

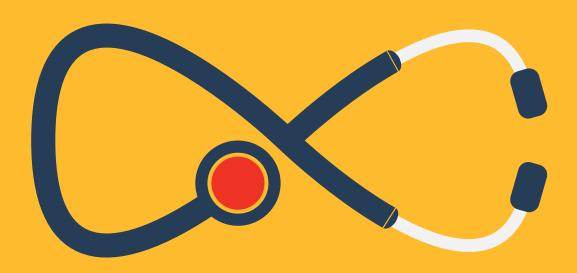
Advancing the practice of good medicine.

## NOW AND FOREVER.



Here's to the practice of good medicine.

## NOW AND FOREVER.



## FAREWELL MAL. HELLO PRACTICE.

The Doctors Company has always been guided by our mission: To advance, protect, and reward the practice of good medicine. Today, as healthcare delivery continues to undergo unprecedented change, it's more important than ever to have a strong, trusted partner to help our members focus on what they do best—delivering care. That's why we're taking the mal out of malpractice insurance.

We serve our members by being:

- A proactive partner who strives to anticipate the evolving needs of our members, shining a light on risks and trends others don't see.
- A trusted partner that knows what keeps doctors up at night, from the complexities of a changing healthcare environment to the ever-present threat of litigation.
- A visionary partner whose quest for knowledge and innovation supports the practice of good medicine.

All while being the same committed partner we've always been—one that relentlessly defends our members in the courtroom and tirelessly advocates on their behalf away from it.

We have always focused on the positive aspects of what we do for our members, just as doctors have always done to practice good medicine. In today's changing healthcare landscape, we're leading the industry in how we support the medical profession and partner with those providing care.

We will never lose sight of what's important to you: We will continue to stay ahead of trends in risk management and provide insight into why physicians are sued, we will continue to provide education opportunities and proactive coverage, and we will continue to provide strong defense and claims support for practices and organizations.

It's a transformation that leaves behind insurers that function on a reactive, litigation basis. We are changing the role of the malpractice insurer to one of partner and thought leader—it's malpractice insurance without the mal.

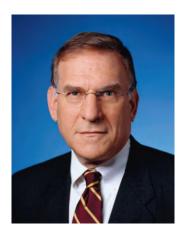


## Our MISSION.

Our mission is to advance, protect, and reward the practice of good medicine.

Because we are a mission-driven organization, we constantly evolve to meet the changing needs of our members. So whether you're practicing telemedicine or have questions about patient monitoring, we have the resources to help. And more important, we've long demonstrated a commitment to providing the most current answers, resources, and coverage to our members. Keeping you in the know helps you practice good medicine—in any practice model you choose.

We are fiercely dedicated to the profession of improving healthcare. In 2008, we created The Doctors Company Foundation to support patient safety research and education. The Foundation's work reflects our mission and benefits physicians and patients across the nation.



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

## A LETTER FROM THE CHAIRMAN AND CEO

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As healthcare delivery continues to undergo rapid change, those who practice medicine have never been under greater pressure. Contradictory regulations, a rapidly changing payment system, expanding reporting mandates, and ever-present cyber threats all combine to jeopardize the doctor-patient relationship.

That's why we are dedicated to helping doctors and practices anticipate issues ahead and to being a strong, proactive partner for those delivering care.

We are steadfast in our belief that the practice of medicine is a noble calling, and we are devoted to rewarding a career of service. This year we celebrate a decade of the industry's most ambitious member benefit—the Tribute® Plan, which rewards members for their loyalty and their commitment to superior patient care. We have paid more than \$50 million in Tribute awards to our members. The highest individual award paid to date is \$138,599. Rewards of this magnitude are not offered by any other medical malpractice insurer.

