

2019 MEMBER IMPACT REPORT

AMETROS
CELEBRATING 10 YEARS!



ABOUT AMETROS

Ametros makes healthcare easy for injured individuals and those paying for their medical needs out-of-pocket. Our mission is to help our members save money on medical expenses and save time in dealing with the complex healthcare system.

Founded in 2010 and headquartered in Wilmington, MA, Ametros' over 100 employees serve thousands of members and are committed to helping them live healthier lives.

ABOUT THIS REPORT

The following report is an annual impact review encompassing Ametros' member service and healthcare savings data. It also highlights our core values and the causes we support.

REPORTING PERIOD

This report covers Ametros activities for the 2019 calendar year.

ASSURANCE

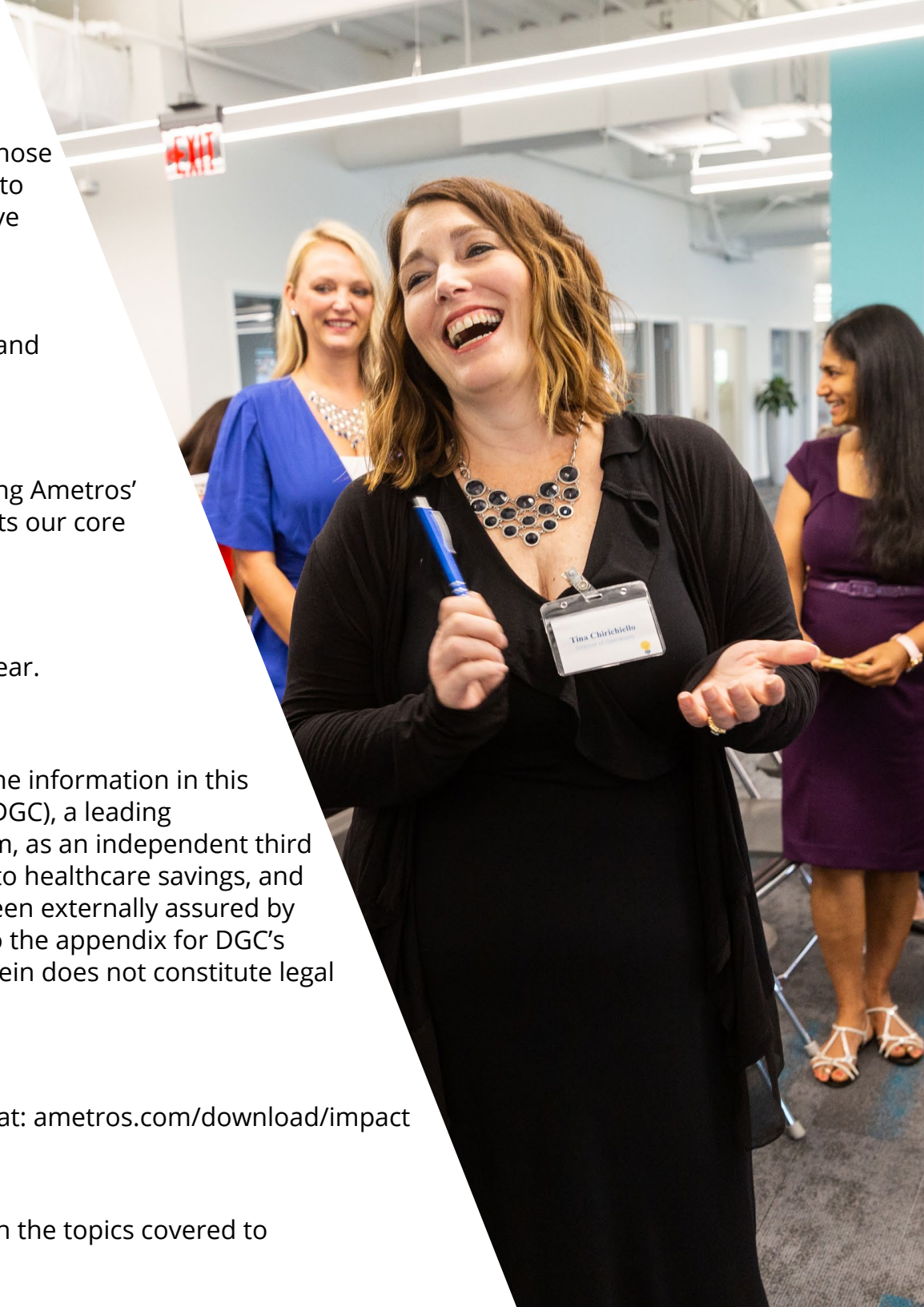
Ametros is responsible for the preparation and integrity of the information in this report. Ametros engaged DiCicco, Gulman & Company LLP (DGC), a leading independent accounting, auditing, and business advisory firm, as an independent third party CPA firm to review our calendar year activities related to healthcare savings, and service data. Any figures not footnoted with a (1) have not been externally assured by DGC and are for informational purposes only. Please refer to the appendix for DGC's independent accountant's review report. Data contained herein does not constitute legal advice or any guarantee of future performance.

ONLINE VERSION

A digital version of this report is stored on Ametros' website at: ametros.com/download/impact

CONTACT

Ametros invites readers to submit questions or comments on the topics covered to marketing@ametros.com.



HOW TO USE THIS REPORT

To Our Members and Clients,

Thank you for 10 years of putting your trust in Ametros. In the last decade we have become the industry leader in post-settlement healthcare and fund management, and continue to be passionate about helping injured individuals live happier, healthier, and more productive lives after settlement. Our members and their well-being are critical to our success, and understanding what their experience is after they settle their case helps us better provide services and support.

Often, when an individual settles their case, they have concerns about where they can turn to for assistance and how they will make the money they received last for the rest of their life. Without professional support, they are often left to navigate a complex healthcare maze with very serious injuries and future medical care needs. Many of the benefits that they could receive from our platform and services are little known to much of the insurance, law and healthcare industries.

