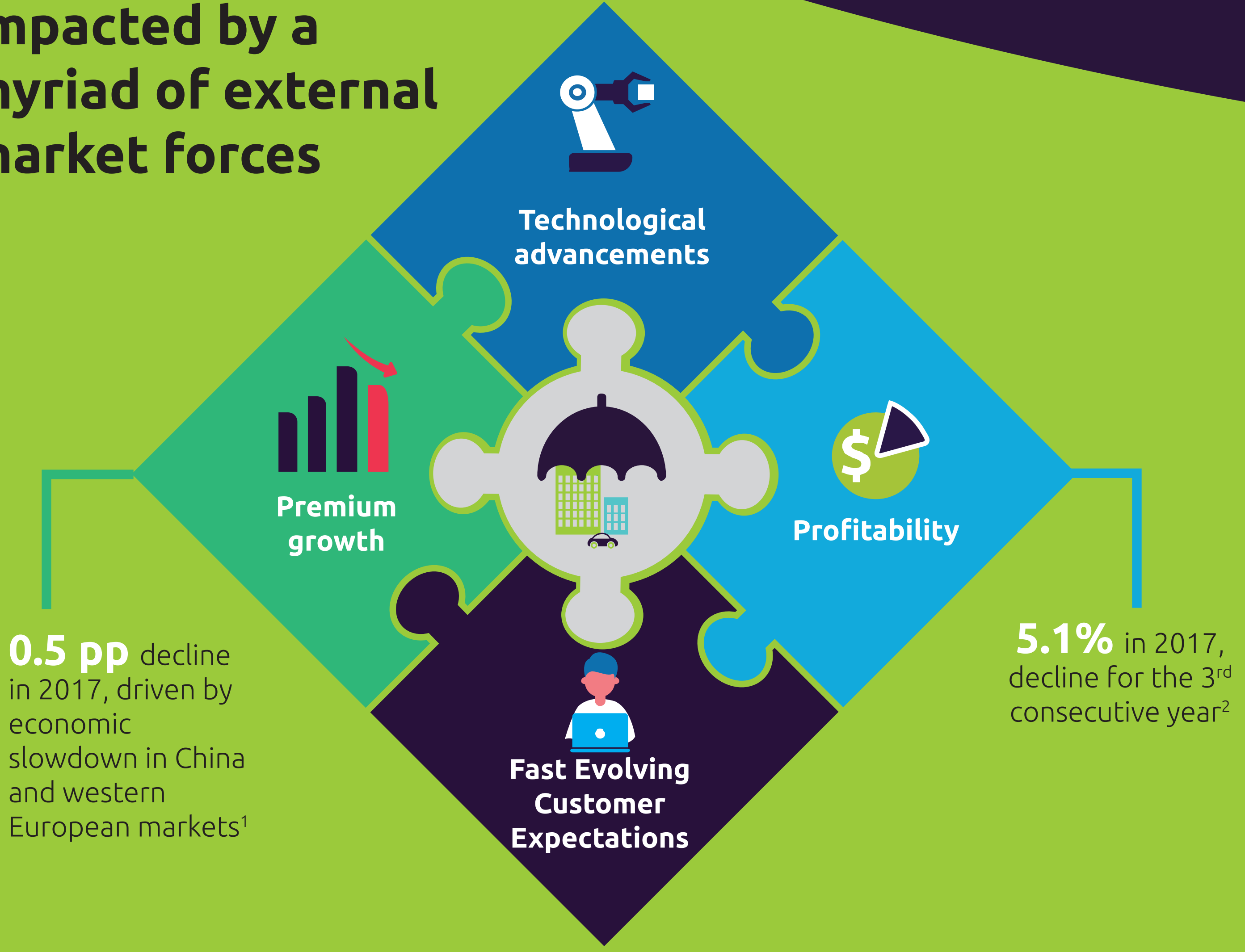


P&C sector is being impacted by a myriad of external market forces



P&C insurers are facing margin pressures mainly driven by rise in

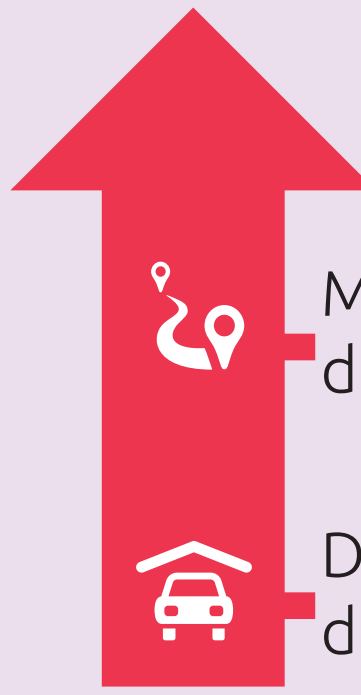


Global insured catastrophe losses in 2017
\$135bn
 The costliest year for insurers since 1980!³

