



INSURETECH CONNECT 2016

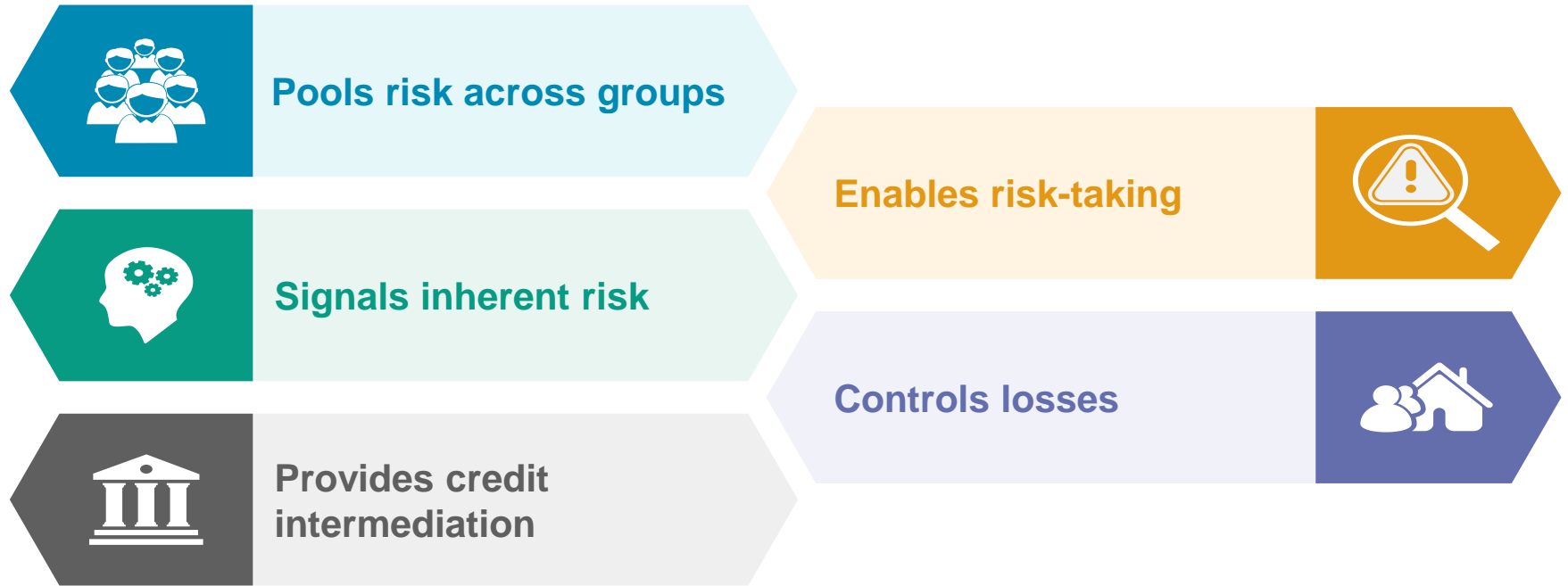
NEW PARADIGMS IN INSURANCE

OLIVER WYMAN PRESENTATION

#ITC2016

PRESENTED BY
 OLIVER WYMAN

Insurance plays a vital role in society



The world is changing



COLLISION OF TRENDS

New paradigms

For delivering peace of mind
in a tailored and efficient way



From:
**Opaque risk/cash
transfer**

To:
**A more holistic
value chain of risk**

- Better understanding
- True recovery aid



From:
Laggard

To:
**Front-runner in
technology and
socio-economic change**

- An information business
- A people business



From:
Owning

To:
**Orchestrating the
value chain**

- Strategic control points
- True profit pools



From:
Numbers

To:
**Customer
empathy**

- From push to pull
- Not just about money

In order to get there, we need to reimagine the value chain



Deconstruct

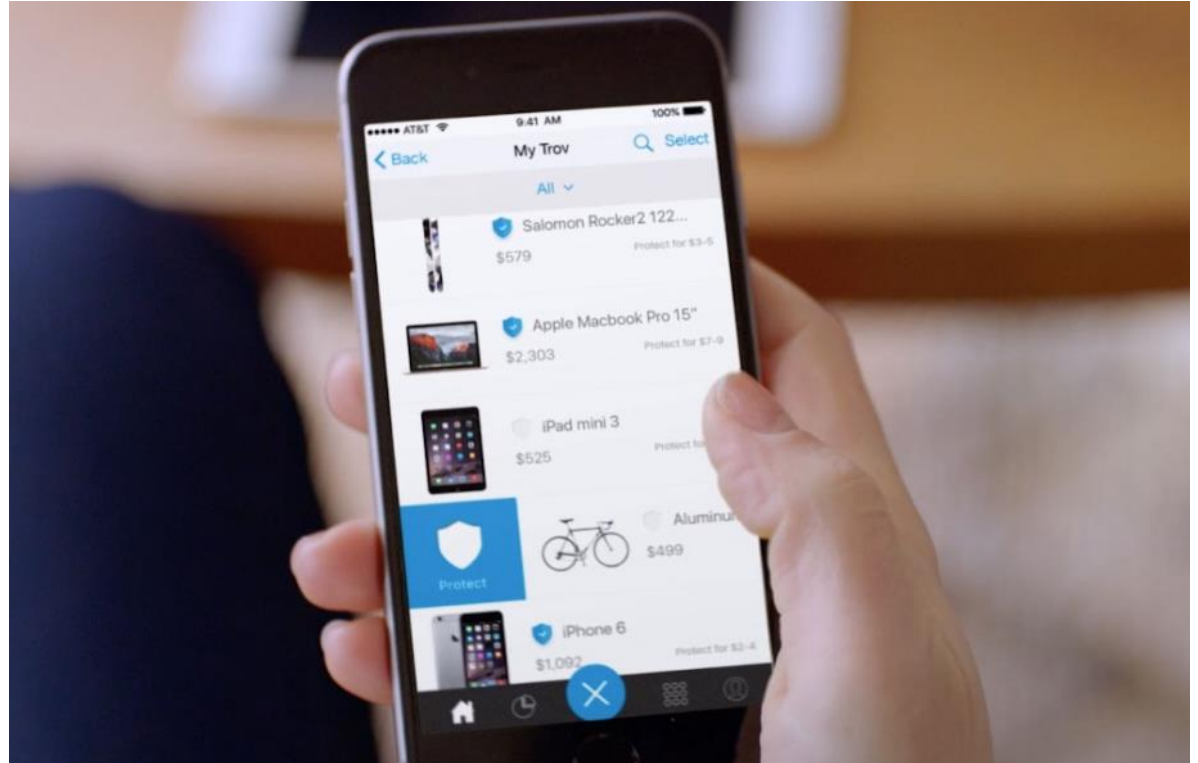
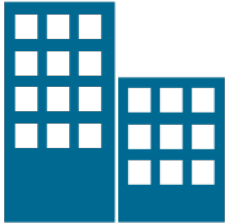
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Reconstruct

Traditional labels
“insurer”, “broker”,
“wholesaler”, “reinsurer”
no longer apply

Insurance-in-an-app

How do I relate to 21st century customers?

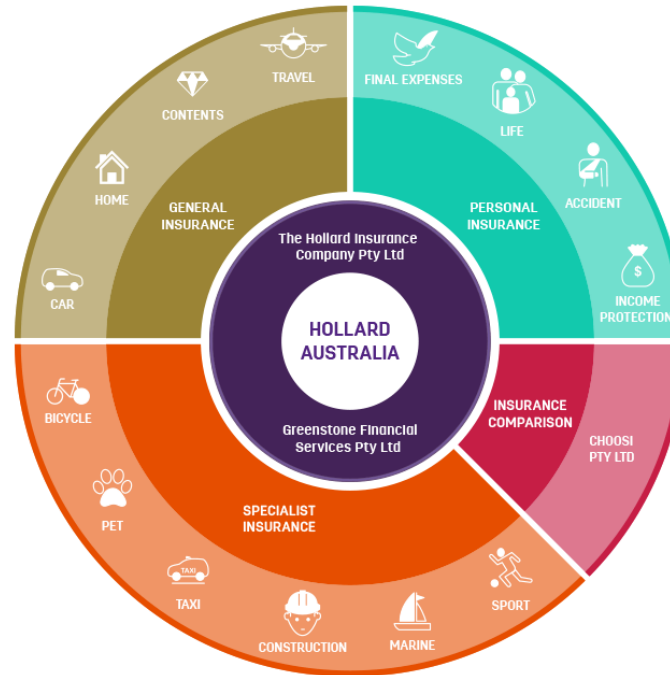
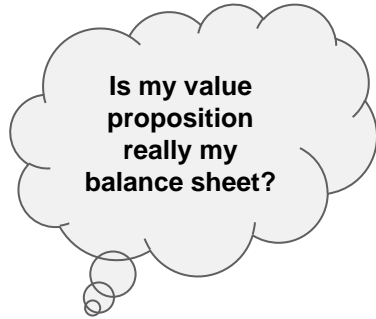


