



Architecting the
preeminent organization for

**SERVICE TO
HEALTHCARE.**



RICHARD E. ANDERSON, MD, FACP
Chairman and CEO, The Doctors Company

A LETTER FROM THE CHAIRMAN AND CEO.

As COVID-19 has continued its spread throughout the communities in which we all live and work, it is evident that our mission to advance, protect, and reward the practice of good medicine is more important than ever.

During this health crisis, doctors and hospitals have delivered care under conditions unimaginable in the United States—in many cases, more suited to the battlefield than medical offices. Their heroism has been inspiring. This is mission-based medicine at its finest.

It has become clear that the precise shape of the *new normal* is impossible to foresee, but we can be certain there will be no simple return to the *old normal*. We have instituted new ways of serving our members and will continue providing expert resources and guidance during every phase of the pandemic.

At the outset, our teams launched emergency plans to safeguard member services. Our systems continue to run normally, with technology in place that ensures responsive, uninterrupted service and the safety of our employees.

We answered the call—thousands of calls, with answers about insurance coverage, patient safety, and risks involved in reopening practices or resuming elective procedures. As healthcare mobilized and more practices began offering virtual patient visits, we reassured members that our medical professional liability policy does not draw a distinction between traditional care and telemedicine.

For members whose practices were affected by COVID-19, we adjusted premium installment due dates to avoid any break in coverage if they were unable to make payments. Over a single weekend, a team developed a new policy to cover retired members returning to volunteer during the emergency. Because of their selfless determination to deliver care to those most in need, our retired members received coverage at no cost.

We have intensified efforts to advocate for broad liability protections on behalf of the medical profession—so those who provide care during this public health emergency are free from worrying about the scourge of malpractice litigation. Our battle never ceases.

During the first week of the crisis, our experts created the COVID-19 Resource Center for Healthcare Professionals, an online compendium of vital resources for all healthcare professionals. The industry-leading site helps us share important information and support the healthcare community. I encourage you to review the content and provide feedback. Visit the site at thedoctors.com/covid19.

The Doctors Company has been relentlessly driven by its mission for more than 40 years. During that time, we have provided guidance and expertise to help members stay ahead of change. Serving those who provide care is at the core of who we are.

I'm very pleased to report that we continue to expand our platform for service to healthcare in whatever practice model our members choose. The TDC Group of companies (TDC Group) resolves healthcare's challenges with flexibility and innovation. TDC Group is defined by our depth of experience, commitment to service, unparalleled product offering, and broad distribution capabilities. In fact, members of TDC Group were at the epicenter of the pandemic, from helping practices use telehealth services to lending expertise for expanding hospital capacity in New York City. I invite you to learn more about TDC Group in the pages of this report.

The Doctors Company is steadfast in our belief that the practice of medicine is a noble calling, and we are devoted to rewarding your career of service. That's why we created the Tribute® Plan in 2007—to reward our members for their loyalty to The Doctors Company and for their commitment to superior patient care. This year we reached a major milestone in the Tribute Plan: Over its 13-year history, we have distributed more than *\$100 million* in award checks to retired members.

Our mission has never been more important. Now, together as TDC Group, we are truly champions of healthcare. We are proud and grateful for the care provided by our members.



Richard E. Anderson, MD, FACP
Chairman and CEO

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MEET OUR NEW CHIEF MEDICAL OFFICER.

I am very pleased to welcome David L. Feldman, MD, MBA, CPE, FAAPL, FACS, as chief medical officer (CMO) of The Doctors Company and TDC Group. We appointed Dr. Feldman in August 2019 to lead our patient safety education efforts and act as the primary spokesperson for trends and issues in patient safety and risk management. He succeeds David Troxel, MD, who was our distinguished medical director for more than 13 years.

Dr. Feldman's leadership, depth of medical experience, and commitment to optimal clinical performance and patient outcomes make him the ideal person to represent our clinical perspective.

*Richard E. Anderson, MD, FACP
Chairman and CEO*



DAVID L. FELDMAN, MD, MBA, CPE, FAAPL, FACS
SENIOR VICE PRESIDENT AND CHIEF MEDICAL OFFICER.

David L. Feldman, MD, MBA, CPE, FAAPL, FACS, is an experienced healthcare leader, serving for many years as CMO of Hospitals Insurance Company and FOJP Service Corporation. In addition to serving as CMO of The Doctors Company and TDC Group, he is senior vice president and CMO at Healthcare Risk Advisors (HRA), part of TDC Group. Under Dr. Feldman's leadership, HRA provides resources and a collaborative environment designed to minimize claims and lower premiums for HRA clients by preventing patient harm, enhancing teamwork and communication, and improving documentation.

Prior to his position at HRA, Dr. Feldman was vice president for patient safety, vice president of perioperative services, and vice chairman of the department of surgery at Maimonides Medical Center in Brooklyn, New York. He implemented numerous patient safety initiatives, including the use of the World Health Organization (WHO) Surgical Safety Checklist. As past president of the Maimonides medical staff, Dr. Feldman was instrumental in the creation and implementation of a hospital-wide Code of Mutual Respect and a physician peer review committee.