In honor of our 10th anniversary, we compiled this report using our member's interactions with us from 2019 to offer full transparency into the many benefits we provide to our CareGuard members, as well as other insights into our member experience. This report also covers spend and savings breakdowns based on the types of treatments required, whether they be prescriptions, provider visits, or equipment orders.

We hope you find our 2019 Member Impact Report useful. It is representative of Ametros continuously setting the bar for transparency and insights in our industry. You can find out more about Ametros and our services, including helpful industry resources, on our website [ametros.com](https://www.ametros.com). We appreciate the opportunity to serve you and are committed to another decade of helping our members succeed!

Sincerely,

The Ametros Executive Team



MARQUES TORBERT
CEO



PORTER LESLIE
PRESIDENT



NICOLE SAUK
CFO

OUR VISION

Ametros was founded in 2010 with the vision of making healthcare easy for injured individuals and anyone that is paying for their medical needs out-of-pocket. Our mission is to help those individuals save money on their ongoing medical expenses, and to help them save time from dealing with the hassle of the complex healthcare system. Our company culture and team has been a key driver to the service levels delivered to our members.

OUR CORE VALUES



PASSIONATE

We're dedicated to meeting & exceeding internal & external customer expectations by making customers & their needs the primary focus



COLLABORATIVE

We recognize and champion the value of teamwork and communication.



AGILE

We display resilience & flexibility in response to setbacks and rise to meet stressful situations with energy and optimism.



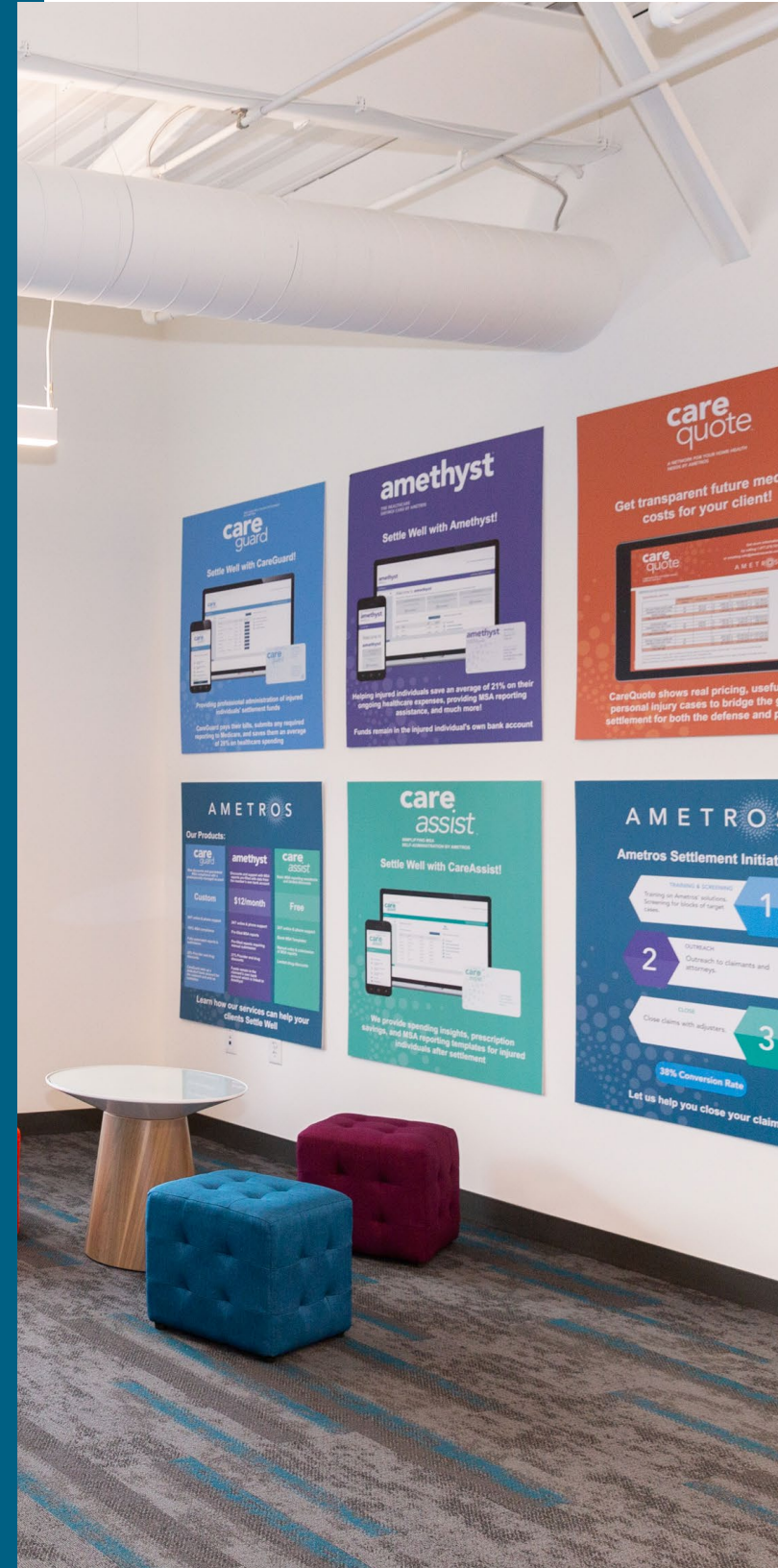
INNOVATIVE

We generate new & unique ideas by trying different and novel ways to deal with problems & opportunities. We actively seek ways to improve the quality and efficiency of our services.



COMMITTED

We're committed to achieving more, and are always looking for ways to go above and beyond to provide concierge class of service for our customers.



CAUSES WE'RE PASSIONATE ABOUT

At Ametros, we are proud to support several organizations whose missions we firmly believe align with ours.