P2P insurance – the new mutual

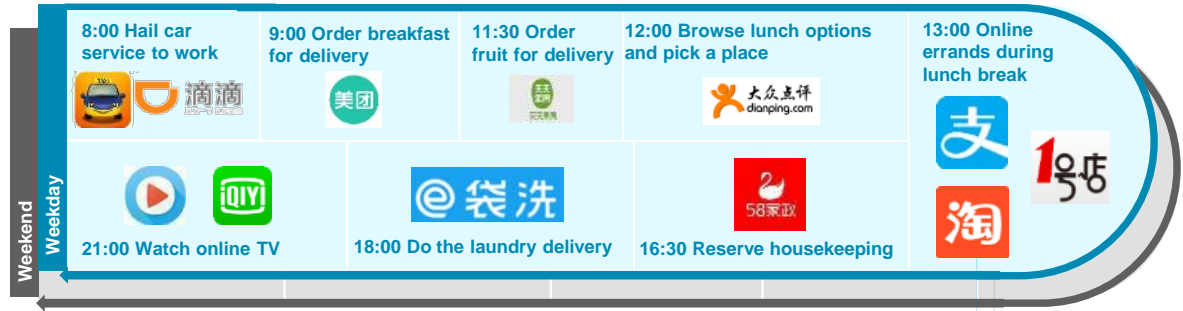
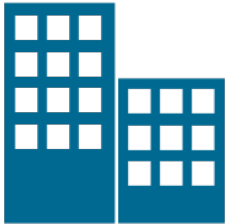
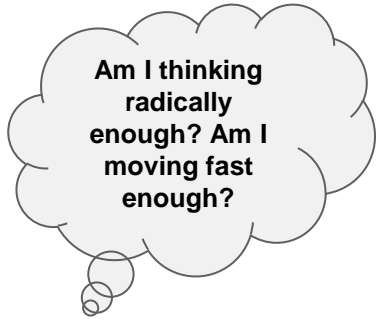


Virtual insurer – full service but no balance sheet



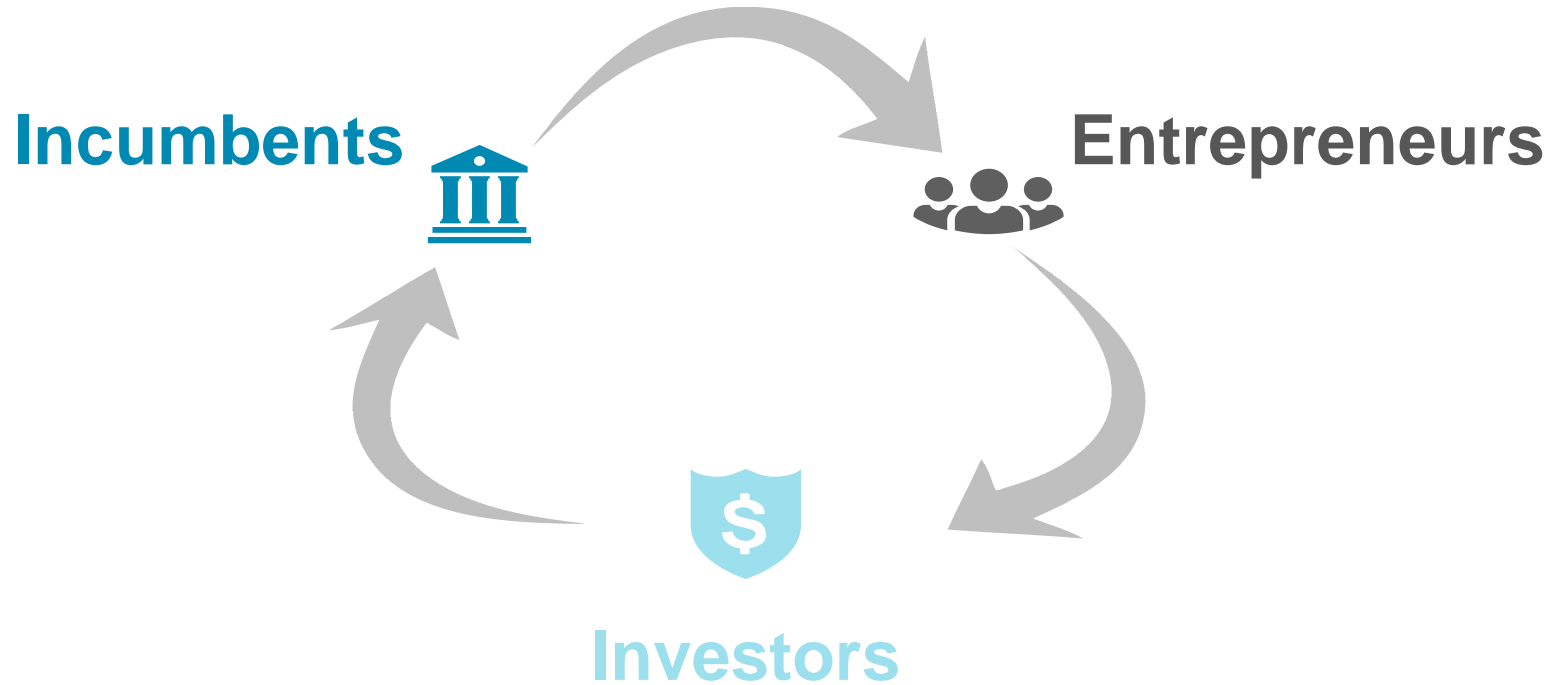
Plugging into the online ecosystem – China InsureTech