Dr. Feldman currently serves on the steering committee of the American College of Surgeons (ACS) for retraining and retooling of practicing surgeons. He served on the ACS committee for perioperative care and as vice chairman of the ACS collaborative task force for the development of high-performance teams in surgery. He also served as the ACS liaison to the Association of periOperative Registered Nurses recommended practices committee.

Dr. Feldman is a master TeamSTEPPS™ trainer and a certified trainer in Crucial Conversations® and Crucial Confrontations®. He received a Bachelor of Arts degree and Doctor of Medicine degree from Duke University, completed training in general surgery at the Roosevelt Hospital (now Mount Sinai West), and plastic surgery at Duke University Medical Center. He earned a Master of Business Administration degree from New York University.



TDC GROUP: ARCHITECTING THE PREEMINENT ORGANIZATION FOR SERVICE TO HEALTHCARE.

Serving healthcare is at the core of who we are. The TDC Group of companies (TDC Group) serves the entire spectrum of care—from the small practice to large health systems and hospitals, vaccine and medicine research companies, and more. TDC Group is composed of **The Doctors Company**, **Healthcare Risk Advisors**, **TDC Specialty Underwriters**, and **Medical Advantage**, and is driven by its vision:

- ▶ Protect those who provide superior care.
- ▶ Reduce operational and financial risk in the provision of healthcare services.
- ▶ Simplify the delivery of high-quality healthcare.

We are relentlessly committed to responding to the needs of those who deliver care.



SERVING THOSE WHO PROVIDE CARE IS IN OUR DNA.

TDC Group is the nation's largest physician-owned provider of insurance, risk management, and healthcare practice improvement solutions. Serving the full continuum of care from individual physicians to academic medical systems, we help healthcare professionals overcome the complexities of today's practice environment. No matter how you practice, we're there for you with expert guidance, resources, and coverage—to protect you from harm.

TDC Group delivers proven solutions constantly refined through tireless innovation. We are defined by our depth of experience, commitment to service, unparalleled product offering, and broad distribution capabilities.

With annual revenue of \$1 billion, equity of more than \$2.2 billion, nearly \$6 billion in assets, and offices nationwide, TDC Group serves over 100,000 healthcare professionals and organizations throughout the United States.

Through strategic business units—The Doctors Company, Healthcare Risk Advisors, TDC Specialty Underwriters, and Medical Advantage—we present a group structure that reflects a strategic response to rapid changes in healthcare and provides a platform for advocacy on behalf of the medical professions.





WE ARE COMMITTED TO TAKING THE MAL OUT OF MALPRACTICE INSURANCE.



The Doctors Company is committed to being a strong, trusted partner that helps doctors focus on what they do best—delivering care. That’s why we’re taking the mal out of malpractice insurance—to better reflect the kind of forward-thinking partner that practices and organizations are seeking today. It’s not lip service. It’s in our DNA to support the practice of good medicine in every way. That’s malpractice insurance without the mal.



THE DOCTORS COMPANY.

As the nation's largest physician-owned medical malpractice insurer, The Doctors Company has always been guided by our mission: To advance, protect, and reward the practice of good medicine. We are closely aligned with the medical profession and have an unmatched understanding of the risks—and complications—of today's practice environment.

The Doctors Company is a medical professional liability insurer that stands by our 80,000 members with strong defense, visionary risk management specialists, and the best imaginable service. Our level of professional, personalized service and commitment to members is superior to any other medical malpractice insurer.

Our medical malpractice insurance coverage offers innovative and unique features—including protection against cyber threats and regulatory action, and the Tribute Plan, our breakthrough financial award—that strengthen the practice of medicine while making it more rewarding. Our medical practice coverages are consultative and customized to help groups of all sizes reduce and control costs, manage employee benefits, and guard against risk.

We are an organization founded and led by physicians. That's why providing unrivaled service is more than a best practice for us, it's at the core of who we are. We regularly survey our members and our 2019 results revealed exceptional rankings across multiple categories of support. For instance, 93 percent of our members are satisfied with how we handle phone calls, questions, and requests.

In risk management, 89 percent are satisfied with our claims prevention efforts. Members have access to a wealth of resources, including industry-leading programs that help doctors and practices implement effective protocols, resulting in significantly fewer allegations of malpractice. And the industry's largest claims database gives us an unparalleled understanding of lawsuits against doctors. This data-driven approach enables us to anticipate emerging trends and deliver innovative patient safety tools to help our members reduce risk.

