

TOP TRENDS IN PROPERTY & CASUALTY INSURANCE 2021

Industry evolution never stops



CUSTOMER CENTRICITY

- Reinventing business processes
- Non-traditional firms are making their presence felt
- Self-service becomes the new-normal

GO-TO-MARKET AGILITY



To be successful, P&C insurers should focus on



BigTech-like experiences



Low/no-touch processes









Al-based tools