Kids' Chance is a national organization that provides educational opportunities and scholarships for the children of workers seriously or fatally injured on the job. You can find out more about Kids' Chance at kidschance.org

The American Association of People with Disabilities is a national cross-disability rights organization that works to increase the political and economic power of people with disabilities. You can find out more about AAPD at aapd.com

The Alliance of Women in Workers' Compensation's mission is to effect positive change in the workers' compensation industry through networking, support, mentoring and collaboration. You can find out more about the Alliance of Women in Workers' Compensation at allianceofwomen.org

LEAD ORGANIZATIONS WE SUPPORT



OUR MEMBERS



We understand that while we provide services for our members, they also go through challenging times in life just like all of us.

In 2019, we made hundreds of wellness calls and sent dozens of flowers to our members going through hard times to show that we care and that they not only have a partner in their post-settlement journey, but a partner for life's tough obstacles as well.

10 YEARS OF SERVICES BUILT AROUND OUR MEMBERS

At Ametros, we know our members have gone through a difficult and confusing time already, our goal is to make their life easier after they settle their case.

We manage a wide variety of settlements, including those involving:

- Workers' Compensation
- Liability or Personal Injury
- Structured Settlements
- Lump Sums
- Medicare Set Asides
- Non-Medicare Funds

Members on our platform have cases of all sizes, with our smallest case being less than \$5,000⁽¹⁾, and our largest being over \$5 million.⁽¹⁾

We create every product or service with our members' needs in mind.



<\$5K
SMALLEST
CASE ⁽¹⁾

\$5M+
LARGEST
CASE ⁽¹⁾

\$1.6B
CASE VALUE
UNDER
MANAGEMENT ⁽¹⁾

MEMBERS IN
48
STATES ⁽¹⁾

(1) Statistic reviewed by DGC. Please refer to the appendix for DGC's independent accountant's review report.

OUR MEMBERS

"I now have a life because of Ametros, and I can't thank them enough."

- Jim Jones (Pictured right)



"Everybody is friendly and professional and they go the extra mile to help. I am very happy I signed up with them."



"I am very happy that I chose CareGuard, very helpful and professional. Thank you for everything."



"Always helpful, friendly, and quick to get the answers and service. Extremely happy!"

4.7/5

**AMETROS MEMBER
RATING***



*In Q4 2019

OUR IMPACT

One of the most frequent questions we receive is “how will my settlement money last for the rest of my life?” The savings that we provide our members extend the life of their funds, while providing all parties with more confidence in the overall settlement.

If a member does exhaust their funds in a given year, and they have a Medicare Set Aside account, we coordinate with the Centers for Medicare and Medicaid Services (CMS) to ensure CMS becomes the primary payer and provides coverage.



\$32,221,332

**DOLLARS AMETROS
MEMBERS SAVED IN
2019 ⁽¹⁾**

47%

**AVERAGE SAVINGS
PER MEMBER IN
2019 ⁽¹⁾**

<5%

**PERCENTAGE OF
ACCOUNTS THAT
EXHAUSTED IN 2019 ⁽¹⁾**

(1) Statistic reviewed by DGC. Please refer to the appendix for DGC's independent accountant's review report.

AMETROS' EXPANDING PARTNER NETWORK FOOTPRINT

At Ametros, we have a strong focus on expanding our partnership with provider and pharmacy networks to provide our members with discounts to extend their medical funds.

In 2019, our members visited 6,549⁽¹⁾ providers, 4,506⁽¹⁾ pharmacies, and utilized 737⁽¹⁾ different Durable Medical Equipment (DME) providers, which is only a fraction of the overall network available to them. While we do our best to provide access to the most expansive network by working with our network partners, our members are free at any time to go to any pharmacy or provider in the country, whether they are in-network or out-of-network.

Our team consistently contacts providers and pharmacies that are not already part of the network to negotiate discounts on behalf of our members.

Our members can seek treatment at over 700,000 providers, use over 65,000 pharmacies, and access over 100,000 DME providers that are within the network.

We are focused on advancing our technology and training our team to be experts at reviewing bills, to identify areas to provide further savings to our members.

AMETROS' PARTNER NETWORK

PROVIDERS
700,000+

Number of available providers in Ametros' partner networks.

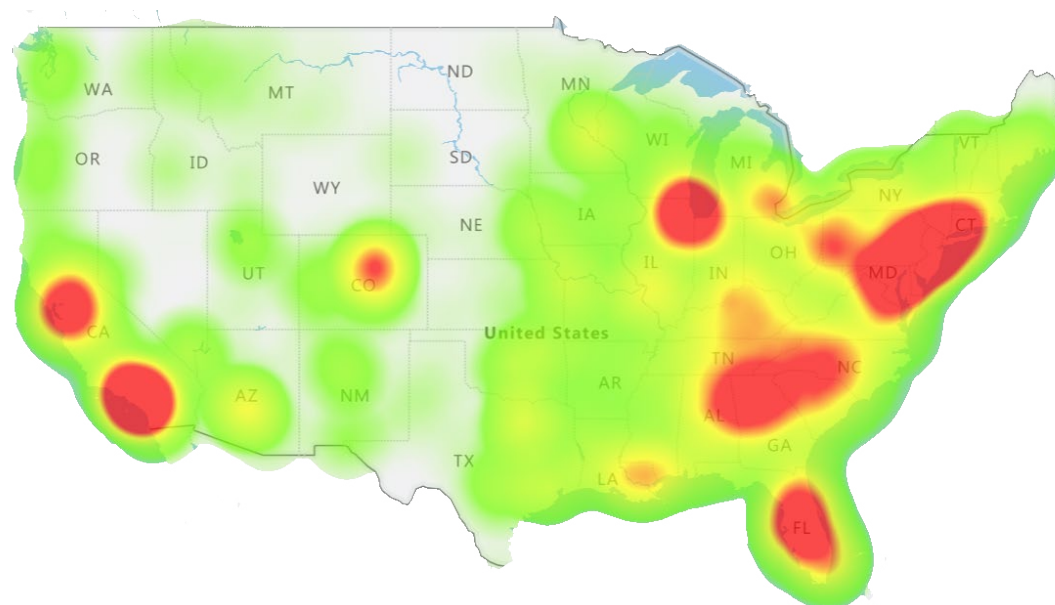
PHARMACIES
65,000+

Number of pharmacies in Ametros' partner networks.

