're fortunate to be part of a team that's able to do that. And provide those solutions in the most turnkey, streamlined and seamless manner all. Points and great that we're part of a team that's able to do that for our our clients and our advisors. We're coming to a close here and I'm sure we could keep going with, we'll have to schedule some time to do this. Again, thanks for joining us today. This has been great. Is there anything else you would like to? Share please fly away.

Yeah. No, Mark, thanks for having me. It's always great to to work with you and Newton one and. Yeah, it's thanks for everyone for listening to this. You know it's a little bit nerdy and they just go inside of of the world of the of the insurance world that is, but I'm I'm proud to be in this business because it really does make an impact for clients at the end of the day and sometimes we lose sight of of that and and how much of an impact you can how? The life and just be able to reduce stress in their life and focus on getting better. You haven't taken a look at your disability policy lately, whether it's through Newton one or somewhere else, and encourage you to go out and make sure that you're properly covered or in the event. That that, that situation will come up, that you don't have to to worry about it and can focus on recovering and on your.

Help perfectly still there. Thanks again for your time talk soon.

Thanks mark.

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