



2017-2018

ANNUAL REPORT



TieCare International is the educational division of



Expertise, Flexibility & People.

TieCare International appreciates the opportunity to provide comprehensive international employee benefits solutions to international schools around the world. We offer the full gamut of insurance products necessary to attract and retain world-class faculty members – health, life, disability (income replacement) and travel. While the design of any employee benefits plan remains a critical factor, TieCare provides three distinguishing characteristics – our Expertise, our Flexibility and our People – that set us apart in the international educational segment.

EXPERTISE

TieCare was founded in the 1980s with the sole intent of providing international financial services to the expatriate educational community. We have offered a full suite of insurance products for nearly 20 years to educators around the globe, from Azerbaijan to Zambia ... and many, many more in between, including Bahrain, Congo, Djibouti, Ethiopia, Haiti, Indonesia, Japan, Kenya, Latvia, Myanmar, Nepal, Pakistan, Qatar, Senegal, Thailand, Ukraine and Vietnam. Just to name a few.

From this vast wealth of experience, we have developed an **EXPERTISE** in this niche that allows us to create benefit programs that are customized to the needs of each individual school or group. We have found that international educators have unique needs – unlike a traditional workforce, faculty members have long break periods and tend to receive more medical attention during these breaks – allowing us to use this experience to foresee utilization or service requirements in advance. Additionally, many international educators might be on overseas assignment for the first time in their careers, so they might require additional attention when it comes to language capabilities and medical practices in certain parts of the world.

With our long history of service this marketplace, we believe we are best equipped to provide a comprehensive solution for your school.

FLEXIBILITY

The customer speaks, and we listen.

Thanks to our worldwide platform of local insurance partners, service centers and ground personnel, TieCare has the **FLEXIBILITY** to design unique benefit packages, build and grow customer-driven provider networks, and implement special billing and administrative arrangements that educational institutions find easy to understand and to use.

TieCare provides insurance services to more than 100 international schools, and no two schools have identical benefits or administrative set-ups.

At TieCare, our preference is to blend what the client's request with our international expertise to provide a solution with unmatched flexibility.

PEOPLE (and Local Support)

At TieCare, we believe **PEOPLE** make the ultimate difference.

Our team of senior managers, underwriters, enrollment coordinators, finance administrators, claims processors, customer service specialists and local representatives around the world bring our insurance products to life.

Unlike any other company that participates in the international education arena, TieCare employs Local Representatives who are well-versed in this segment that are based in parts of the world where we have clients, allowing us to embed a TieCare personal touch with our schools or their broker.

Thank you for reading our Annual Report. We look forward to working with you for the 2017-18 academic year and many more beyond!

Sincerely,



Mark Tomaszewski
President, TieCare International



GBG: Who We Are

GBG Insurance Limited and its subsidiary **Global Benefits Group** (GBG) have been specializing in the international financial services market for more than 35 years, serving as leading underwriters, developers and distributors of products and services designed especially for the needs of expatriates, international citizens, and high net-worth local nationals.

GBG underwrites health, life, disability, travel and other specialty insurances for groups, families and individuals whose lives and work transcend geographical boundaries. As globalization of the world's economy has continued to accelerate, GBG has developed a specialized underwriting structure that is required to meet the needs of this select market niche.

Under our TieCare International brand, we are a leading provider of employee benefits to the international educational community – more than 100 schools in 50 countries.

The GBG portfolio of products provides optimum security because it is supported by a world-class panel comprising of some of the largest and most financially stable underwriters in the world, including:

- GBG Insurance Limited (rated B++ by A.M. Best Company*)
- AXA (rated A++ by S&P Global)
- Lloyd's of London (rated A by A.M. Best Company)
- General Reinsurance Corporation (rated A++ by A.M. Best Company)

We are proud to offer this exciting and innovative structure to our clients. It provides the international marketplace with an unprecedented and unique combination of:

- International expertise
- Dedicated underwriting facility
- Financial security
- Responsive customer service

When it comes to the international marketplace, GBG truly does offer *Insurance Without Borders*SM through our worldwide expertise, products and services that are not bound by the usual geographic constraints.

*A.M. Best Company ratings current as of January 2017. For the latest ratings, please visit www.ambest.com.