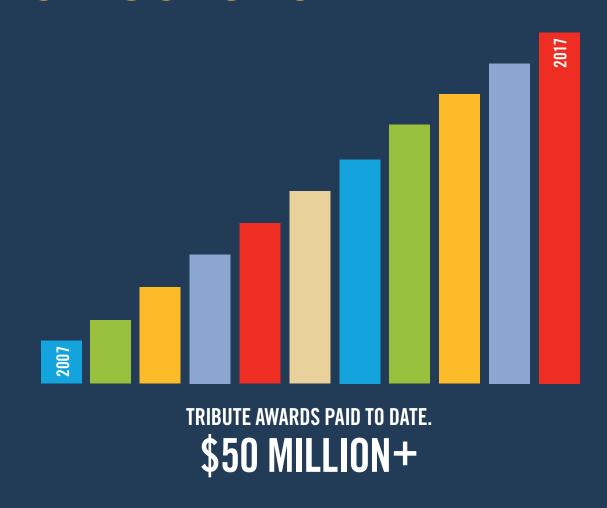
We have unrivaled financial strength to protect our members and to assure the quality of service they deserve. We continue to be A rated by the nation's leading independent agencies. It is therefore not surprising that our membership continues to grow and now stands at 79,000.

Last year we started a movement to take the mal out of malpractice insurance, so doctors can make decisions based on the best outcomes for patients, rather than on threats of litigation, invasive regulation, or financial loss. Every day, we demonstrate our support for the profession as we remain relentlessly committed to *advancing*, *protecting*, *and rewarding the practice* of good medicine.



No one pays greater

## TRIBUTE TO DOCTORS.



## REWARDS OF THIS MAGNITUDE ARE NOT OFFERED BY ANY OTHER MEDICAL MALPRACTICE INSURER.

Unlike commercial insurance companies, which look for ways to reward shareholders, we are dedicated to rewarding our members. That's why 10 years ago, we created the Tribute Plan—an unrivaled financial benefit that rewards our members for their loyalty and their dedication to superior patient care.

As we celebrate a decade of Tribute, our commitment to our members is undeniable: We have paid more than \$50 million to retiring doctors 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.

The Tribute Plan is an innovative benefit for members of The Doctors Company that will not affect a member's current or future premiums in any way—it's a financial reward that our members would not receive if they were with any other national medical liability insurer.

This unique award comes from a well-respected, established carrier with a long track record of strong financial management.

This benefit will not affect The Doctors Company's ongoing dividend program, which returns premiums to qualifying members for better-than-expected loss experience.



#### WHAT MEMBERS ARE SAYING ABOUT THE TRIBUTE PLAN:

"The Doctors Company has been my partner and insurance carrier for 22 years. Upon my recent retirement from the practice of medicine, I received a handsome bonus check as a reward for my loyalty to The Doctors Company and commitment to superior patient care."

—Radiologist, MI

"I wish to thank you and The Doctors Company for the development of the Tribute Plan and the generous recognition I received this week. I appreciate your salute of my commitment to professional excellence and salute The Doctors Company for rewarding physicians for this commitment."

—Internist, FL

"The Doctors Company treats me with respect, and the Tribute program makes me feel like I am getting something back for my good record and loyalty."

-Psychiatrist, OH

"The Tribute Plan differentiates The Doctors Company in that it represents a commitment of the company to its members, rather than outside shareholders."

—Cardiologist, CA



Your best defense is OUR STRONG OFFENSE.



## A STRATEGY MADE FOR A VERDICT OF GOOD MEDICINE.

Our legal defense teams are relentless champions. Your reputation and livelihood are on the line, so we take allegations just as seriously as you do. We're an organization founded and led by doctors, which gives us a keen understanding of the impact of a malpractice claim.

If a claim is ever made against you, our defense will be uncompromising and our team of member advocates will be there, by your side, supporting you throughout the litigation process. Our powerful defense attorneys have well-earned reputations for unyielding defense and aggressive counteraction that give any plaintiff pause—often deterring litigants and their lawyers from initiating frivolous allegations. And we make this promise to you: We will never settle a claim without your written consent.

