

Actuarial and Underwriting Committee Meeting

Thursday, June 18, 2020 • 1:00 p.m. – 2:00 p.m. (Eastern Time)

Public Teleconference Number: 888-942-8686 • Participant Code: 944 710 6691#

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| 1. | Approval of Prior Meeting’s Minutes
▲ March 10, 2020 [Action Item] | Chairman John Wortman |
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| 2. | Chief Financial Officer Report
▲ Rate Comparison Software [Action Item] | Jennifer Montero |
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| 3. | Vice President of Customer Experience Report
▲ Business Process Outsourcing (BPO) – Inbound &
Outbound Call Center Services [Consent Item] | Jeremy Pope |
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| 4. | Chief Operating Officer Report
▲ 2020 Product Changes [Action Item] | Kelly Booten
Scott Crozier
Karen Holt |
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New Business

Adjourn