DME
100,000+

Number of DME providers our members have access to through Ametros' partner networks.

HEATMAP OF TREATMENT LOCATIONS



(1) Statistic reviewed by DGC. Please refer to the appendix for DGC's independent accountant's review report.

PROVIDER VISITS: SAVINGS FOR OUR MEMBERS

Ametros' partner networks of providers allows members to save on their treatment when they visit a doctor or specialist. On average, members saved 55.2%⁽¹⁾ on their provider visits in 2019. Ametros reviews every bill sent in by providers, searching for areas a member can save. Ametros then runs the bill through a network, where possible, to uncover further savings.

While a large insurance company has tools in place to reduce bills, these savings can be difficult or near impossible to achieve for an individual on his or her own. An example of how these savings were achieved is below.

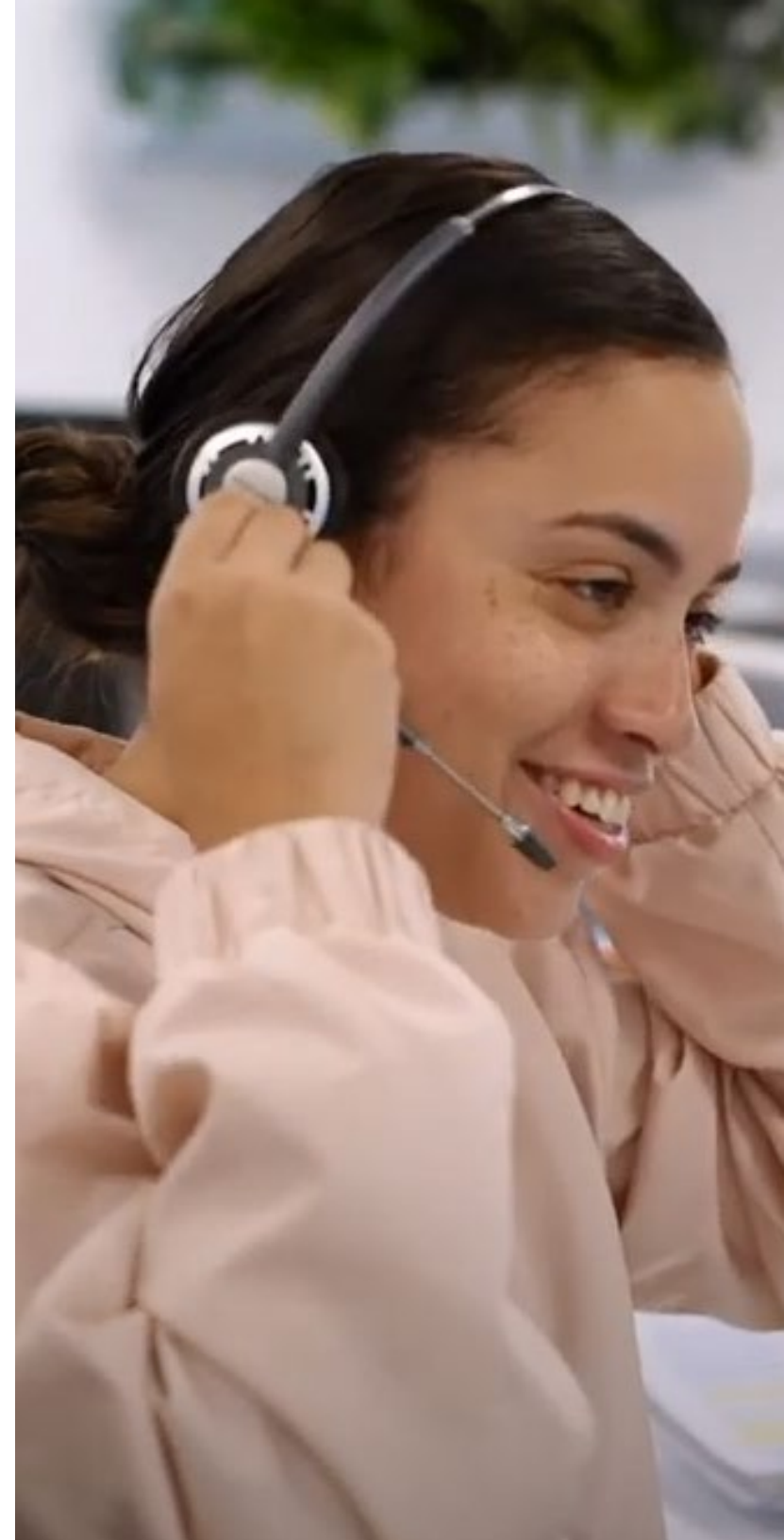
AVERAGE SAVINGS

55.2%⁽¹⁾

SAVINGS EXAMPLE

TYPICAL PROCEDURE BILLED AT	\$2,887
AMETROS BILL REVIEW AND NETWORK DISCOUNTS	\$1,582
<hr/>	
TOTAL AMOUNT PAID BY AMETROS MEMBER	\$1,305
TOTAL SAVINGS	55%

(1) Statistic reviewed by DGC. Please refer to the appendix for DGC's independent accountant's review report.



PRESCRIPTIONS: SAVINGS FOR OUR MEMBERS

Ametros’ partner network of pharmacies also allows members to save on their prescriptions. On average, members saved 27.6%⁽¹⁾ on their prescriptions in 2019. When a member visits the pharmacy and presents their CareGuard card, they often gain access to our network discounts, which are always the lower of the usual and customary price the pharmacy would charge or better. An example of how Ametros members save on their prescriptions is below.

AVERAGE SAVINGS

27.6%⁽¹⁾

SAVINGS EXAMPLE

TYPICAL PRESCRIPTION FILL, USUAL AND CUSTOMARY PRICE AT THE PHARMACY	\$203
AMETROS NETWORK DISCOUNTS	\$67
<hr/>	
TOTAL AMOUNT PAID BY AMETROS MEMBER	\$136
TOTAL SAVINGS	33%

(1) Statistic reviewed by DGC. Please refer to the appendix for DGC’s independent accountant’s review report.