COMPANY PROFILE

Founded: 1981

GBG Insurance Limited: Domiciled and regulated as an insurance company in Guernsey, Channel Islands

Rating: B++ by A.M. Best

Global Benefits Group (GBG): Administrative Office in California, USA

Local Offices: 9 worldwide, including operation centers in Miami, FL, USA; Manila, Philippines; and Johannesburg, South Africa

Worldwide Footprint: Active in more than 120 countries across Africa, Asia, China, Europe, Middle East, North America and South America

The TieCare Difference

TieCare International operates as a fully integrated provider of insurance benefits through our parent company, Global Benefits Group. We own or control every aspect of our products and services.

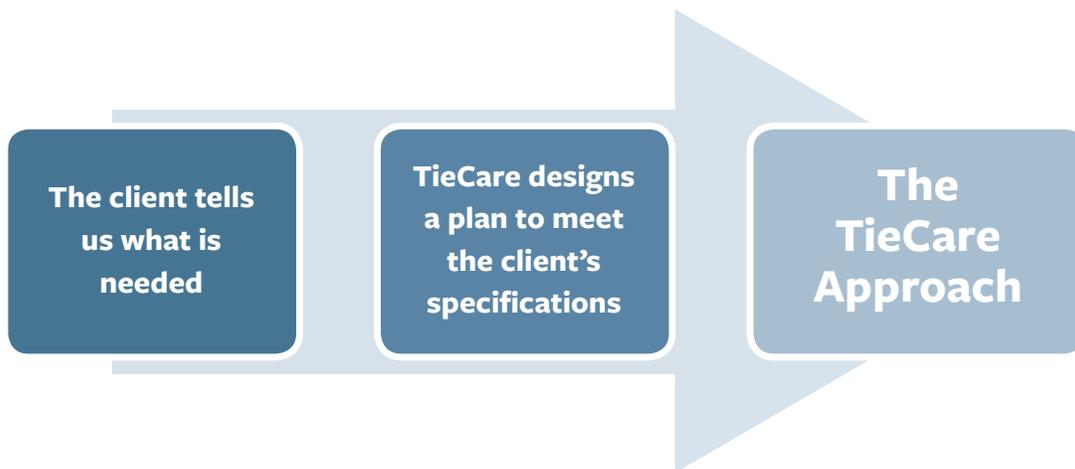
- Insurance programs are designed and underwritten by GBG Insurance Limited.
- Plan designs are marketed, distributed and administered by Global Benefits Group and TieCare International.
- Member services – including evacuation, case management and customer service are coordinated by GBG Assist.
- Claims administration, adjudication and reimbursement are managed by GBG Assist, the customer service division of GBG.

The TieCare Value Chain



By offering a synergistic range of services that fulfills every step of the insurance Value Chain, TieCare can cater to the specific needs of every international school.

Experience the TieCare Approach



Most international schools employ TieCare to provide health, life, and disability coverage. At TieCare, providing you with the most comprehensive and cost-effective benefits backed by concrete customer service is our top priority.

Product Portfolio for International Schools

Health



TieCare's health insurance policies are comprehensive, flexible and affordable. They are available to both individuals and groups of all sizes. TieCare can tailor its benefits plans to a group's specific requirements; this ability sets TieCare apart from most insurance providers. Customized benefits program can be designed with low deductibles and enhanced benefits plans, or can be made more affordable with increased deductibles and reduced benefits. TieCare's experienced worldwide team of field representatives can help you design a plan that's just right for your group.

While rarely are any plan designs exactly alike, most TieCare clients have the following health insurance benefits:

- \$1,000,000 annual maximum benefit
- Preventative care
- Coverage for accidents and illnesses
- Emergency medical evacuation and air transportation
- Prescription drug benefit & access to discounted U.S prescriptions through a pharmacy network
- Inpatient and outpatient coverage
- Maternity benefits
- Well baby care benefits
- Dependent coverage to age 26
- Chronic conditions covered
- Approved pre-existing conditions covered
- Maximum age for enrollment 65, renewal to age 75
- Deductible, co-insurance and co-payment options available to reduce premiums



Life



With our life products, educators around the world can have a sense of security in purchasing protection for mortgages, college funds, retirement and estate planning. And with worldwide coverage, purchasing life insurance through TieCare gives employees coverage no matter where their overseas assignments or international travels may take them.

Having life insurance can provide financial security in the event of one's untimely passing, but it can be difficult to obtain coverage in a foreign country. TieCare offers a wide variety of plans featuring worldwide coverage, flexible policy features and individual service.

TieCare offers life insurance to both groups and individuals. Rates are very affordable. TieCare can offer groups up to \$250,000 of coverage with no medical examinations; dependent coverage also is available. We can also provide War and Terrorism coverage if needed.