Claims costs in auto insurance sector



Claims frequency



Claims severity



To successfully tackle the changing market forces, there is a need for insurers to

Cater to changing customer expectations

- Increased value-added services
- Connected devices for simplified claims
- Voice assistants for enhanced experience

Foster innovation & become future ready

- InsurTech firms as R&D hubs
- Open platforms and APIs for more efficient collaboration

Provide new offerings that fill needs gaps

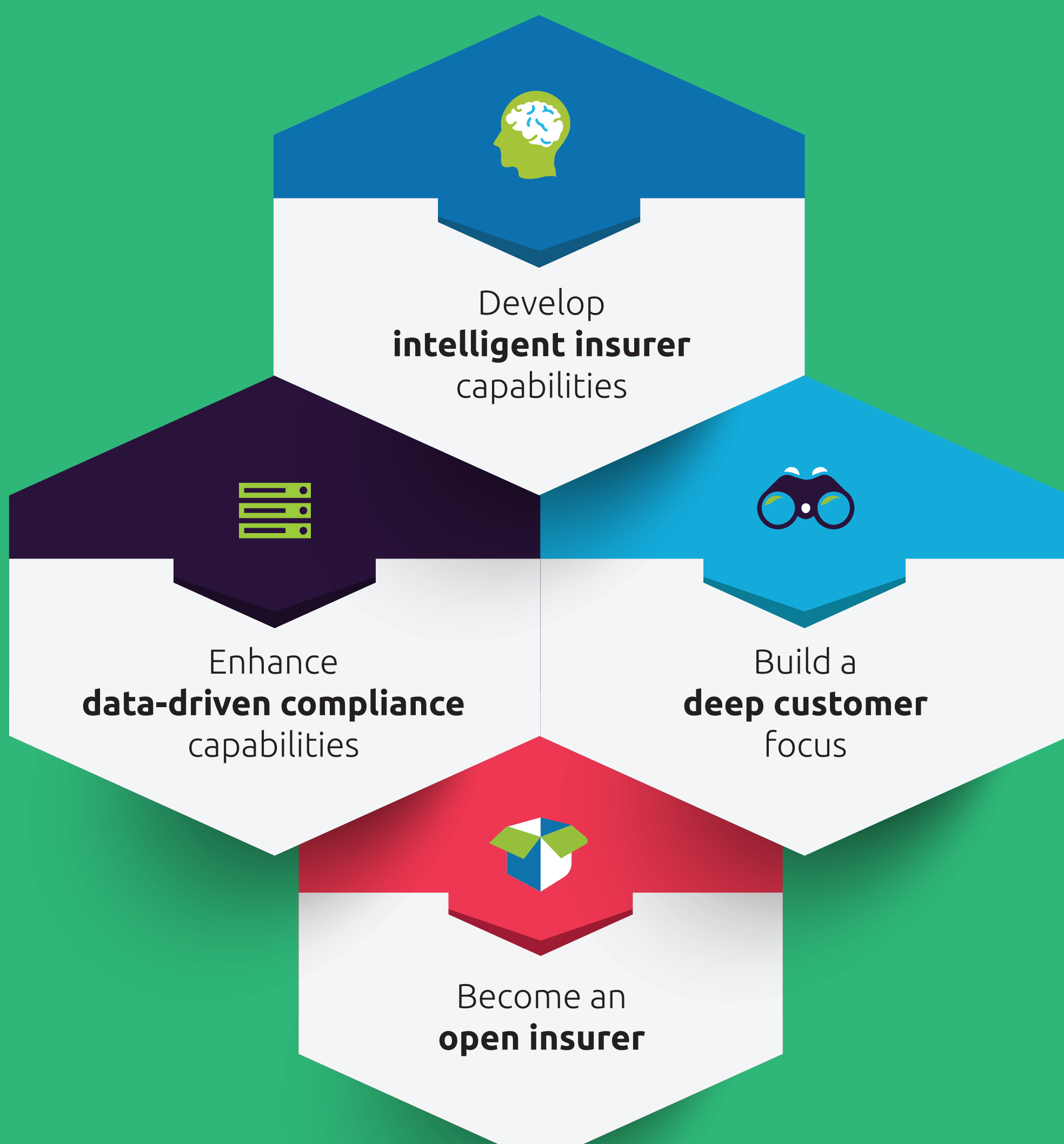
- New business models
- Sophisticated cyber risk assessment

Enhance operational efficiency

- DLT⁴ for operational efficiency
- Intelligent fraud detection and loss prevention
- Improved real-time data handling

P&C Insurers are gradually moving toward a digitally integrated, efficient ecosystem

To remain relevant and competitive in the changing market and ecosystem, P&C insurers need to...



...which will lead to seamless information flow between ecosystem partners and superior service delivery

1 Sigma Explorer, Swiss Re Institute
 2 Swiss Re report 2018
 3 Munich Re, NatCatSERVICE
 4 Distributed Ledger Technology