



Susan Ghalili

Senior Vice President and Chief Underwriter

Life Insurance Division

Pacific Life Insurance Company

EDUCATION

National University

B.A., English

BUSINESS HISTORY

Ms. Ghalili is senior vice president and chief underwriter of the Life Insurance Division. In her role, she leads the division's underwriting organization, driving leading-edge strategies and innovation, and is responsible for the organization's customer journey initiatives.

Prior to joining Pacific Life in 2022, Ms. Ghalili was with John Hancock Financial where she served in senior underwriting roles throughout her 24-year career, most recently as vice president of Underwriting Transformation and chief underwriter where she was responsible for managing all aspects of the underwriting operations and risk management to include managing impacts to mortality and morbidity results. She was also responsible for executing ongoing research and development strategies, and innovation to further position the organization's underwriting as an industry leader. Ms. Ghalili previously spent 17 successful years at Sun Life Canada, U.S. division.

GENERAL

Fellow of the Academy of Life Underwriting (FALU)

Fellow of Life Management (FLMI)

Chartered Life Underwriter (CLU)

Member of the ACLI Risk Committee

Served on the Medical Information Bureau Advisory Committee