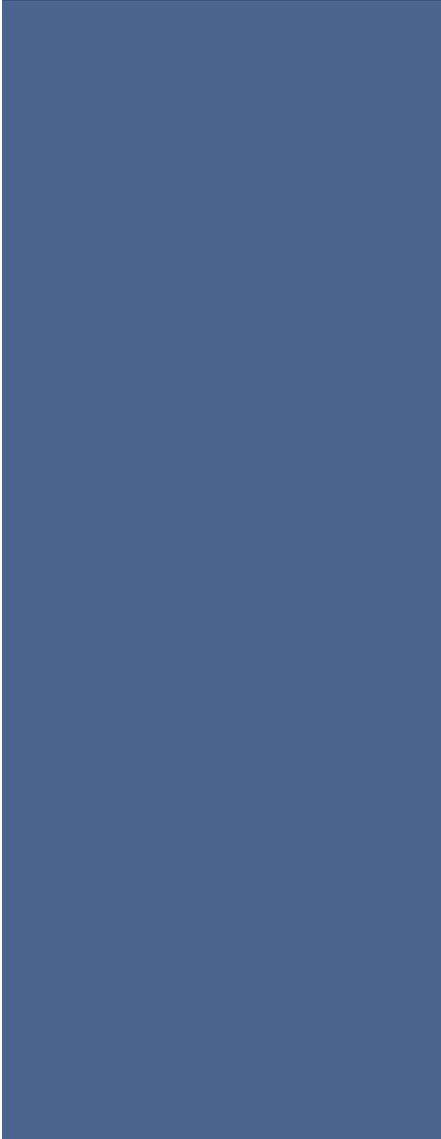
If a claim occurs, 92 percent of our members agree we relentlessly defend them. Your defense starts with a promise to never settle a claim without your consent. If you are sued, seasoned advocates will support you throughout the litigation process.

And through our national and state advocacy efforts, we defend reforms that are in place, prevent legislation from being enacted that would undermine the defense of our members, and take opportunities to enact new measures that would limit liability exposure for our members and physicians across the country.

That's malpractice insurance without the mal.



SERVING MAJOR HOSPITALS AND LARGE MEDICAL GROUPS TO ADVANCE, PROTECT, AND REWARD SUPERIOR HEALTHCARE.



Patient safety and providing quality care in all specialties remains paramount for healthcare providers and medical professional liability insurers alike. Developing a culture of safety through education, training, risk identification, and claims and risk management is at the forefront of what we do—so you can focus on the communities you serve.

HEALTHCARE RISK ADVISORS.

Healthcare Risk Advisors (HRA) provides comprehensive insurance and risk management advisory services to a group of major hospitals, long-term care facilities, and social service agencies in the metropolitan New York area. Through our strong partnerships with Mount Sinai Health System (Mount Sinai), Montefiore Health System (Montefiore), Maimonides Medical Center (Maimonides), and numerous social service agencies, we have become an integral part of these organizations' operations to help them identify and solve their unique insurance, risk management, and claims management needs. We do this through a platform of innovation, deep business intelligence, knowledge, and experience.

HRA equips hospitals with an array of products and services to navigate and succeed over the enduring challenges of allegations of malpractice. We position risk management and claims teams as first responders, powered by data and analytics. We respond to adverse events through collaboration with hospitals and patients to reduce liability exposure and improve quality of care.

HRA's goal is to ensure that our partners have appropriate levels of coverage—as well as access to best-in-class risk prevention services and resources—so they can focus their time and effort on the communities they serve.

Case Example: OB Safety Program

Beginning with approximately 18,000 deliveries and increasing to over 37,000 annually in their institutions, a collaborative of four New York hospitals created an obstetric (OB) safety program in 2008 to reduce maternal and neonatal morbidity and mortality. The goals of the program were instituted across the collaborative to prevent patient harm, reduce liability risk, and lower medical malpractice insurance costs. Through partnership with HRA over a 10-year period, a myriad of best practices strategies was developed to improve patient safety by enhancing teamwork and communication, providing education in simulation and fetal monitoring, and improving provider documentation.

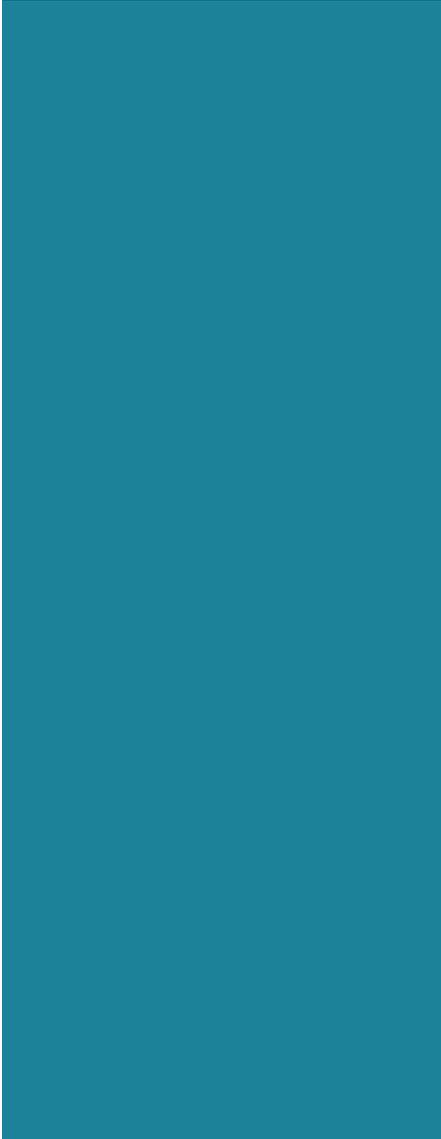
Recently, we collaborated to perform a critical analysis of the program using both malpractice and adverse event data to make revisions that reflect current risks and evidence-based practices in obstetrics. We found a reduction in clinical judgment as a contributing factor to lawsuits.