Product Portfolio for International Schools

Travel



TieCare Travel Insurance is designed to provide emergency health insurance and travel-related non-medical benefits for international leisure and business travelers. TieCare's Travel Insurance plans provide a vital lifeline to anyone traveling outside of their home country.

A TieCare Travel Insurance policy will cover you anywhere in the world and can be purchased on an annual or single-trip basis. Core components include emergency medical insurance, evacuation and repatriation, loss of passport, lost luggage and baggage and flight delays.

Because medical providers in some areas of the world may not have proper facilities for required treatment, emergency medical evacuation is included in this policy. If needed, transportation to the nearest competent medical facility is provided. The travel policy may be purchased on either a group or individual basis.

Disability



While it is important to have coverage for health and life insurance, throughout your working lifetime, you are three times more likely to become disabled and unable to work than you are to die before age 65. It is equally as important to have income replacement insurance in the event you are injured and unable to work, either temporarily or permanently. Accidents happen unexpectedly and when they do, it is important to have the ability to continue to fill in the gaps to make sure you and your dependents are taken care of if something were to happen.

TieCare's affordable disability insurance plans have benefits that allow up to 70% of salary (\$80,000 annual benefit limit) to be paid to a disabled worker anywhere in the world. Each plan is custom designed for the international resident who wants to protect their income while recuperating from a disabling injury.

Insurance for K-12 Students



TieCare offers two types of insurance for K-12 students:

International Field Trips: TieCare Student Travel protects student groups traveling outside their home country on school-related activities. Core components of this policy include emergency medical evacuation, personal accident and emergency medical expenses. A highlight of TieCare Student Travel is coverage options for a single trip or annual multiple trips throughout the year. Per-day rates can be offered, along with an option to cover sports.

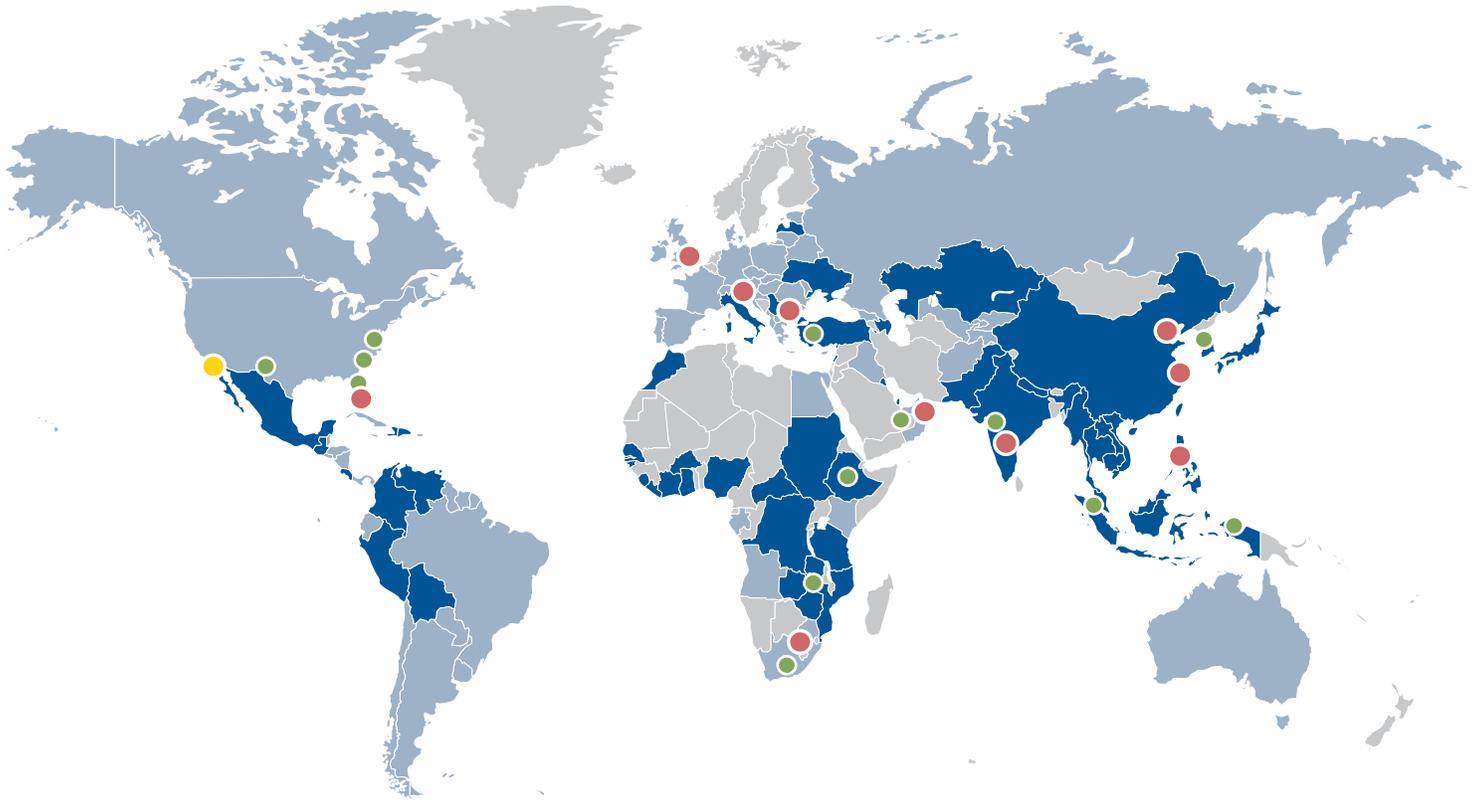
On-Campus Coverage: TieCare Student Accident provides benefits in the event of an accident or injury while a student is on campus during normal school hours or during a school-organized event, including leisure sports, activities, club and intramural sports. Additionally, ambulance transportation is covered in the event of an emergency illness.