The key to winning is preparation, and we have honed our skills in this area to an unprecedented degree. We regularly convene Legal Summits, where our nationwide network of defense teams meets to share insights about developing legal trends, the latest plaintiffs' strategies, and best defense practices. Armed with this inside information, our teams are prepared to stage the most aggressive medical malpractice defense in the industry.

We take every opportunity to seize an advantage—which means we also prepare you to be a strong player in your own defense. We've created regional Litigation Education Retreats to help our members master defense tactics and deliver sound testimony. Doctors facing a claim will have the opportunity to give mock depositions, with helpful feedback from experienced attorneys. The retreats also provide emotional support and counsel to members and their spouses on the best ways to manage the stress of a malpractice claim. When our members enter a courtroom, they are ready to fight and win.



Looking to avoid risk? WE CAN SHOW YOU THE WAY.

## THE BETTER THE DATA, THE BETTER THE DECISIONS.

We are constantly looking ahead to offer more informed risk management resources, clinical trends, and patient outcome information. We are able to offer deeper insights because of our national scope and local experts, so you can focus your time on caring for patients rather than defending your practice.

When it comes to patient safety and risk management, members of The Doctors Company benefit from a wealth of industry-leading resources. We analyze data captured from the claims experience of more than 79,000 members and translate it into studies designed to promote patient safety and minimize liability exposure. Our analysis uncovers the newest plaintiff allegations, reveals the top factors that may lead to patient injury, and discusses—in detail—the shared aspects of claims.

Physicians nationwide have already begun using the data in these studies to make changes in their practices to benefit patients and reduce the risk of adverse events. Recent studies have revealed the most common types of claims encountered by specialists in internal medicine, plastic surgery, anesthesia, emergency medicine, orthopedics, obstetrics, cardiology, and hospital medicine.

We've created a network of physician advisory boards to monitor and share information on trends in treatments and medical liability issues across the country. Our local advisory boards give us insight into special challenges faced by members in high-risk venues and help us respond to changing needs. At a national level, we bring together top practitioners from around the United States to participate in our national specialty advisory boards. These boards enrich our understanding of each specialty and help us refine and validate new ideas.

Every piece of information that supports practicing medicine safely and effectively in this changing environment has special value. That's why we have developed innovative, participatory education and coaching techniques, like rare-event simulation, to improve patient safety and reduce claims against our members. And we provide our members with a comprehensive array of tools for keeping up with the latest thinking about best practices in patient care.



# Connecting practices to EMERGING TRENDS.



## BECAUSE COVERAGE IS KEY TO MANAGING COMPLEXITY.

The digitization of healthcare has disrupted healthcare to the core. Doctors and practices have long looked to The Doctors Company for guidance, coverage, and leadership. That's why we were one of the first to offer cyber liability protection and regulatory risk coverage. And today we support the intelligent use of telemedicine. So regardless of the future of medicine, we'll be in front with the right information and coverage to support your practice.

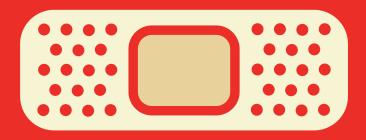
We recognize that doctors now practice in a multitude of environments, and we are uniquely able to tailor our coverage to your particular practice. This unparalleled insight makes it possible to identify emerging risks and deliver innovative coverage solutions—to strengthen the practice of medicine while making it more rewarding.

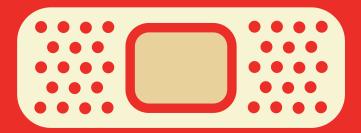
We are also a leader in providing innovative coverage for large groups—even the largest multispecialty, multistate groups, hospitals, and systems. Our finely calibrated risk profiles and flexible insurance solutions can help ensure your unique risks are covered responsibly. And our dedicated patient safety professionals will partner with you to create a personalized service plan for your group or system.