An increase in technical skills as a lawsuit component then inspired the creation of a simulation program focused on shoulder dystocia. HRA worked with the collaborative to develop a standardized protocol for simulations and train-the-trainer sessions so that each site would conduct the same simulation. Through measuring the force applied to a baby's neck during the simulation, evaluating both technical and communication skills, surveying participants, and retraining them months later, the collaborative achieved a modest reduction in injury to infants during a shoulder dystocia.

The collaborative is now working on the next phase of the simulation program that will likely include residents and other physician extenders. It will also incorporate video recordings to help clinicians better understand which maneuvers should be avoided and which are preferable during these types of deliveries.



SPECIALTY INSURANCE SOLUTIONS FOR A BROAD SPECTRUM OF PROVIDERS.



Medical providers face a myriad of challenges that is becoming increasingly complex during these unprecedented times in healthcare delivery. From small physician practices to large hospital systems, our breadth of coverages serves the continuum of care with creative liability solutions that protect our clients from their unique exposures. We are a company equipped with insurance expertise and are committed to ease of doing business and service innovation.

TDC SPECIALTY UNDERWRITERS.

The Doctors Company established TDC Specialty Underwriters (TDCSU) to serve as its excess and surplus (E&S) lines specialist focused on expanding product offerings to the rapidly evolving healthcare industry.

TDCSU's experienced, recognized experts design E&S-driven liability solutions for a variety of healthcare organizations and professionals, including physician groups, medical and long-term care facilities, managed care organizations, E&S physicians, and life sciences organizations—with cyber and management liability coverages available. TDCSU distributes its products through approved wholesale and selected retail brokers, conducting business in a straightforward, honest, and thorough manner—we are a company committed to ease of doing business and service innovation.

Small Practice Solution

On a Thursday morning, a TDCSU insured was the victim of a ransomware attack. Screens displayed an ominous message demanding payment of cryptocurrency in exchange for the return of its patient data.

A call into TDCSU's Cyber Risk Services 24-hour hotline started the process to get the medical group back online. Within just a few hours, an expert forensic team was in place and realized this was an attack they had seen before. The quick response time allowed the investigators to preserve and collect critical forensic evidence that normally would have been overwritten and lost.

Recognizing the importance of getting the medical group back to the practice of medicine, the team worked through the weekend to recover the encrypted data and rule out the possibility of a breach. By Monday morning the office reopened without significant interruption to patient care. Instead of facing catastrophic financial and reputational harm due to the ransomware attack, the medical group was restored to a whole.

Mid-Size Practice Solution

A start-up telehealth practice was seeking professional liability and cyber coverage to practice telemedicine. With diabetes patients located nationwide coupled with the onset of the coronavirus, the practice was in a rush to begin caring for patients. TDCSU was able to review the application information and provide quotes quickly and efficiently, covering the practice's insurance needs with one carrier promptly.

Large Hospital Solution

With the operator of multiple healthcare facilities entering bankruptcy, securing appropriate coverage while they finalized the sale of their operation was proving to be very difficult. Approaching the policy expiration date from their prior insurer, a staff member of the operation asked TDCSU to review the account. TDCSU's team of experts worked quickly and efficiently to provide a creatively structured insurance program that allowed the insured to continue to operate until they could ultimately negotiate their sale.



DRIVING CLINICAL AND FINANCIAL RESULTS FOR PRACTICES AND SYSTEMS.



We are dedicated to meeting practices where they are and working together to improve patient experience, population health, and care efficiencies with an actionable plan. Our practice transformation coaches help providers put capabilities into place that improve care quality and efficiency, while decreasing the cost of care—and our hands-on approach is what sets us apart from all the rest.



MEDICAL ADVANTAGE.

Medical Advantage is an innovator in maximizing health plan and physician clinical and financial performance at the point of care in value-based contracting. We exist to simplify the delivery of efficient, high-quality healthcare.

Our value-based care consulting services provide practices, health plans, and delivery systems of all sizes with customized, actionable solutions to decrease the cost of care and improve quality. To date, we have yielded over a 50 percent change in quality performance for 900 network physicians and have helped close over two million patient gaps in care.

Our practice transformation coaches work in the practice as trusted advisors to help providers adapt to industry changes, and stay profitable, while still focusing on their patients. We've walked side-by-side with hundreds of providers to simplify the maze of complex insurance policies, convoluted government legislation, and stacks of patient records.