Study Abroad



TieCare's comprehensive student medical plans offer international students an alternative to more expensive university-sponsored plans; meeting the waiver requirements of most higher education institutions. Coverage is available to all international students studying outside their home country who are enrolled and actively attending an accredited high school, language program, college or university.

Map of Business



- Administrative Headquarters
- Regional Office
- Local Representative
- TieCare Business
- GBG Business
- Not Active

Business mix by geography



Business mix by class



Percentage of Worldwide Tieceare Health Insurance Clients Who Also Have:

Wellness	78%
Dental	38%
Vision	22%
Wellness & Dental	31%
Wellness & Vision	20%
Dental & Vision	15%
Wellness, Dental & Vision	18%

International Rate Protection Pool

TieCare’s international pooling methodology allows us to offer below-market rate adjustments on an annual basis for its health insurance customers because all accounts are combined into one worldwide insurance pool. This process eliminates the roller-coaster renewal system that schools can experience when being rated individually.

TieCare International uses the following principles to calculate the base rates for its international school health insurance accounts. The application of these principles allows us to protect our clients’ rates from unpredictable adjustments and high increases:

- **Current and projected medical trend:** We develop trends based upon the performance of the entire TieCare book of business. The review process consists of all claims for the TieCare covered membership pool and includes medical treatment received, types of providers utilized and network savings. In addition, advances in healthcare treatment options, costs of care, and utilization patterns all contribute to projected costs.
- **Large recurring claims:** The TieCare book of business is reviewed for large, catastrophic and on-going claims and distributes such claims across the pool of business. This practice avoids the burden of large, catastrophic claims being placed on a small number of clients.
- **Account specific experience:** For large accounts, usually defined as more than 250 covered members or more than USD \$1 million in premium, the account-specific experience and comparison to other accounts with similar characteristics can be part of the rate evaluation. In general, the experience of smaller accounts does need have the statistical validated to weigh heavily into TieCare’s rating model.
- **Demographic distribution of the insured population:** Changes in the overall age of the insured members plus any geographical shift in the residence members also play a factor in the renewal action.

Example: See How the Pooling Approach Can Help You

	School A	School B	School C	Total Premium Protection Rate
Premium Paid	100	100	100	300
Cost of Insurance <i>(Including Reimbursement of Medical Costs)</i>	125	75	40	240
Annual Costs	-25	+25	+60	+60
Loss Ratio (Cost/ Premium) <i>Note: Target Loss Ratio is 80% or below.</i>	125%	75%	40%	80%

- In the above example, all three schools pay the same amount of premium (100). The premium is placed into an International Rate Protection Pool (Total 300).
- Each school had a different Cost of Insurance and Loss Ratio. School A’s Cost of Insurance exceeded its premium, resulting in a Loss Ratio of 125%, well above the 80% target. Meanwhile, School B and School C both performed in a positive manner from a Loss Ratio perspective (75% and 40% respectively).
- Here’s the value of the pool: When combined, School A, B and C had a loss ratio of 80%. This result allows all three schools to receive the same rate adjustment. If rated individually, School A could have faced a steep increase because of its poor performance.
- In subsequent years, it’s probable that School A will perform in a positive manner, and School B or C would experience a high Loss Ratio. The pool, however, keeps everyone on an even keel from a rating perspective.