DURABLE MEDICAL EQUIPMENT: SAVINGS FOR OUR MEMBERS

Ametros’ partner network for Durable Medical Equipment (DME) has allowed members to save on equipment such as wheelchairs, catheters, and walkers. On average, Ametros members saved 41%⁽¹⁾ on their DME needs. Through our partners, Ametros members are able to save on the items they need. An example of these savings in action is below.

AVERAGE SAVINGS

41%⁽¹⁾

SAVINGS EXAMPLE

TYPICAL DURABLE MEDICAL EQUIPMENT
ITEM

\$171.54

AMETROS NETWORK DISCOUNTS

\$118.10

TOTAL AMOUNT PAID BY AMETROS MEMBER

\$53.44

TOTAL SAVINGS

69%

(1) Statistic reviewed by DGC. Please refer to the appendix for DGC’s independent accountant’s review report.



AMETROS' TURNAROUND TIMES

At Ametros, we want to ensure we are responsive to our members, clients and partners, and we hold ourselves to high standards to ensure we are responding quickly to incoming calls or inquiries. In 2019, we handled over 75,000 calls from our members. Our teams have monthly goals surrounding turnaround times so we can get people the answers that they need, fast.

MEMBER RESPONSE

**64
SECONDS**

Our average speed of answer (ASA) for our members by phone was just over one minute

PRE-SETTLEMENT INQUIRIES

**50
SECONDS** ⁽¹⁾

Online inquiries were responded to in 50 seconds through online chat

CLAIM PROCESSING

PRESCRIPTIONS

99%

of prescriptions are processed in 1 hour. The majority of prescriptions are processed without the need for team authorization by leveraging our proprietary adjudication rules engine.

PROVIDERS

**12.6
DAYS** ⁽¹⁾

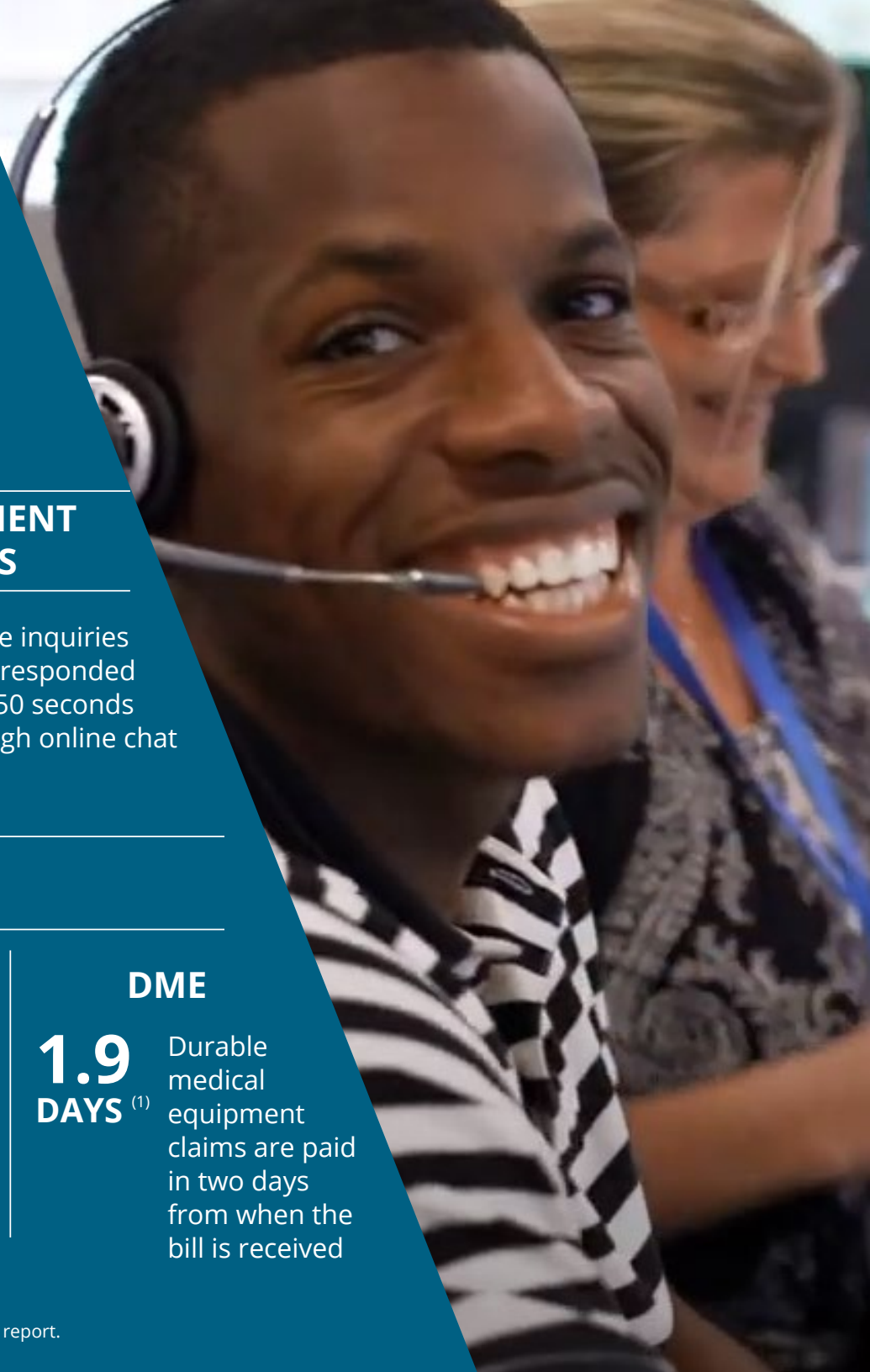
All provider bills are paid within two weeks on average

DME

**1.9
DAYS** ⁽¹⁾

Durable medical equipment claims are paid in two days from when the bill is received

(1) Statistic reviewed by DGC. Please refer to the appendix for DGC's independent accountant's review report.



