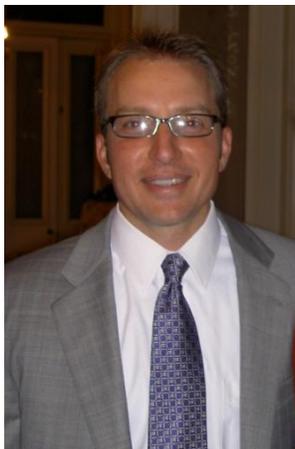


Panel 1

Is the Cooperative Financial System Still Relevant?



Dorian Stone
Principal
McKinsey & Company

Dorian Stone is a Principal in McKinsey & Company's San Francisco Office. Dorian is a leader in our North American insurance practice. He also leads the Firm's efforts on customer experience research in consumer financial services and insurance, and leads the Firm's NA Customer Experience Roundtable across industries.

Dorian's business strategy and related top-team work includes:

- Developing a comprehensive 5-year business unit strategy, roadmap and initial pilots for a major insurer's \$6 billion small business line in North America
- Leading a series of 5-year aspiration and growth strategy workshops for the top 10 executives leading a California insurer's \$5 billion property and casualty business
- Creating a 5-year customer experience strategy, roadmap, and near-term initiatives for a major regional \$7 billion multi-line insurer – including early implementation
- Developing a 7 year customer vision and customer experience strategy for a leading Canadian insurer with a workshop-driven senior team approach
- Creating a holistic turnaround strategy for a top 3 leading multi-line personal and commercial insurer in Latin America

Prior to McKinsey, Dorian served in the Peace Corps as a Small Business Volunteer, and then Small Business Program Director, in the Republic of Panama. Prior to that, he spent 3 years building a managed-care purchasing pool and third-party administration business for the California Credit Union League in partnership with Blue Shield of California, Kaiser Permanente, Delta Dental and other insurers.

Dorian received his MBA from Wharton and a MA from the University of Pennsylvania. Dorian grew up in Santa Barbara and now resides in San Francisco, California.