Healthcare Consulting

Medical Advantage is uniquely positioned as a bridge between health plans and providers. Through our hands-on partnership, we educate and train practice teams on how to make small changes to their operations for higher performance in value-based contracting. Our solution allows providers to continue to focus on care delivery while we re-engineer the practice to ensure both providers and plans get the data they need to optimize performance on quality metrics, risk adjustment programs, and medical loss ratios.

We've helped an accountable care organization (ACO) achieve an 11.5 percent medical spend reduction with a two-year savings of \$18.2 million. The average savings for each ACO member was \$1,527—more than 12 times the nationwide average.

EHR and Telehealth Consulting

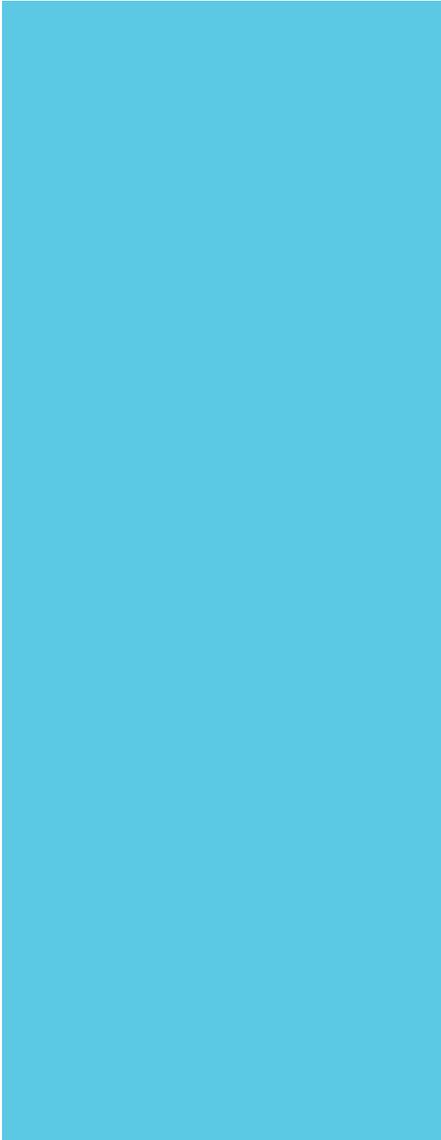
With technology playing an increasingly significant role in the delivery of healthcare, we provide cutting-edge consultative services for electronic health record (EHR) implementation. We are the in-house expert and an advocate with EHR vendors. Along the EHR journey, we help optimize workflows, provide training and technical support, and give revenue consulting for our partner providers.

Telehealth has become a major focus recently. Medical Advantage offers a full spectrum of consultative services—from technology selection to set up, to scheduling appointments and documentation, and even promotion to patients—we're with the provider the entire way.

Our promise for success is backed by a 400 percent improvement in provider technology adoption.



EXPERTISE AND RESOURCES DURING THE COVID-19 CRISIS.



As our healthcare systems have been tested to the limit during this unprecedented time, The Doctors Company remained focused on serving those who provide the care that has been so desperately needed—the heroes who risked their own safety to care for all of us. Our members and physicians nationwide have been on the frontlines of the pandemic, providing medical care, insight, and comfort at a time when hundreds of thousands of patients were in need of their services.

AS HEALTHCARE UNDERGOES UNPRECEDENTED CHANGE, WE ARE YOUR STRONGEST ALLY.

During the pandemic, our dedication to providing resources, relief, and advocacy for physicians has never wavered.

Resources

The Doctors Company was out in front of COVID-19, delivering on our commitment to share information and provide support to our members early on. In February 2020, we provided expert guidance and medical office safety recommendations by publishing “COVID-19 and Patient Safety in the Medical Office” on our website before the coronavirus became widespread. Our goal was to help our members get ahead of the curve. Within weeks, the article had garnered more than 100,000 visits.

We then established the COVID-19 Resource Center for Healthcare Professionals—an online destination with original, comprehensive content and actionable information for patient safety in medical and dental offices. The resources included articles written by patient safety and legal experts from The Doctors Company, sample practice letters, informed consent forms, website notices physicians could customize and share with patients, risk mitigation strategies on a number of topics for practices, telehealth tips, and more.

Resources were added and updated regularly based on trends of the most pressing physician needs at the time. Hundreds of thousands of visitors have viewed the center’s content.

Relief

The Doctors Company followed all federal and state orders regarding premium payments during the pandemic. We adjusted policy cancellation and premium installment due dates for practices disrupted by COVID-19 to ensure there was no break in coverage when our members were unable to make payments due to impacts of the emergency. In addition, we were an early provider of no-cost coverage to retired physicians who returned to practice as volunteers.