To offer a range of products across several segments of the healthcare marketplace, our subsidiary TDC Specialty Underwriters, Inc. provides liability coverage for a host of risks including medical facilities and long-term care facilities, hospital professional liability, healthcare directors and officers and employment practices liability, managed care errors and omissions, and network security and privacy. This initiative demonstrates our commitment to keeping your hospital, practice, or system focused on delivering great care.



# Equals make THE BEST PARTNERS.





## OUR EXPERTISE COMPLEMENTS YOURS.

We are a company founded and led by doctors, so we know what keeps you up at night.

Practicing healthcare has become exponentially more complex, and navigating that intricacy is much less stressful with an informed and supportive partner. This is why we have members rather than shareholders. Our members enjoy competitive premiums, the groundbreaking Tribute Plan, and dividends. Unlike commercial insurance companies, which look for ways to reward their shareholders, we are dedicated to rewarding our members.

We are steadfast in our belief that the practice of medicine is a noble calling, and we are devoted to rewarding a career of service. That's why we created the Tribute Plan in 2007. This unrivaled benefit honors doctors with a significant financial reward when they retire. How significant? Awards to date are as high as \$138,599.

As an insurer devoted to being the best possible partner for practices and healthcare organizations, we seek out other ways to reward our members as well. For example, we announced a \$26 million dividend for 2017. Since 1976, we've returned nearly \$400 million in dividends to members. This was made possible by the outstanding care delivered by our members.

We take our promise of partnership very seriously, and we measure our performance by continually surveying our members. This is what they tell us:

#### MEMBER LOYALTY

This is the response that sums up all the others, so we are proud to announce that 91 percent of members say they plan to stay with the company until they retire.

#### **UNMATCHED REWARDS**

This year marks the 10th anniversary of the Tribute Plan, and every year it enhances its value to our members. Currently, 90 percent of members agree that our efforts to reward them are unmatched.

#### **RELENTLESS DEFENSE**

Our members say that we set the standard for the industry's most aggressive defense. Ninety-three percent agree that we relentlessly defend our members.

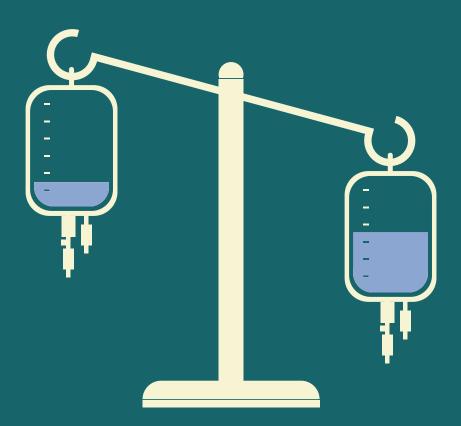
#### **EXCEPTIONAL MEMBER SERVICE**

We strive to treat every physician like a member and not just a policyholder. Ninety-four percent of members are satisfied with the way The Doctors Company handles phone calls, questions, and requests.



### Working continuously to balance

## THE SCALES OF JUSTICE.



## YOUR CHAMPION FOR THE PRACTICE OF GOOD MEDICINE.

The Doctors Company places a high priority on protecting and defending the practice of medicine and preserving access to care. We are a champion for doctors both in and out of the courtroom. We were founded on these principles, and we have always worked tirelessly to make sure our physicians are exceptionally well prepared in the adversarial process of litigation.

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.

We dedicate ourselves to this calling so doctors can make decisions based on the best outcomes for patients, rather than the ever-present threat of litigation, invasive regulation, or financial loss.



# We lead the industry BECAUSE OF THE LEADERS IN OUR BOARDROOM.

Our Board of Governors is comprised of distinguished professionals who are passionate about advancing, protecting, and rewarding the practice of good medicine. The Board includes physicians and healthcare leaders, and distinguished executives of Fortune 100 companies—representing many of the nation's leading banks, financial advisors, and property/casualty insurers.

