

CASE STUDY

TWG's High-limit LTD: A Claimant's Perspective

Brian was a successful managing partner at a major law firm, when at the age of 49, his cognition became impaired due to complications from an underlying medical condition. During a half-year medical leave, tests showed the cognitive deficit was significant and permanent. The diagnosis was devastating and career-ending for Brian. He would never be able to practice law again and consequently resigned from the firm. He recalled having basic disability coverage and some excess protection that was made available to partners.

As a hardworking professional who prioritized his clients, he hadn't concerned himself with the policy details but trusted the firm to provide the coverage he needed.

The Value of an Engaged Plan Sponsor

At the time of his diagnosis, Brian was not aware that cognitive dysfunction would be the basis for a qualified claim. Like most, he thought disability insurance covered only catastrophic illnesses and injuries, which wasn't the case in his situation due to the own-occupation definition of disability.

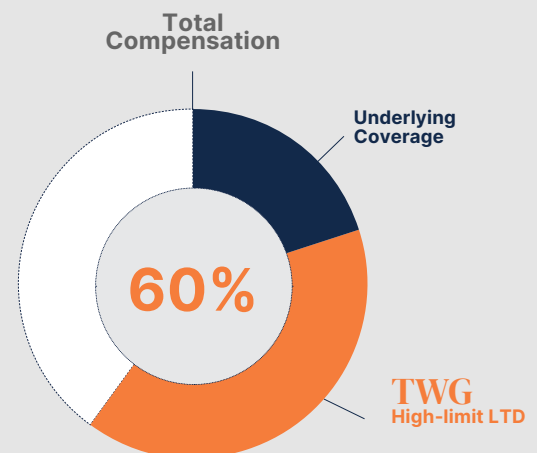
The firm urged him to proceed with the claims process and take full advantage of his coverage:

- The underlying Group LTD and IDI policies replaced a portion of his compensation, while the TWG policy was in place to supplement the limitations of this basic coverage.
- In total, the firm's disability income protection program provided their partners with up to \$125,000 per month (\$1.5M per year) of combined benefit in order to achieve up to 60% income replacement.
- Additionally, all layers of disability benefits were payable to retirement age which, for someone as young as Brian, was critical.

Leading with Empathy

TWG appreciates that claimants suffer emotionally when they become disabled – particularly high-performing individuals like Brian who worked tirelessly to achieve this level of success. That's why TWG pairs swift, expeditious claim processing with flexible handling to support each claimant's unique situation.

TWG leadership personally manages every claim, working with third-party adjusters to realize the best possible outcome for clients. Outreach included regular phone calls that provided a level of personal communication beyond emails and texts. Brian not only stayed informed of the progress of his claim, but also "felt valued and supported."



With TWG High-limit LTD, the firm increased partners' coverage to 60%.

The Expeditious Claim Result

TWG processes claims exceptionally fast and requires little involvement from the insured. In Brian's case, the TWG claim was settled well ahead of the underlying coverage.

The quick approval was a relief for Brian and in his words "not only helped financially but emotionally as well."

"Working with TWG was a bright spot during a very dark time for me," Brian says. "They were always professional and very respectful of and empathetic to my circumstances. Whenever I heard from them, I was receiving good news. I can't thank them enough for everything they've done for me."

Are your High Earners Adequately Protected?

Brian's firm recognized the income protection gap that their partners were facing due to limitations of their underlying plans, which are not equipped to meet the specialized income protection needs of higher earners. By adding TWG's High-limit LTD program to their portfolio, they maximized disability income protection for the firm and its partners.

As incomes increase and organizations grow larger, it's important to ensure income protection keeps pace.

TWG can work with you to review your current benefits and suggest meaningful, impactful solutions that build upon the good work you've already done.

The name of the claimant in this case study has been changed for privacy purposes.

TWG products are underwritten by certain underwriters at Lloyd's.



**For more information
on TWG's High-limit LTD
program, please contact:**

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