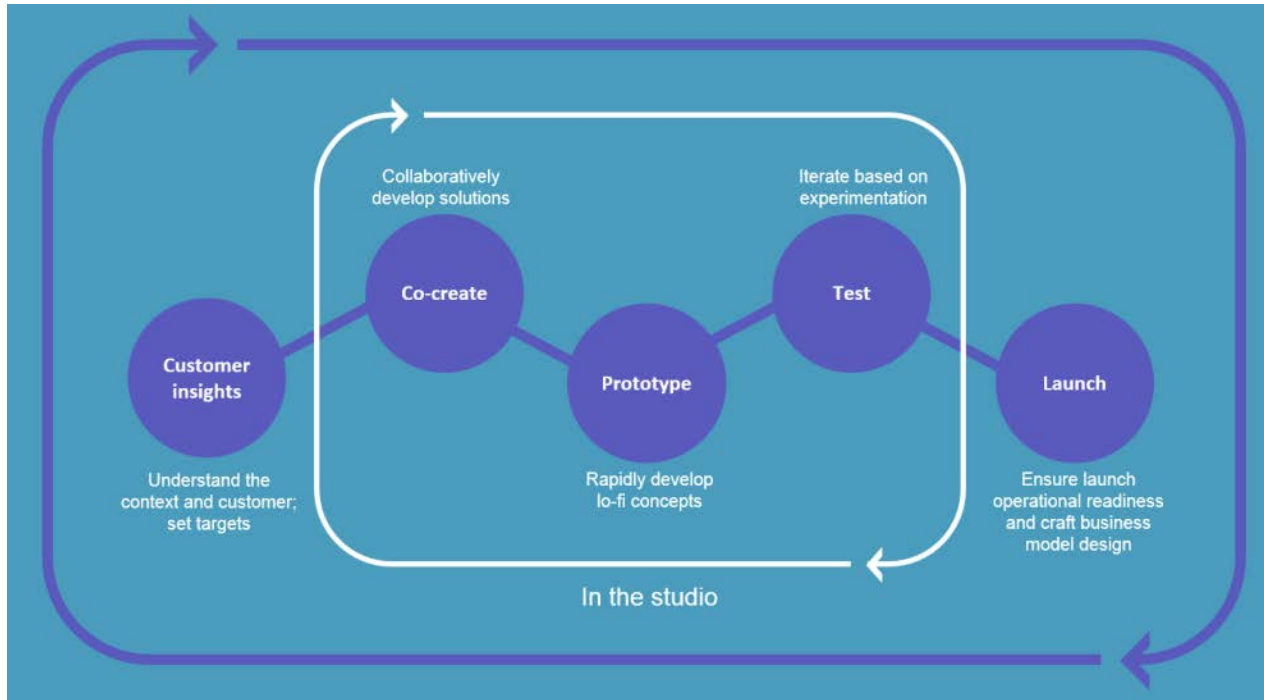
Laser-like focus on three basic principles is key for value creation

- 1 Creation of a hassle-free customer experience**
- 2 Elimination of inefficient cost structures**
- 3 Offerings that truly provide “peace of mind”**

Need for collaboration and partnerships



Getting started on innovation: One approach



 **OLIVER WYMAN**
STUDIO
MODEL

Why we are at InsureTech **Connect**?



Entrepreneurs: Race to materiality



Investors: Outsized returns



Incumbents: Onboard future capabilities in a flexible way

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