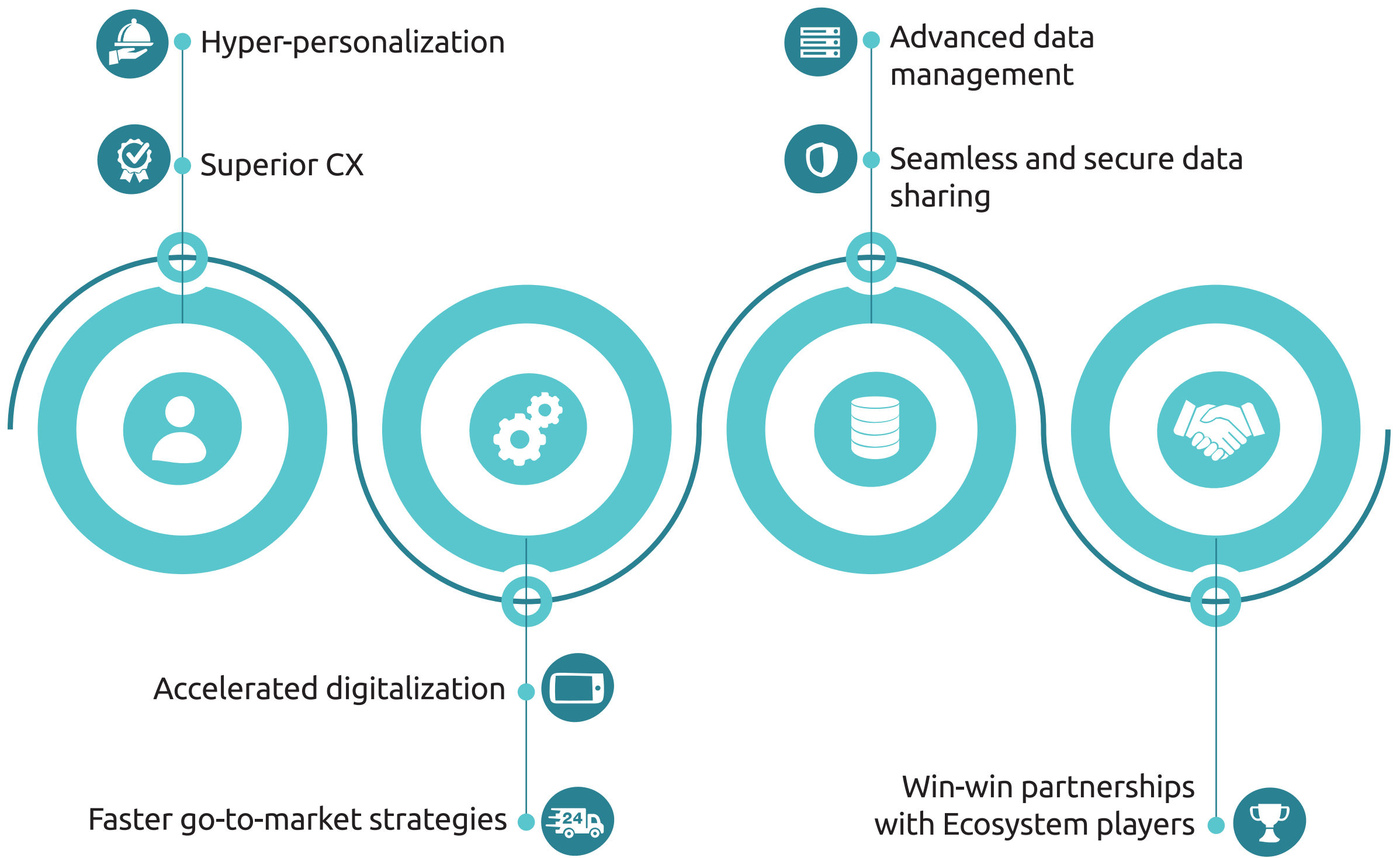
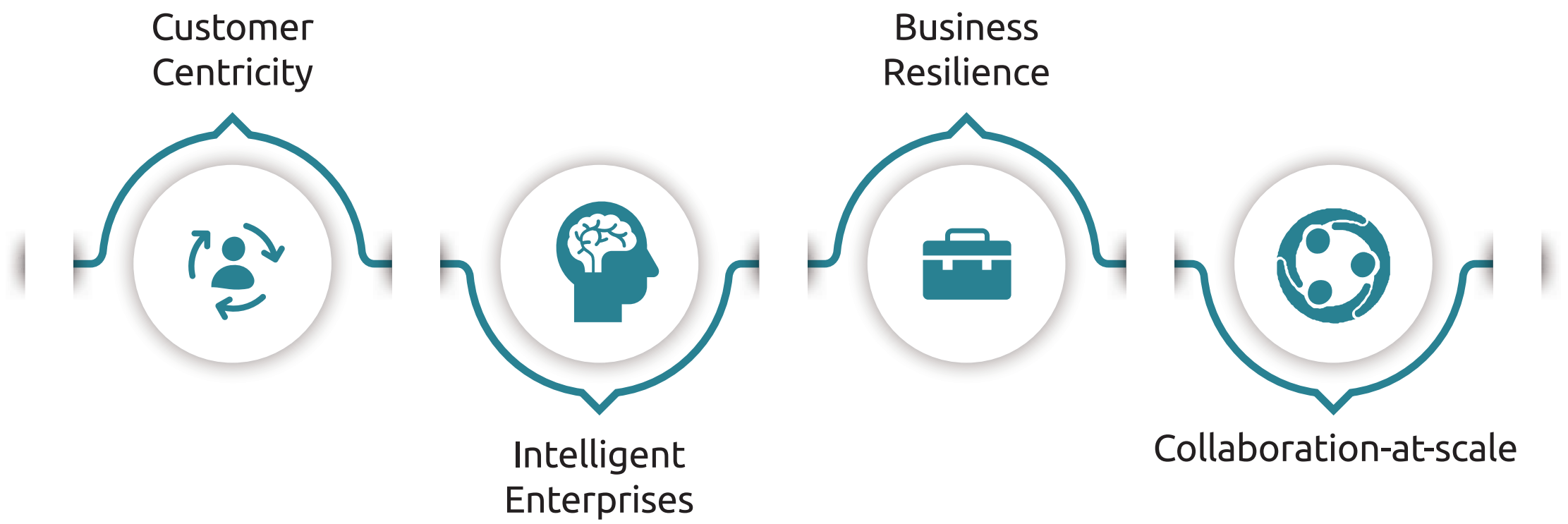