TieCare Representatives Around the World

TieCare works with select distributors, brokers and agents to serve our clients around the world. We support our distributors with the TieCare service team below:



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Not sure who to contact?



INFO@TIECARE.COM

Sponsorship of International Associations

TieCare has been a long-time, annual supporter of the international school community and its regional associations. Additionally, TieCare provides monetary donations for school organizations around the world to host service awards that recognize key contributors to the local international community. Some of the organizations we partner with include:



Association for the Advancement of International Education



THE TRI-ASSOCIATION
THE ASSOCIATION OF AMERICAN SCHOOLS
 OF CENTRAL AMERICA, COLOMBIA - CARIBBEAN AND MEXICO



What Worldwide Educators Say About TieCare

“Our faculty is extremely satisfied with TieCare’s health insurance because it is comprehensive and brings peace of mind while living abroad or traveling. Their customer service is responsive with questions answered promptly and claims quickly processed.”

- *Director at an International School in the Middle East*

“TieCare is a professional organization, always providing first-class service to all our teachers and staff. When one of our teachers had a problem with service from a hospital or clinic, the TieCare team always responded immediately to solve it. The service team is always available and ready to support our staff and answer any questions. It is my pleasure to recommend TieCare to your organization; they are extremely professional and very experienced on the health service industry for international schools.”

- *Former HR director at an International School in the Middle East*

“Our school has had the pleasure of working with TieCare International (Global Benefits Group) for the medical insurance service of our school’s employees. Before TieCare, there were several other overseas insurance companies we had used in the past, but TieCare’s efficient and professional service has been the most outstanding among those companies in the field because of the easy communication and the prompt response to our employees, as well as the reasonable medical premium cost to us. That is the reason we have been renewing the contract gladly with TieCare since 2010-2011. In particular, TieCare’s representative to our school has been provided excellent communication in a professional manner to our employees and the school whenever we had questions and needs, so that we were very pleased and satisfied with his expeditious and accurate responses. With this professional performance, I believe TieCare has maintained its brand value ... we are very fortunate to keep having this level of service.”

- *Human Resources Manager at an International School in Southeast Asia*



“We’re not the biggest school in the world but we always are treated like one. Having insurance from TieCare is a great recruiting tool for us.”

- *Director at an International School in Indo-Pacific*



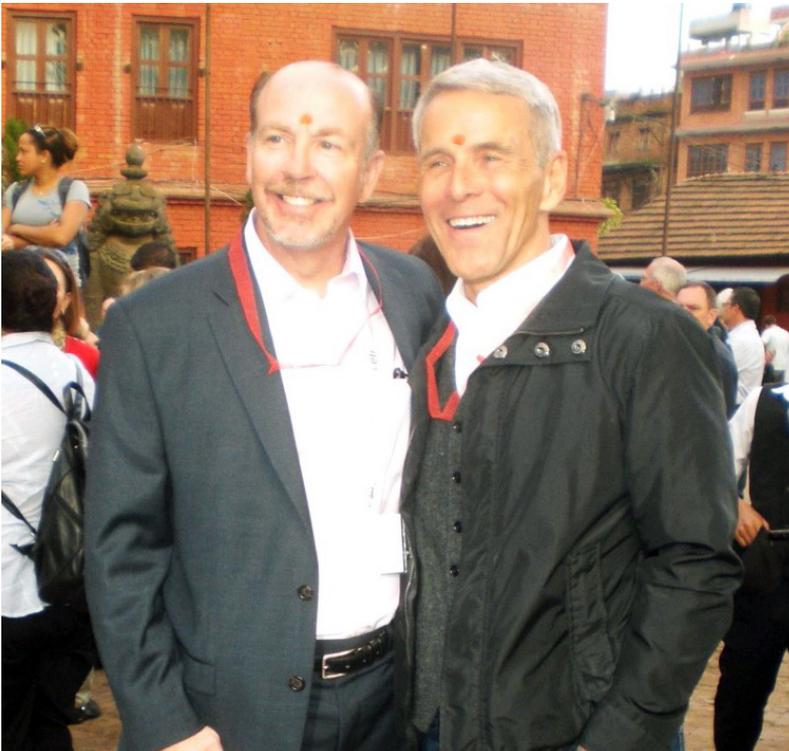
What Worldwide Educators Say About TieCare

“I would like to thank TieCare for the exceptionally fantastic and professional service we have been receiving from our representative. He has been doing such a great job with us, that when reviewing all our suppliers and service providers this year TieCare was out of question when it came to quality of service provided. All this is due to our representative’s diligence, hard work and commitment and super-fast response to all-out and hard work he has been doing for us.”

