



2026 **WORKPLACE** **BENEFITS** CONFERENCE

Driving Growth, Evolution, and Innovation

Operations in 60 Seconds: Share Your Winning Strategy





Jason Twyman

AVP, Policyholder Services

The Standard



Tanya Lorimer

Director Workplace Benefits Operations

Principal Financial Group



Emily Strotbeck

AVP, HAS and Premium Operations

Voya Financial



Mary Trecek

Associate Research Director

LIMRA and LOMA



What is EBAC?

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The Employee Benefits Administration Committee

Investigates, studies and discusses topics relative to Group Insurance administrative processes and operational practices from pre-sale through claims for various group products and services including life, dental, disability, supplemental health, and worksite coverages.

Member Profile

- Director, Vice President level or above (consideration based on oversight and responsibilities over actual title)
- Focused on administration of voluntary, group insurance or employee benefit products
- Company is a member of LOMA

Current Chair:

- Jason Twyman, The Standard

Aflac Group Insurance	America
Allstate Benefits	Mutual of Omaha
Ameritas	Principal
Chubb/Combined*	Prudential
CompanionLife Insurance	Sagicor Life Inc
Company	Securian Financial Group
Symetra	Sun Life
Dearborn Group	The Standard
Equitable	Transamerica
MassMutual	Voya Financial
MedMutual	Unum
MetLife	
Modern Woodmen of	

*Denotes guest company

Recent Discussion Topics

- How AI is being applied within operations
- PFML – State and Federal Outlook
- “Culture”
- Communication successes and gaps
- Work environments
- Billing
- Team structures
- Customer segmentation at the time of implementation
- Claims integration advancements
- Technology Transformation





Sharing your Successes

Share Your (Operations) Success!

Share your best practices and wins. Step up to the microphone and present an operations insight, strategy, or game-changing advice — in 60 seconds or less!

How This Will Work

- Three “buckets”
 - People
 - Process
 - Technology
- Two mics at either side of the room
 - Emily and Tanya
- Mary will record
 - Name
 - Topic
- Voting will be done by show of hands

Demo by Committee members!

Let's Get Going!

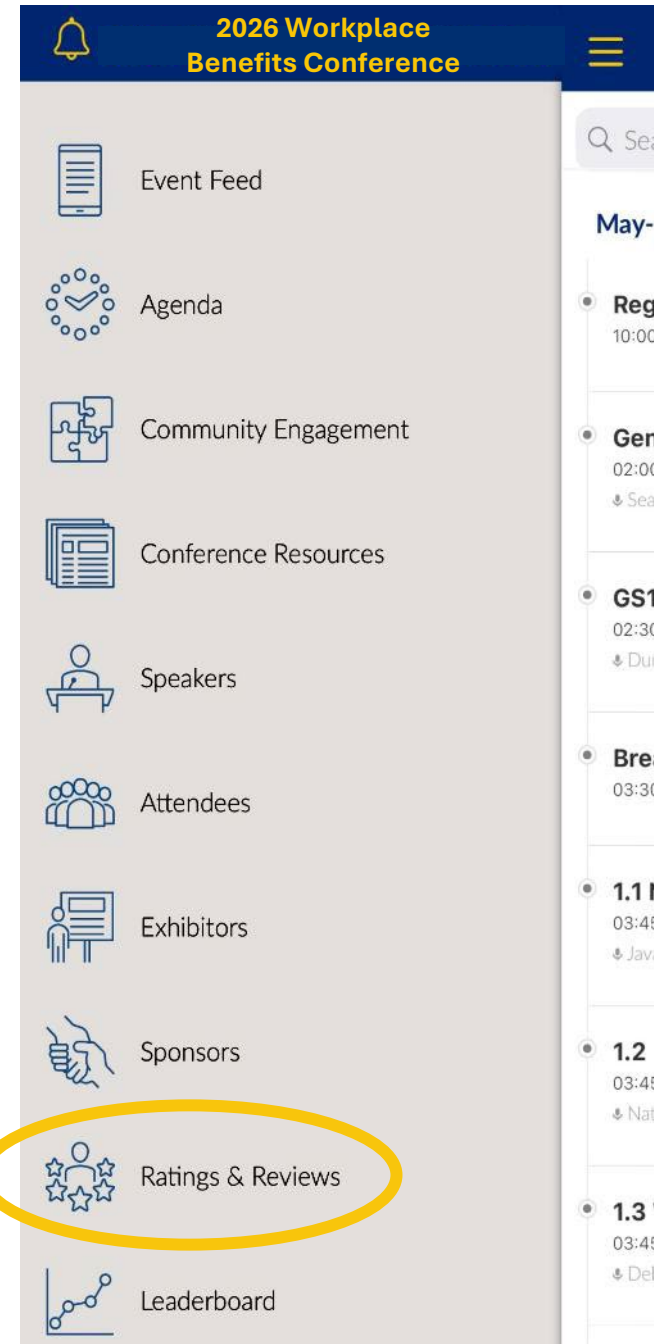
- Raise your hand
- Once you get the mic
 - Name
 - Company
 - Bucket Topic
- Timer starts once your introduction is complete!



