

## George P. Garris



With 25 years of experience in financial, systems and claims management, George founded RMG Consulting in 1999. An accomplished leader, George brings his expertise to support the operations of risk managers, insurers, MGAs and reinsurers in benchmarking, operational audits, data mapping, management of contracted projects, systems, bureau reporting, and cash management.

Before forming RMG Consulting, George played a key role in transforming Reliance National from a small start-up carrier into a multibillion premier, specialty insurance company. As Vice President of Claims Administration, he managed a staff of 50 employees who process over \$2 billion in claims annually.

Day-to-day responsibilities included controlling loss funding and claims handling for 180 Independent Third Party Administrators (TPAs), managing the interaction between the company and a data-clearing vendor, directing the State and Bureau Compliance functions and designing policy feeds from Managing General Agents (MGAs) and program managers. George also participated in contract negotiations, marketing presentations, pricing decisions and capital budgets.

Other accomplishments include:

- The design and installation of an automated process to reconcile ACH cash disbursements on an issued, cleared or budgeted basis to reported losses.
- The design of data interfaces to link claims systems managed by the TPAs to the company's internal policy database for large accounts and program business.
- Tracked and benchmarked claim performance for 180 TPAs and 2,500 claim branch offices.
- Managed bureau compliance issues related to reporting claim data to the rating bureaus and state insurance departments.
- A 4:1 return on investment of financial and operational audits that reviewed the integrity, accuracy and reasonableness of reported claims information using electronic, prescreening methods.

## **RMG Consulting**

Claims and Risk Management Executives

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George began his insurance career as an Assistant Manager - Management Accounting with Crum & Forster. Managing a staff of three professionals, he developed, reviewed and presented the capital and operating expense budgets for 99 branches with more than 6,500 employees. Other responsibilities included managing the allocation of \$250 million of operating expenses to branch offices and product line, and forecasting cash flow, expense levels and profitability results by branch and product line.

Over his career, George has worked as a cost accountant, programmer, claims manager, administrator, and auditor. Skilled synergy in statistics, claims, accounting, expense management, workflow, systems design and programming is the key reason he is successful in dealing with large, complex processes.

George has lectured on topics such as benchmarking claims data and financial controls, and holds a MBA from Rutgers University and a BS in Commerce from Rider College. His educational background includes statistics, operational research, marketing, finance, accounting, and systems.