

FAQs: Agencies and Advisors



1. Who is Dynacare / Dynacare Insurance Solutions?

Dynacare Insurance Solutions, which includes the QUS and Keyfacts businesses, together have been servicing the insurance market for almost 100 years. Dynacare brought these industry-leading companies together to create a complete end-to-end solution based in Canada that caters to the very specific and specialized requirements of life insurance companies and advisors. As Canada's largest provider of insurance medical services, this allows us to evolve and provide you with the customer service, digitization, and data needs you require as the insurance landscape changes.

Dynacare is committed to being Canada's health and wellness solutions leader. Quality care is at the heart of everything we do. We do all this through the five brands that make up the Dynacare family. We are continually developing innovative programs and services to positively impact the lives of Canadians and help healthcare providers deliver the best care possible. This includes our cardiac risk reduction program, convenient home care services, and **Dynacare Plus**, an easy-to-use online portal where individuals can understand their lab test results and manage their health.

In addition to offering the largest and most advanced menu of diagnostic and screening tests in Canada through our core brand, **Dynacare** supports physicians in making more confident diagnoses and clinical decisions. **Dynacare Next** is shaping the future by bringing advances in medical laboratory testing to clinicians. Through **Dynacare Insurance Solutions** we provide specialized testing and paramedical services for the insurance industry, and we are helping improve the health and safety of employees through workplace testing and wellness programs with **Dynacare Workplace**.

2. Who is Hooper-Holmes?

As a pioneer and leader of tele-underwriting in the Canadian life insurance industry, Hooper-Holmes has a reputation for reliability, quality, and service excellence. For more than 45 years, Hooper-Holmes has provided paramedical exams and related services, medical examinations, inspections, Attending Physician's Statements, collection services, and an array of Tele-Interview services across Canada.

3. Why did Dynacare acquire Hooper-Holmes, a medical information collection services business?

This acquisition is a strategic investment on the part of Dynacare, and makes us the only Canadian company to offer a complete end-to-end solution designed specifically for the risk assessment needs of life insurance companies and insurance advisors – from the collection of insurance medical information and specimens, their transportation (electronically and physically), to conducting the specimen testing and reporting the test results. We are excited about the acquisition of Hooper-Holmes, which emphasizes our ongoing commitment to being the leading provider of services to Canadian Life Insurers.



4.

When did the acquisition close?

The acquisition closed on September 1.



5. How will Hooper-Holmes be integrated into Dynacare?

Hooper-Holmes and Dynacare are fully committed to ensuring a smooth and seamless transition for our clients. As such, we have worked together on a customer transition plan, designed to ensure that all insurance carrier-specific requirements are understood and a well-managed business transition is facilitated.

In the immediate term, the combined organization will operate on a “business as usual” basis. Please continue to order as you have done in the past. We will look to moving all advisors to one common ordering system by the end of the year.

6. Are there overlaps in the service offerings?

Both companies offer complementary services within the Insurance market. The strengths and expertise of the shared organizations will afford us the opportunity to introduce value-add services that increase our market competitiveness and benefit your insurance business.

7.

How will this acquisition impact my business/practice?

In the immediate term, the combined organization will operate on a “business as usual” basis. Please continue to order as you have done in the past.

Over the next couple of months, we will be looking at rebranding, account coverage, and systems alignment. The Air Miles program will be phased out over the coming months in order to be more in line with insurance company incentive guidelines. Instead, you will have access to a great number of tools and resources to support you in building your business.

We are also excited at the prospect of better serving you with the highest quality in medical information, as well as reducing turnaround time, enabling you to make the best decisions for your applicants and for your life insurance business in the most expedient fashion possible.

8. What benefits do I get from the acquisition as a customer?

The benefits from this are numerous. As a large and financially stable organization, Dynacare has already brought together several industry-leading companies under the Dynacare Insurance Solutions banner to create a complete end-to-end solution that caters to the very specific and specialized requirements of life insurance companies and advisors.

Being involved at each step of the insurance medical services delivery process allows for a greater integration of our services, which improves specimen and data integrity, accelerates the overall service delivery process for our clients, and ultimately improves applicant experience. As an example, we will quickly distribute additional mobile devices to increase the number of electronic paramedical captures, which will shorten turnaround time. Additionally, you will have more health professionals across the country to service your clients, and more advisor tools and resources to support you in building your business.

We also know that security is of utmost importance. Dynacare is the only company that delivers full paramedical and lab testing services to insurance companies that's based right here in Canada. Therefore, there is no risk of border delays or privacy concerns related to the U.S. Patriot Act. Also, given our national presence we have an extensive data security and disaster recovery plan to ensure business continuity.



9.

Will I have a new point of contact?

No, you will continue to have the same Hooper-Holmes and Dynacare business development and regional office contacts. Francois Gauvin from Hooper-Holmes and Nancy Kent from Dynacare will be working side-by-side in order to make this a smooth process.



10. Will there be any changes to the services that I'm currently getting from Hooper-Holmes and Dynacare?

In the short-term it will be business as usual. However, drawing on substantial capabilities and expertise of Dynacare Insurance Solutions, it is our shared intention to enhance the already high quality of the medical information we each provide. We are confident our combined organizational strengths are going to set new industry benchmarks for best-in-class time service, trusted laboratory test results specimen handling, and data integrity.

11. Will the Hooper-Holmes management team and staff stay with the company?

Dan Gauvin Jr. and Francois Gauvin will help ensure a seamless integration of Hooper-Holmes to Dynacare.

12. Where can I find information about Hooper-Holmes or Dynacare?

Please contact your current business support representative, or by going to the Hooper-Holmes website at www.hooperholmes.ca, or the Dynacare website at www.dynacare.ca.