



Re:Think

Embracing the Challenges of a Post-COVID World

Tom Doran | Reagan Consulting
September 2020



2020 Sponsors



On March 11, the world changed



One of America's most beloved actors, Tom Hanks, announced on Twitter that he and wife Rita Wilson had contracted COVID-19 in Australia



The NBA announced the suspension of the 2020 basketball season indefinitely



The president of the World Health Organization ("WHO") declared a COVID-19 pandemic

The Yellow Flag



Re:Think



Financial Foundations

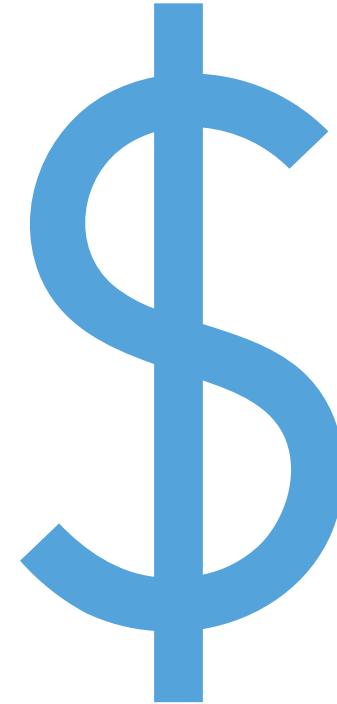
Personnel

Customers

The Future

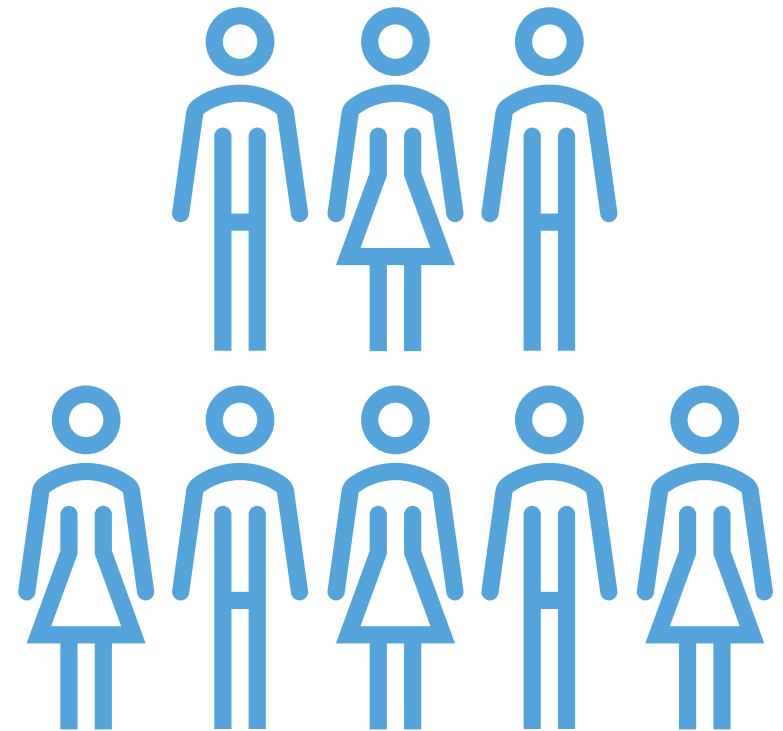
Financial Foundations

1. Protect your balance sheet
2. Develop multiple financial forecasts
3. Rethink profitability



Personnel

1. Protect your culture
2. Encourage interaction and feedback
3. Rethink your geographic footprint
4. Embrace diversity initiatives
5. Maintain employee accountability



Customers

1. Conduct an industry analysis
2. Conduct a line-of-business analysis
3. Consider account profitability
4. Implement a CRM system
5. Create frequent client touchpoints



The Future



Reagan Consulting



Tom Doran

Senior Vice President

tom@reaganconsulting.com

404-869-2534

Tom Doran has been with Reagan Consulting since its founding and is a partner of the firm. Tom's areas of expertise include merger and acquisition representation, agency valuation, ownership perpetuation planning, agency valuation enhancement and strategic planning facilitation.

Before joining Reagan Consulting, Tom was a consultant with Hales and Associates, and worked in the computer industry, both as a software developer and as a management consultant.

Tom is a regular contributor to Reagan Consulting's industry studies and is frequently published in various insurance industry publications. He also speaks on a regular basis to industry trade groups and associations on a wide variety of topics concerning the insurance distribution system.

Tom is a Certified Valuation Analyst (CVA) with an undergraduate degree in Computer Information Systems and an MBA from Georgia State University. He currently maintains the Series 63 and 79 FINRA Registrations through Reagan Securities, Inc., the affiliated FINRA-registered Broker/Dealer of Reagan Consulting, Inc.