Advocacy

We have been advocating for healthcare provider and facility protections across the country in response to the crisis. For example, New York’s Governor Cuomo issued an executive order and the Legislature subsequently created new law to provide broad medical liability protection to healthcare professionals for allegations resulting from providing care in response to the state’s COVID-19 outbreak. The Doctors Company, along with Healthcare Risk Advisors, worked closely with the administration and our allies to secure those immunities. The Doctors Company and our allies have done the same in more than 20 states and are working to secure these protections on a federal level.

We’ve also initiated grassroots campaigns providing our Florida and Oregon members with sample letters so they can urge their governors and legislators to enact protections—resulting in more than 2,000 letters sent to date.



NO ONE PAYS GREATER TRIBUTE TO DOCTORS.



**\$100
MILLION**
TRIBUTE AWARDS PAID

Unlike commercial insurance companies, which look for ways to reward shareholders, The Doctors Company is dedicated to rewarding our members. In 2007 we created the Tribute Plan, an unrivaled financial benefit that rewards you and your fellow physicians for your loyalty and dedication to superior patient care.

As an organization committed to providing the best imaginable service, we are profoundly honored to have now attained an industry-leading achievement—the distribution of more than \$100 million in Tribute Plan awards. While other insurers have attempted to follow our lead, The Doctors Company is by far the only medical liability insurer that celebrates the careers of physicians with rewards of this magnitude.

YOU DESERVE MORE THAN A LITTLE GRATITUDE FOR A CAREER SPENT PRACTICING GOOD MEDICINE.

We launched the Tribute Plan more than a decade ago as a pioneering member benefit for those who devote their careers to the practice of good medicine. With Tribute, we made a long-term commitment to our members and their practices, and that dedication is just as strong today. Tribute reflects our founding charter—to support doctors in advancing and protecting the practice of good medicine.

Our commitment is undeniable: We have paid more than \$100 million to retiring members to date. Tribute is unmatched in size, scope, and tenure, and we are the only medical malpractice insurer to offer a member loyalty benefit of this magnitude.

In fact, the total amount in member Tribute balances currently exceeds \$500 million. Members use their Tribute awards in a variety of ways, including paying for a wedding and buying a new airplane engine.

During the COVID-19 pandemic, one doctor donated his Tribute Plan award to his medical school alma mater. Richard A. Bond, DO, FAAFM, who recently retired from family practice, donated the entirety of his Tribute award to the emergency fund of his medical school alma mater, California's Western University of Health Sciences.

Co-founder of a practice in Orange, California, Dr. Bond learned that some students whose studies had been disrupted by COVID-19 needed to find new places to live. These unexpected moving expenses were threatening some students' ability to stay in school.

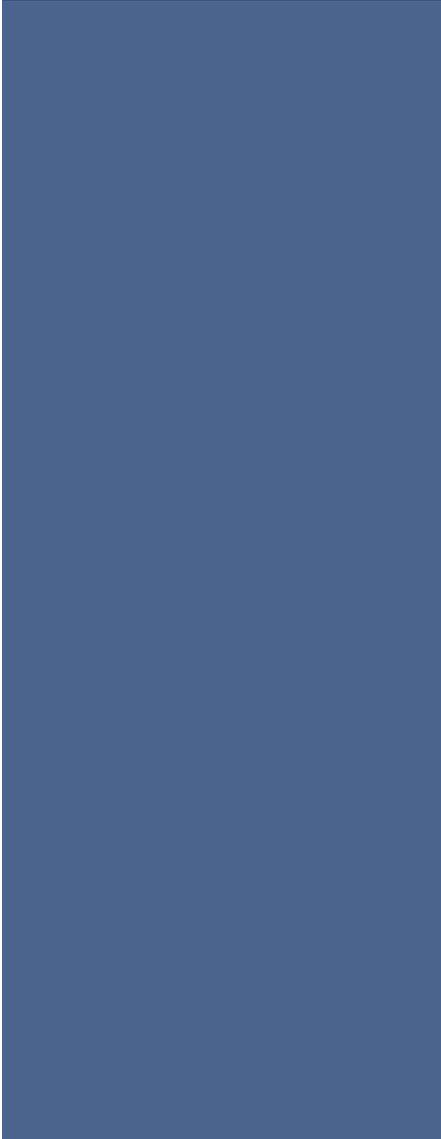
Dr. Bond called his contribution a "seed donation," hoping to motivate other physicians to donate to their home institutions.

"I think it's a great opportunity," said Dr. Bond. "Medicine has been very good to me." When he was pursuing his education, "people were very generous with me and gave me opportunities I would not otherwise have had," he said. "I look at it as a chance to give back."

The Tribute Plan is truly a touchstone of living our mission: To advance, protect, and reward the practice of good medicine. Dr. Bond's service to the profession and his generous contribution to those starting their careers is a prime example of how our members personify this mission.



WE LEAD THE INDUSTRY BECAUSE OF THE LEADERS IN OUR BOARDROOM.



The Doctors Company's Board of Governors comprises an accomplished, distinguished group of professionals who are passionate about advancing, protecting, and rewarding the practice of good medicine. The Board includes physicians, healthcare leaders, and distinguished executives of Fortune 100 companies—representing many of the nation's leading medical centers, financial advisors, and property/casualty insurers.

