

INSIGHTS FROM HM LEADERS

Q&A

WITH
**MARK
LAWRENCE**
PRESIDENT

JOINED HM:
2018

HM Insurance
Group



QUESTION 1:

WHAT IS THE BEST PIECE OF CAREER ADVICE YOU HAVE RECEIVED?

Two pieces: It's a long race, so don't spend a lot of time worrying about what's next in your career. And be really good at what's right in front of you.

QUESTION 2:

DO YOU HAVE A FAVORITE QUOTE?

When a reporter asked F. Scott Fitzgerald how he went bankrupt, he responded, "Gradually and then suddenly."

It's a good reminder to deal with problems that come up directly and quickly.

QUESTION 3:

WHAT ARE THE BIGGEST CHANGES YOU HAVE SEEN IN THE MARKET?

We are in a period of increasing frequency and severity of large claims, which is causing us to re-think a lot of traditional tools and techniques we use to manage our business.

This business is always changing – Stop Loss provides unlimited learning opportunities.

QUESTION 4:

WHAT IS YOUR FAVORITE THING ABOUT OUR COMPANY?

One thing I love about HM is how committed our whole team is to providing great service to our customers. Insurance is a hard business to love.

We provide employers with financial protection for their employee benefit plans – that hopefully they don't need, but when they do, we're there.

All of HM's 300+ people are lined up on that – that makes me proud to lead this company.

QUESTION 5:

WHAT WAS YOUR FIRST PAID JOB AND HOW OLD WERE YOU?

I started working at Foot Locker in the Lawson Heights Mall in Saskatoon, Saskatchewan, when I was 15 years old. I made \$4.25 / hour or 6% commission, whichever was higher.

QUESTION 6:

WHAT IS YOUR FAVORITE SPORTS TEAM?

My favorite sports team is the Toronto Maple Leafs. Growing up in Saskatchewan, every Saturday was Hockey Night in Canada, and the Maple Leafs were on most nights.

It has been a long painful journey – they last won the Stanley Cup in 1967, the year before I was born. But hope springs eternal.