#### **OUR BOARD**

#### RICHARD E. ANDERSON, MD, FACP

Medical Oncologist, Chairman and CEO, The Doctors Company, Chairman, Board of Directors, Physician Insurers Association of America

#### JAMES P. BAGIAN, MD, PE

Preventive Medicine, Professor, Medical School and College of Engineering, Director, Center for Healthcare Engineering and Patient Safety, University of Michigan, 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

#### 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

#### KENNETH R. CHRISMAN

Former Executive Vice President and Chief Technology Officer, Wells Fargo

#### CHARLES R. KOSSMAN, MD, PhD

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

#### DONALD J. PALMISANO, MD, JD, FACS

General and Vascular Surgeon, Former President, American Medical Association

#### **ROBERT W. PIKE, ESQ.**

Former Chief Administrative Officer, Allstate

#### 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

#### DAVID B. TROXEL. MD

Pathologist, Medical Director and Secretary, The Doctors Company

#### ROBERT M. WACHTER, MD

Internist, Chair, Department of Medicine, University of California, San Francisco, Author, *The Digital Doctor: Hope, Hype, and Harm at the Dawn of Medicine's Computer Age* 

#### RONALD H. WENDER, MD, FACA

Anesthesiologist, Co-Chairman, Department of Anesthesiology, Cedars-Sinai Medical Center

#### **BRYAN LAWTON, PhD\***

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

\*Not a member of the board.



## The financial strength to protect your practice TODAY AND TOMORROW.

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 over \$4 billion in assets, we offer unrivaled financial strength and backing to protect our members. The Doctors Company's member surplus is \$1.9 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 40 percent, enabling us to deliver unprecedented member rewards through lower average premium rates, Tribute Plan contributions, and member dividends and credits.

With strong reserves, The Doctors Company is a 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.

#### **2016 FINANCIAL HIGHLIGHTS**

(DOLLARS IN THOUSANDS)

Total Assets	\$4,623,522
Loss Reserves	\$1,729,745
Direct Premiums Written	\$679,284
Net Premiums Earned	\$647,208
Policyholders' Surplus	\$1,936,328
Number of Insured Members	79,000



Unrivaled financial strength and backing to our members



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



Strongest of any national physician-owned medical liability carrier

0.33:1

#### 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.

0.89:1

#### **RESERVES-TO-SURPLUS RATIO**

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



# We're number one in the eyes of other NUMBER ONES.

America's most prestigious medical organizations recognize our efforts in support of doctors by endorsing or sponsoring The Doctors Company as their chosen medical liability insurance carrier. 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.

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 Coalition of Athens Area Physicians Dade County Medical Association

Denver Medical Society

Duval County Medical Society

Florida Dental Association

Florida Medical Association

Florida Optometric Association

Florida Chapter, American Academy of Pediatrics

Georgia Obstetrics and Gynecological Society

Georgia Society of Otolaryngology—Head and Neck Surgery

Idaho Academy of Family Physicians

**Indian River County Medical Society** 

Lee County Medical Society
Medical Association of Atlanta

Medical Society of Metropolitan Portland

Michigan Osteopathic Association

New Mexico Medical Society

Ohio State Medical Association

Orange County Medical Association

Osteopathic Physicians & Surgeons of Oregon

Palm Beach County Medical Society

Physicians' Organization of Western Michigan

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.

Despite the unprecedented changes that continue to unfold in today's healthcare market, you can rely on The Doctors Company today and into the future. Our steadfast commitment and strength have endured through more than four decades of change. Even now, as we transform the industry, we remain fiercely committed to our mission to advance, protect, and reward the practice of good medicine.

Discover what the nation's most trusted provider of medical malpractice insurance can do for you and your organization. Find out more at **thedoctors.com**.



- facebook.com/thedoctorscompany
- youtube.com/doctorscompany
- linkedin.com/company/the-doctors-company
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