THE DOCTORS COMPANY'S BOARD OF GOVERNORS.

RICHARD E. ANDERSON, MD, FACP

Medical Oncologist; Chairman and CEO, The Doctors Company;
Former Chairman, Board of Directors, Medical Professional Liability Association

JAMES P. BAGIAN, MD, PE

Director, Center for Healthcare Engineering and Patient Safety, and
Professor, Medical School and College of Engineering, University of Michigan;
Diplomate, American Board of Preventive Medicine; NASA Astronaut

STEVEN J. BENSINGER, CPA

Senior Advisor, TigerRisk Partners

EUGENE M. BULLIS, CPA

Former Executive Vice President and Chief Financial Officer,
Hanover Insurance Group

DANIEL KENT CASSAVAR, MD, MBA

Interventional Cardiologist; Former President and
Chief Medical Officer, ProMedica Physicians

DAVID M. CHARLES, MD

Plastic Surgeon; Former President, Denver Medical Society and
Colorado State Society of Plastic and Reconstructive Surgeons;
Lead Director, The Doctors Company

CHARLES R. KOSSMAN, MD, PhD

Hematologist and Medical Oncologist; Clinical Professor of Medicine,
University of California, San Diego

ELLEN H. MASTERSON, MBA, CPA

Former Senior Partner, PricewaterhouseCoopers LLP

HOWARD MILLS

Former Global Insurance Regulatory Leader, Deloitte

KATHLEEN D. RICORD, CPCU

Former Chief Marketing Officer, Nationwide Mutual

WILLIAM C. RUPP, MD

Hematologist and Medical Oncologist; Former Chief Executive Officer,
Mayo Clinic in Florida

MARY ANN THODE, JD, MPH, RN

Former President and CEO, Kaiser Foundation Health Plan and Hospitals,
Northern California Region

ROBERT M. WACHTER, MD

Internist; Chair, Department of Medicine, University of California, San Francisco

RONALD H. WENDER, MD, FACA

Anesthesiologist; Chairman Emeritus and Professor of Anesthesiology,
Cedars-Sinai Medical Center

BRYAN LAWTON, PhD*

Chief of Corporate Development; Chief Governance Officer and Secretary,
The Doctors Company

*Not a member of the Board.

THE FINANCIAL STRENGTH TO PROTECT YOUR PRACTICE TODAY AND TOMORROW.

The Doctors Company is a strong, reliable partner in today's market. Our members can count on us to have the power and financial resources necessary to protect them today and for many years to come.

Our financial success has been built on a conservative business philosophy designed to fully empower our mission to advance, protect, and reward the practice of good medicine.

Our long history of stability and strong performance has been repeatedly recognized by many independent evaluators, and The Doctors Company is rated A by both A.M. Best Company and Fitch Ratings.

With nearly \$6 billion in assets, we offer unrivaled financial strength and backing to protect our members. The Doctors Company's member surplus is more than \$2.2 billion, making us the strongest of any national physician-owned medical liability carrier. Member surplus is a measure of a company's ability to pay claims, and it's a critical measure of our financial stability. Since 2005, we've reduced expenses per member by more than 41 percent, enabling us to deliver unprecedented member rewards through contributions to the Tribute Plan and member dividends.



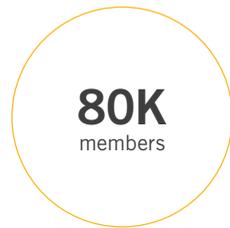
2019 FINANCIAL HIGHLIGHTS.*

Total Assets	\$5,886,000
Loss Reserves	\$2,756,000
Direct Premiums Written	\$1,015,000
Net Premiums Earned	\$898,000
Policyholders' Surplus	\$2,206,000
Number of Insured Members	80,000

(Dollars in thousands)



Unrivaled financial strength and backing for our members



We're the nation's largest physician-owned medical malpractice insurer



Strongest of any physician-owned medical liability carrier

0.42:1

WRITTEN PREMIUM-TO-SURPLUS RATIO

This ratio, based on net written premium, is a measure of our financial strength. Industry standards prescribe a ratio no higher than 3.0:1.