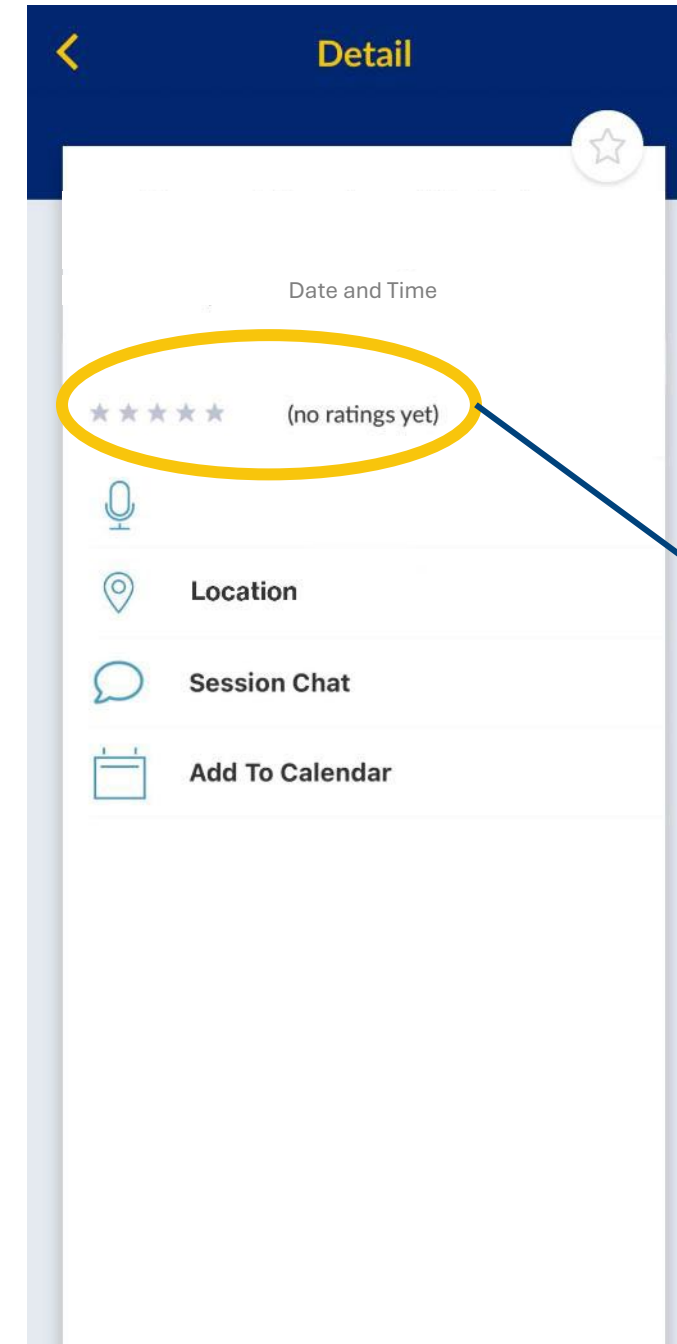
Time To Vote

We Value Your Feedback — Share It in the Conference App

Module Option



Agenda Option



Thank You



Navigate With Confidence