INTERNAL QUALITY INITIATIVES

In 2019, Ametros put a strong focus on continuously improving our systems and training to provide a best-in-class experience for our members. We implemented several processes and technologies to ensure we are receiving critical feedback from our members on how we are doing, and what we can do better.

QUALITY MONITORING

In Q4 of 2019, we implemented internal quality monitoring for our Member Care team. Each month, we have training specialists audit customer phone calls to identify areas for additional training within the team, and assigning scores to each team member.

PHONE SYSTEM UPGRADE

Throughout the course of the year, we upgraded our phone system, including our reporting and metrics, to more accurately monitor hold times, and make improvements based on that data.

CALL SURVEYS

We implemented post-call surveys for our members in the last quarter of 2019, allowing members to rate their experience after calling in to our team, and to let us know if they were satisfied with the resolution of any issues. We are already witnessing incredible results in 2020 and can't wait to report on those scores next year!

NEW SYSTEM & CASE TRACKING

In the latter half of 2019, our Member Care team transitioned to a new system, allowing for better tracking and follow up on any issues members reported through case tracking.



AMETROS' TECHNOLOGY

While we have ensured our member servicing on the phone and with case tracking is done seamlessly and at the highest quality, Ametros has invested significantly in the past few years to continuously improve our technology and accessibility for our members. Our goal is to provide full visibility and transparency for our members, giving them a variety of ways to connect with our team.

CAREGUARD MOBILE APP

In 2019, Ametros launched the first-of-its-kind secure mobile application, so members could manage their settlement funds on-the-go.

CAREGUARD MEMBER PORTAL

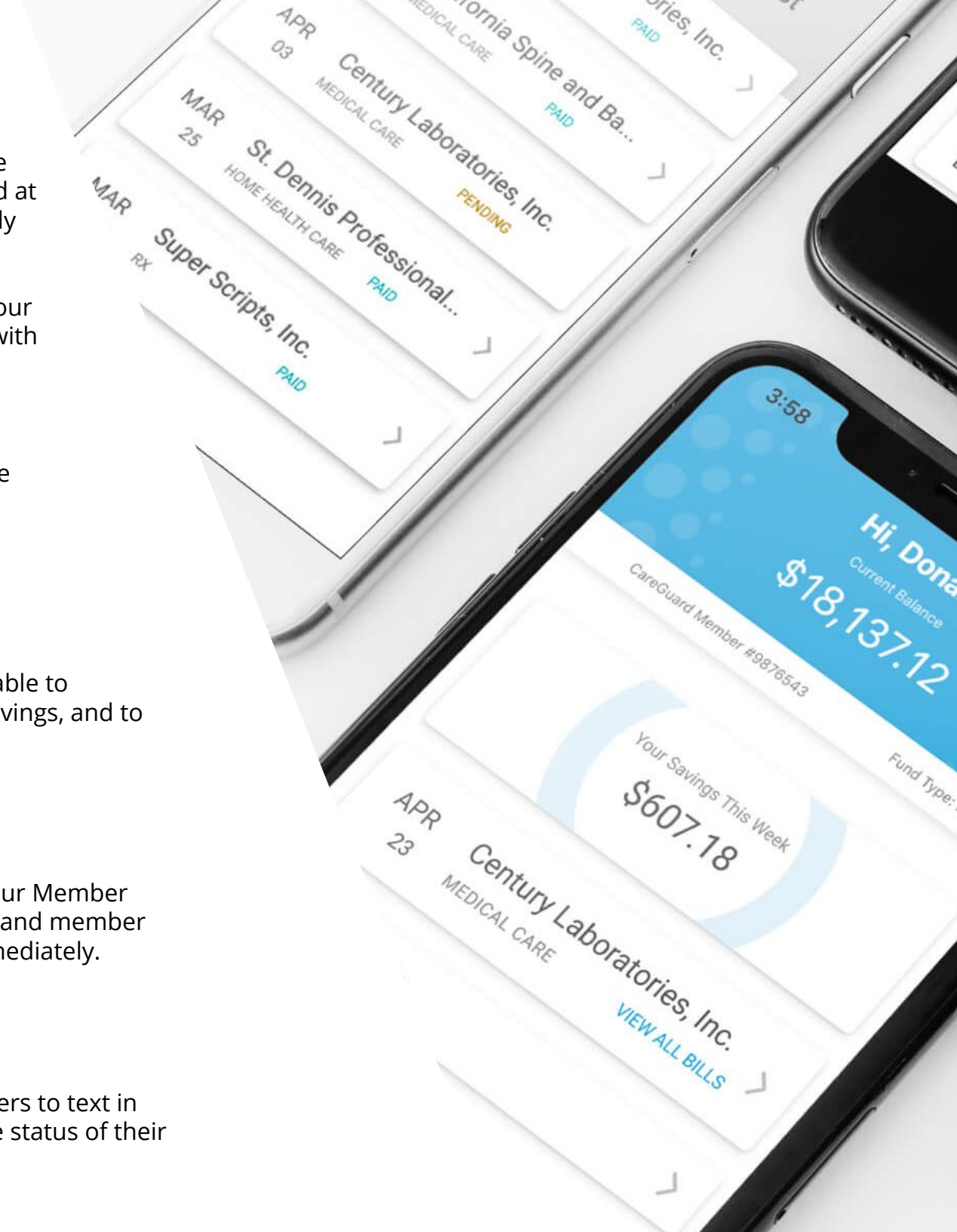
Ametros also has a secure online portal that is available to members 24/7 to give them full visibility into bills, savings, and to view their monthly statements online.

ONLINE CHAT

Ametros also allows members to chat directly with our Member Care team through online chat through our website and member portal so they can get their questions answered immediately.

TEXTING

Texting capabilities are coming soon to allow members to text in to Ametros with questions, concerns, or to check the status of their accounts.



AMETROS SECURITY



INDEPENDENT AUDITS

Ametros works with independent third parties to conduct penetration tests of its systems.

Independent third parties also test our personal health information controls, complete financial and policy audits, and provide trainings for Ametros.