2022's competitive new-normal environment demands new set of capabilities

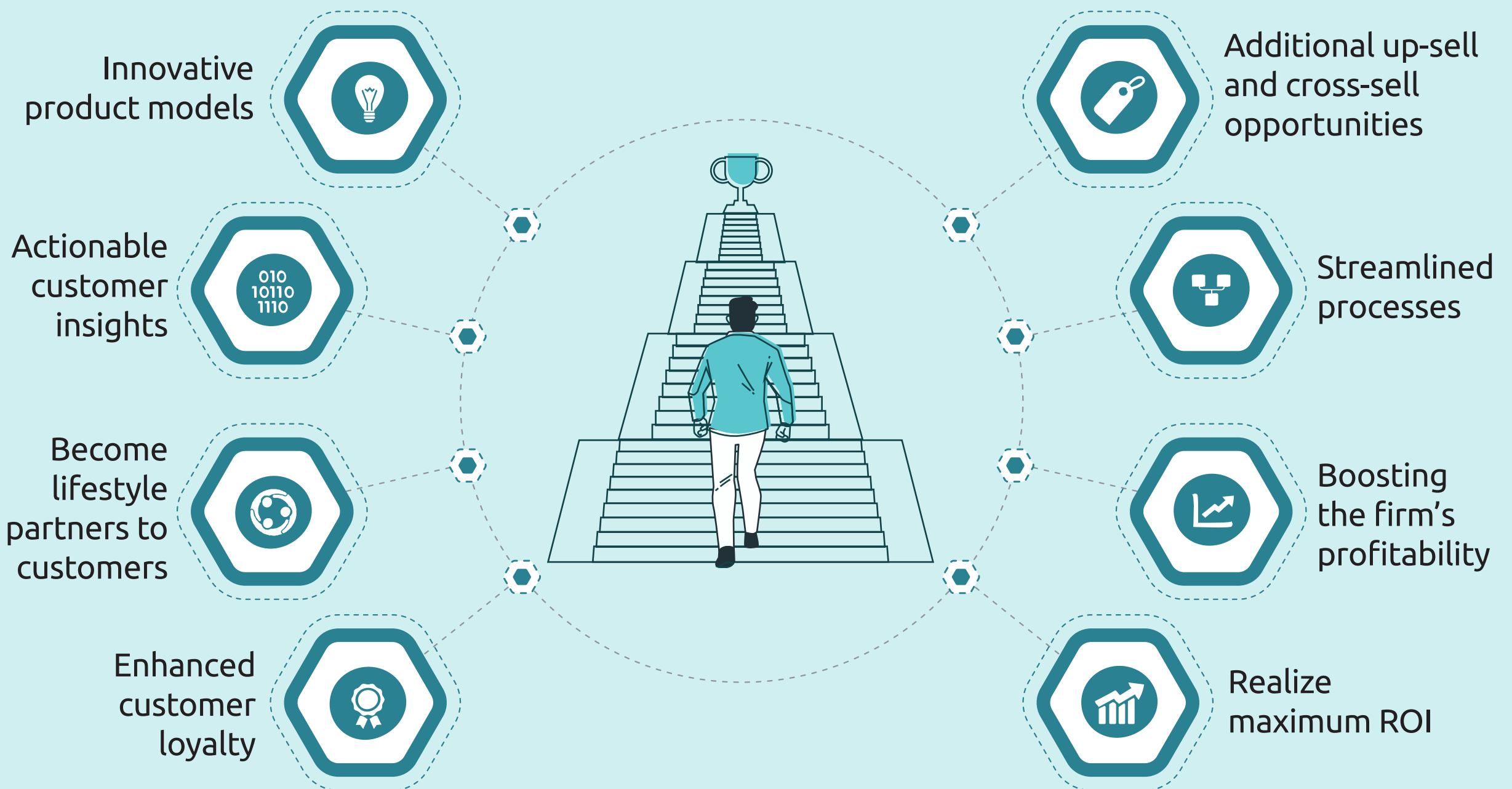


41% of customers will shop for life insurance products post-COVID-19¹

To succeed in the new normal, life insurers are prioritizing critical focus areas



The paradigms of success in the new normal



The most successful life insurers in the years ahead will be customer-centric, savvy about intelligent processes, able to bring products to market agilely, and will closely collaborate at scale with ecosystem partners.

¹ Source: Capgemini Financial Services Analysis, 2020.