1.25:1

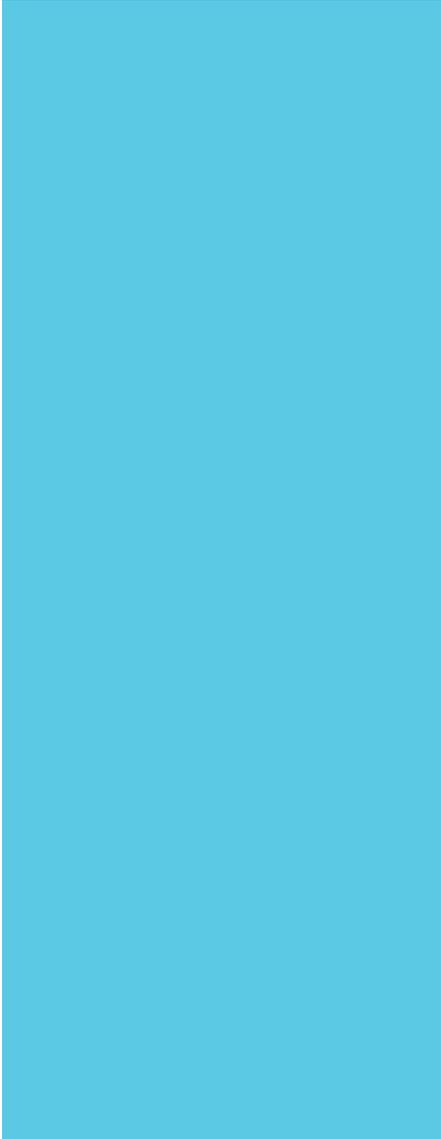
RESERVES-TO-SURPLUS RATIO

This ratio is a measure of our financial stability. Industry standards prescribe a ratio no higher than 4.0:1.

*Results include all insurance entities of TDC Group.



A STRONG BOND AND VOTE OF CONFIDENCE.



The nation's leading medical societies and organizations endorse or sponsor The Doctors Company as their medical liability insurer. This honor is evidence of our continuing commitment to enabling doctors to provide superior patient care. Each of these organizations and societies matches our dedication and integrity in serving the medical profession. We are honored by this vote of confidence.

THE COMPANY WE KEEP.

American Academy of Otolaryngology—Head and Neck Surgery

American Association of Neurological Surgeons

American College of Cardiology

American College of Surgeons

American Society of Plastic Surgeons®

Brevard County Medical Society

California Association of Oral & Maxillofacial Surgeons

Central Coast Medical Association

Community Aligned Association of Physicians

Dade County Medical Association

Denver Medical Society

Duval County Medical Society

Florida Chapter, American Academy of Pediatrics

Florida Dental Association

Florida Medical Association

Indian River County Medical Society

Lee County Medical Society

Medical Association of Atlanta

Medical Society of Metropolitan Portland

Michigan State Medical Society

New Mexico Medical Society

New York County Medical Society

New York State Society of Plastic Surgeons

Ohio State Medical Association

Orange County Medical Association

Osteopathic Physicians & Surgeons of Oregon

Palm Beach County Medical Society

Polk County Medical Association

Richmond Academy of Medicine

San Diego County Medical Society

Sarasota County Medical Society

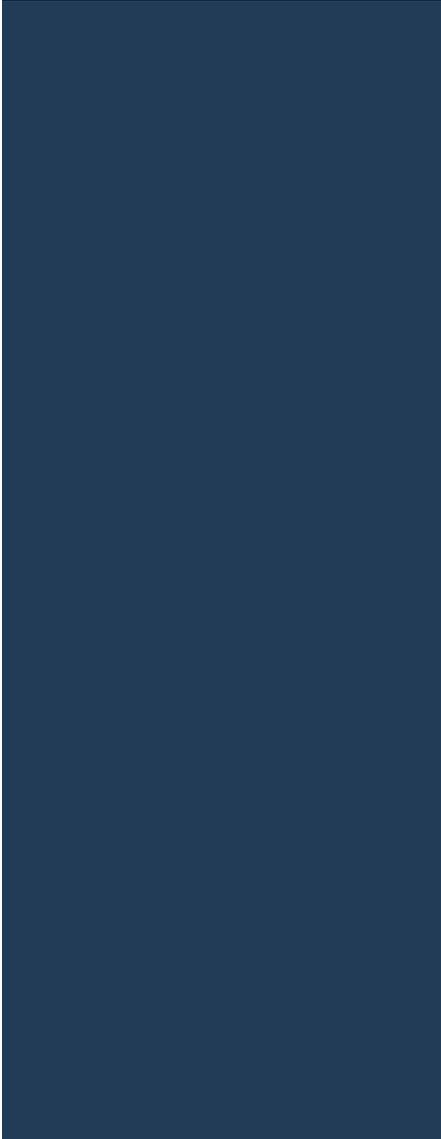
Society of Hospital Medicine

Ventura County Medical Association

Wyoming Medical Society



A STRONG, STEADY PARTNER IN TODAY'S HEALTHCARE ENVIRONMENT.



The Doctors Company has always been guided by our mission: To advance, protect, and reward the practice of good medicine. As the nation's largest physician-owned medical malpractice insurer, we know what keeps doctors up at night—from the complexities of a changing healthcare environment to the ever-present threat of litigation. Our steadfast commitment and strength have endured through more than four decades of change.

Discover what the nation's most trusted provider of medical malpractice insurance can do for you and your organization—and how we are powerful advocates for the medical profession. Find out more at thedoctors.com.



FOLLOW US.

The Doctors Company is your source for timely healthcare and liability news—including emerging medical trends and continuing education opportunities. Stay informed by following us on our industry-leading social media channels.



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