AMETROS REGULATORY COUNCIL

Given the important interaction that professional administration, workers' compensation, and Medicare Secondary Payer industries have with healthcare, data security, banking, insurance and other regulatory sectors, Ametros believes that there should be considerable oversight and resources for our company as well as the broader industry.

In 2019, Ametros launched a Regulatory Advisory Council to uphold the highest standard of compliance in our industry, with the goal of being continually aware and informed on regulatory changes that could impact our clients, partners and members. Find out more about the Regulatory Advisory Council [here](#).

INFORMATION SECURITY

Ametros is the largest administrator in the country and takes its responsibility to maintain the security of its referral partners, clients and members seriously.

Ametros complies with industry best practices, including being HIPAA and PCI compliant and complying with state regulations for handling of personal information.

All of the sensitive data Ametros handles is hosted in secure co-located facilities, and we can provide their SOC-1 (SSAE16) or SOC-2 reports as requested. We enforce security protocols involving encryptions and secure file retention systems. You can read more about our security measures [here](#).

2020 VISION

Over the past nine years, Ametros has grown from a small team of entrepreneurs working out of a shared office space into the national leader in professional administration with over 100 employees.

Our passion is to take care of our members and, headed into our tenth year of operations, our vision for 2020 is now even clearer.

Finding innovative ways to provide Transparency, Savings, Coordination of Care, and Medicare Compliance to our members will remain our core focus. Improving their healthcare journey will improve their lives and ensure our mutual success.

This is our first annual Member Impact report and we plan to institute this report annually in order to memorialize the experience of our member base and show our improvements as we work toward realizing our mission of taking care of our members.

2019 Awards

In 2019, Ametros won several awards for our growth, our leadership, and for being one of the Best Places to Work.



DISCLAIMER

Please be advised this information and materials on this website or in our marketing materials are presented for educational, general reference and informational purposes only.

The statistics shown here are averages, and are not representative of every experience. Your actual savings and discounts may be more or less than what is shown here. Your turnaround or wait time may also be more or less than what is shown in this report.

They are not intended to serve as legal or other advice. They are not intended to be a full and exhaustive explanation in any area and they should not be used to replace the advice of your own legal counsel.

Nothing on the Website should be construed as legal advice. Ametros makes no representation or warranty that the content is accurate, complete or current for any specific or particular purpose or application. For more information please refer to our [Terms & Conditions and Disclaimer page](#).

The following pages contain the official review conducted by independent accounting firm, DiCicco, Gulman & Company LLP of the information included in this report. Any statistics not included in the following exhibits were not reviewed.

The following pages are the independent work product of DiCicco, Gulman & Company LLP.



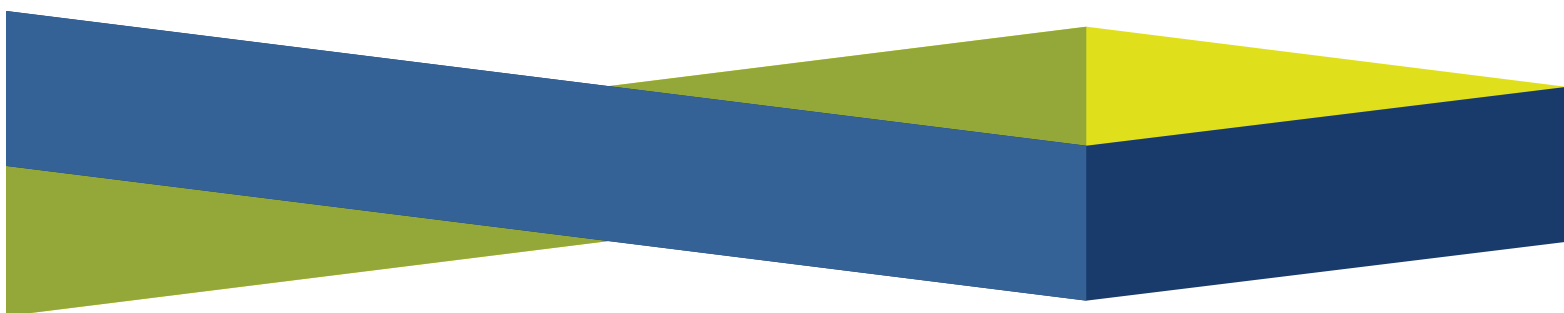
APPENDIX



AMETROS FINANCIAL CORPORATION

CONSOLIDATED SCHEDULE OF CERTAIN STATISTICS
TOGETHER WITH INDEPENDENT ACCOUNTANT'S REVIEW REPORT

DECEMBER 31, 2019



AMETROS FINANCIAL CORPORATION
CONSOLIDATED SCHEDULE OF CERTAIN STATISTICS
DECEMBER 31, 2019

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Independent Accountant's Review Report

To the Board of Directors
Ametros Financial Corporation

We have reviewed the accompanying Consolidated Schedule of Certain Statistics of Ametros Financial Corporation (the "Company") for the year ended December 31, 2019. The Company's management is responsible for presenting the Consolidated Schedule of Certain Statistics based on the definitions of the Certain Statistics, as set forth in Note 2. Our responsibility is to express a conclusion on the Consolidated Schedule of Certain Statistics based on our review.

Our review was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. Those standards require that we plan and perform the review to obtain limited assurance about whether any material modifications should be made to the Consolidated Schedule of Certain Statistics in order for it to be in accordance with the criteria. A review is substantially less in scope than an examination, the objective of which is to obtain reasonable assurance about whether the Consolidated Schedule of Certain Statistics is in accordance with the criteria, in all material respects, in order to express an opinion. Accordingly, we do not express such an opinion. We believe that our review provides a reasonable basis for our conclusion.

Based on our review, we are not aware of any material modifications that should be made to the accompanying Consolidated Schedule of Certain Statistics, in order for it to be in accordance with the definitions of the Certain Statistics set forth in Note 2.

