

Sue Klein

FCAS, MAAA

Actuary



CURRENT RESPONSIBILITY

Sue is a consulting actuary with the Property and Casualty practice in Milliman's San Francisco office. She joined the firm in 2017.

EXPERIENCE

Sue's areas of expertise include:

- Personal lines auto and homeowners ratemaking, including profitability reviews, rating plan development and analysis, competitor comparisons and product development
- Ratemaking for BOP and other commercial lines, including profitability reviews and rating plan development and analysis
- Commercial lines reserving
- Preparing and reviewing rate and rule filings, including addressing numerous state insurance department inquiries both written and in person
- Design and development of rating plans for operational effectiveness, including minimizing IT costs; improving customer experience and policy administration process; reflecting agency and underwriting concerns; and conducting successful marketing campaigns
- Effective translation of predictive analytics and actuarial work products into easily understandable terms and concepts
- Project management, including large scale initiatives

Prior to joining Milliman, Sue was an AVP and actuary with CNA Insurance in Chicago, Illinois. Before that, Sue was a pricing manager at Allstate Insurance Company in Northbrook, Illinois, focusing on Auto and Homeowners pricing and product development.

PROFESSIONAL DESIGNATIONS

- Fellow, Casualty Actuarial Society
- Member, American Academy of Actuaries

PROFESSIONAL COMMITTEES

- Vice Chairperson, CAS Examination Committee
- Former member, Michigan Catastrophic Claims Association (MCCA)

EDUCATION

BS, Mathematics – Probability and Statistics, Northern Illinois University