-Business Manager at an international school in Africa

“The costs associated with any health insurance scheme are always a concern. But the plan is backed with an extensive range of services, and our representative is always reachable and visits our campus twice a year to answer our employees’ questions and concerns.”

- Business Manager at an international school in Indo-Pacific



“The past few years several of our faculty members have experienced serious medical emergencies, necessitating urgent and expert care. Each time TieCare stepped up and provided the assistance needed, and each time, our TieCare representatives offered us personalized, thoughtful service. In TieCare, we feel we have an organization that offers us advocates for our community members’ medical needs.”

- Head of School at an International School in Indo-Pacific

“We have found TieCare and the Global Benefits Group to be a committed and valued partner to meet the extensive health insurance needs of our international educators. From the timely settlement of claims to the prompt and fair pre-authorization process to the flexibility in adding members to our coverage, TieCare has provided us with amazingly consistent, reliable, and personalized service.”

-Head of School at an International School in Indo-Pacific



Outside The Spreadsheet

The specific benefits that a school chooses form the cornerstone of a health insurance plan. TieCare firmly believes that what happens outside of a spreadsheet comparison of benefits is equally vital in selecting an insurance partner. Here's where TieCare stands apart from the "Brand X" international conglomerates:

Covered Services	Benefit
 <p>CUSTOMIZATION</p>	<p>Unlike an intermediary, TieCare operates under the auspices of its parent, GBG Insurance Limited, a fully-licensed insurance company. This structure provides TieCare the ability to fully customize any set of benefits, deductibles, co-payments or co-insurance to address the specific needs of your school.</p>
 <p>ACCESSIBILITY & ACCOUNTABILITY</p>	<p>From our claims processors to our senior executives, TieCare is fully available and accessible to our clientele, a component not found from any other insurance company of our caliber in the international marketplace.</p>
 <p>PROVIDER NETWORKS</p>	<p>TieCare features a unique combination of direct-bill medical networks around the world that are customized to fit the specific needs of each school. In addition, TieCare has the ability to supplement its direct-bill networks by adding providers that are frequently used by faculty members at a particular school.</p>
 <p>PHYSICAL EXAMS</p>	<p>For schools who choose to have a Preventive Care benefit, coverage of pre-employment physical exams is offered to faculty members when starting at a new school.</p>
 <p>MEMBER SERVICES THROUGH GBG ASSIST</p>	<p>GBG Assist knows the unique needs of international educators! We feature a 24/7 multi-language customer service line that provides full support through phone calls or email to assist faculty members with medical emergencies, claims, provider selection and case management.</p>
 <p>ON-SITE VISITS</p>	<p>All schools that work directly with TieCare will be visited by experienced, dedicated TieCare representatives who will meet with faculty members to answer questions and assist with any issues. For schools that utilize brokers, the TieCare team offers the same full support through your school's intermediaries. TieCare is unique in that we maintain a full staff of representatives around the world, many of whom live in the same region as your schools. Communication with the representatives will always be responded to within hours.</p>
 <p>ANNUAL RATING REVIEW</p>	<p>TieCare's international pooling methodology allows us to offer below-market rate adjustments on an annual basis because all accounts are combined into one insurance pool. This process eliminates the roller-coaster rating system that schools can experience when being rated individually.</p>
 <p>THE INTERNATIONAL EDUCATOR</p>	<p>Faculty members receive a free subscription to TIEonline.com (\$50 per faculty member value) and each school receives print copies of the TIE newspaper delivered to their campus at no charge.</p>
 <p>GIVING BACK</p>	<p>TieCare has been a long-time, annual supporter of the international school community and its regional associations, including AAIE, AdvacedEd, ACAMIS, AISA, AISH, ASSAA, BSME, CEESA, EARCOS, NESAs, and Tri-Association.</p>
 <p>CUSTOMER LOYALTY</p>	<p>TieCare has averaged a renewal rate of 96% over the past three years.</p>
 <p>TIECARE LOYALTY</p>	<p>We take great pride in our core principle to "do the right thing" on behalf of your school, your faculty and their dependents.</p>

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