Di Cicco, Gulman & Company LLP

Boston, Massachusetts
August 25, 2020

AMETROS FINANCIAL CORPORATION

CONSOLIDATED SCHEDULE OF CERTAIN STATISTICS

December 31, 2019

Smallest Member Case	<\$5,000
Largest Member Case	>\$5,000,000
Member Case Value Under Management (rounded to nearest hundred million)	\$ 1,600,000,000
Number of States Members Reside In	48
Dollar Value Ametros Members Saved	\$ 32,221,332
Average Savings per Member (%)	47.0%
Percentage of Member Accounts Exhausted	<5%
Number of Ametros Network PPO's Visited by Members	6,549
Number of Ametros Network Pharmacies Utilized by Members	4,506
Number of Ametros Network DME Providers Utilized by Members	737
Average Member PPO Visit Savings (%)	55.2%
Average Member Prescription Savings (%)	27.6%
Average Member DME Savings (%)	41.0%
Average Online Pre-Settlement Inquiry Response Time*	50 seconds
Average Member PPO Bill Processing Time*	12.6 days
Average Member DME Processing Time*	1.9 days

*These averages are calculated using data from October 1, 2019 to December 31, 2019

The accompanying notes are an integral part of the consolidated schedule of certain statistics.

AMETROS FINANCIAL CORPORATION

NOTES TO CONSOLIDATED SCHEDULE OF CERTAIN STATISTICS

Note 1 - Nature of Operations

Basis of Presentation

The accompanying Consolidated Schedule of Certain Statistics (the “Schedule”) of Ametros Financial Corporation and its wholly-owned subsidiary Ametros Claims Management, LLC (collectively, “Ametros” or the “Company”). The Schedule has been prepared from the Company’s 2019 transactions based on the definitions of Certain Statistics as further described in Note 2.

Description of Business

Ametros Financial Corporation was incorporated in the state of Delaware on August 26, 2010. The Company provides a post-settlement medical management platform and Medicare Secondary Payer (“MSP”) compliance solution to insurance carriers, attorneys, self-insured employers and third-party administrators (collectively the “Clients”) located throughout the United States of America primarily through its professional administration product CareGuard. Upon becoming a Company member (the “Member”), injured parties gain access to discounts through the Company’s medical network (the “Ametros Network”) for their injury related treatments through CareGuard. The Members receive mandatory reporting assistance to maintain compliance with the Centers for Medicare and Medicaid Services (“CMS”). The Ametros Network consists of preferred provider organizations (PPO), durable medical equipment and skilled nursing providers (DME), pharmacy benefits administrators (PBA), and pharmacy benefits managers (PBM). Access to the Ametros Network allows Members to receive discounts on medication, provider treatment, durable medical equipment and skilled nursing that may otherwise be unavailable to them on a self-pay basis. The Company’s post-settlement administration services reach beyond MSP compliance to include the administration of non-Medicare custodial plans resulting from a Worker’s Compensation injury, no-fault accident, or medical malpractice.

On March 22, 2017, the Company formed a wholly-owned subsidiary, Ametros Claims Management, LLC. The purpose of Ametros Claims Management, LLC is to provide PBA and PPO network services to its Members.

Note 2 - Definitions of Certain Statistics

Smallest Member Case

During the year ended December 31, 2019, this is the case with the lowest total case size value of all active Members on the platform.

Largest Member Case

During the year ended December 31, 2019, this is the case with the largest total case size value of all active Members on the platform.

Member Case Value Under Management

This is the value of the total case size for all active members on the platform as of December 31, 2019.

AMETROS FINANCIAL CORPORATION

NOTES TO CONSOLIDATED SCHEDULE OF CERTAIN STATISTICS

Note 2 - Definitions of Certain Statistics (Continued)

Number of States Members Reside In

This statistic represents the number of states in the United States of America in which Members reside in as of December 31, 2019.

Dollar Value Ametros Members Saved

The total amount of paid Member claims divided by the original billed amount of those claims. Savings come from bill review, provider network discounts, and bill auditing.

Average Savings Per Member (%)

The Dollar Value Ametros Members Saved divided by the number of Members who paid at least one claim from their Ametros account during the year.

Percentage of Member Accounts Exhausted

The number of members who received one or more depletion letters in 2019 divided by the number of members as of December 31, 2019.

Number of Ametros Network PPO's Visited by Members

The number of distinct Ametros Network PPO's that Ametros paid a Member claim for during the year ended December 31, 2019.

Number of Ametros Network Pharmacies Utilized by Members

The number of distinct Ametros Network Pharmacies that Ametros paid a Member claim for during the year ended December 31, 2019.

Number of Ametros Network DME Providers Utilized by Members

The number of distinct Ametros Network DME Providers that Ametros paid a Member claim for during the year ended December 31, 2019.

Average Member PPO Visit Savings (%)

The average of the difference between the final paid amount and the billed amounts of all Member claims paid during the year ended December 31, 2019.

Average Member Prescription Savings (%)

The average of the difference between the final paid amount and the usual and customary amount of all Member prescriptions paid during the year ended December 31, 2019.

Average Member DME Savings (%)

The average of the difference between the final paid amount and the billed amounts of all Member DME claims paid during the year ended December 31, 2019.

AMETROS FINANCIAL CORPORATION

NOTES TO CONSOLIDATED SCHEDULE OF CERTAIN STATISTICS

Note 2 - Definitions of Certain Statistics (Continued)

Average Online Pre-Settlement Inquiry Response Time

This represents the time to respond to prospective clients and Members that utilize the online chat feature. This is determined by calculating the average difference between the chat start time and chat first response time for all chats during the period October 1, 2019 through December 31, 2019.

Average Member PPO Bill Processing Time

This represents the time it takes to receive, review and process payment for an Ametros Network PPO bill. This is determined by calculating the average difference between the date the bill is received and the date the bill is paid for all CMS-1500 and UB04 Member bills during the period October 1, 2019 through December 31, 2019.

Average Member DME Bill Processing Time

This represents the time it takes to process Member DME bills received through the Ametros Network. This is determined by calculating the average difference between the received date and the paid date for DME claims made during the period October 1, 2019 through December 31, 2019.