

INSURANCE TRANSFORMATION

Strategy Meets Action Looks 10 Years Back and 10 Years Forward



2007 ← 2017 → 2027

10

BIG CHANGES AND LESSONS USED IN INSURANCE DURING THE LAST 10 YEARS

CHANGES:

1. Direct models gain
2. Millennials' influence increases
3. Professionals worry about AI
4. P&C comm'l shifts to specialization
5. Market concentration changes
6. Communications proliferate
7. Microinsurance gains traction
8. InsurTech explodes
9. Core systems' lifespans shrink
10. The risk landscape evolves

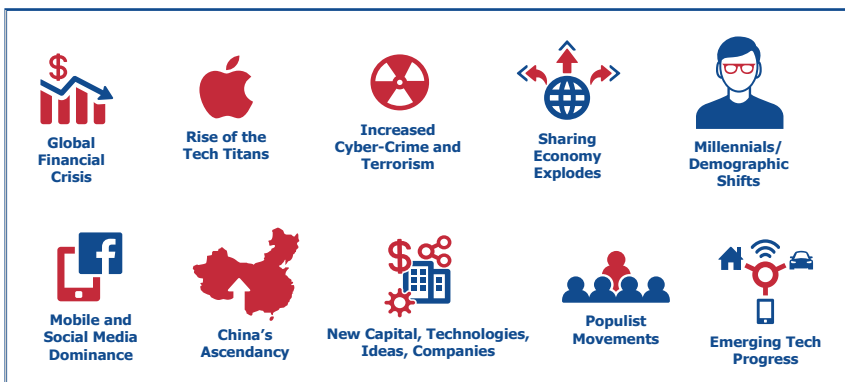
LESSONS:

1. Insurance is financially strong
2. Innovation is mandatory
3. Core systems are foundational
4. Data & advanced analytics is fundamental
5. Agents remain vital
6. The policyholder is the customer
7. Transformation opportunities abound
8. Digital transformation expands
9. Business sponsorship is required
10. Change accelerates

Source: Strategy Meets Action 10 Year e-book

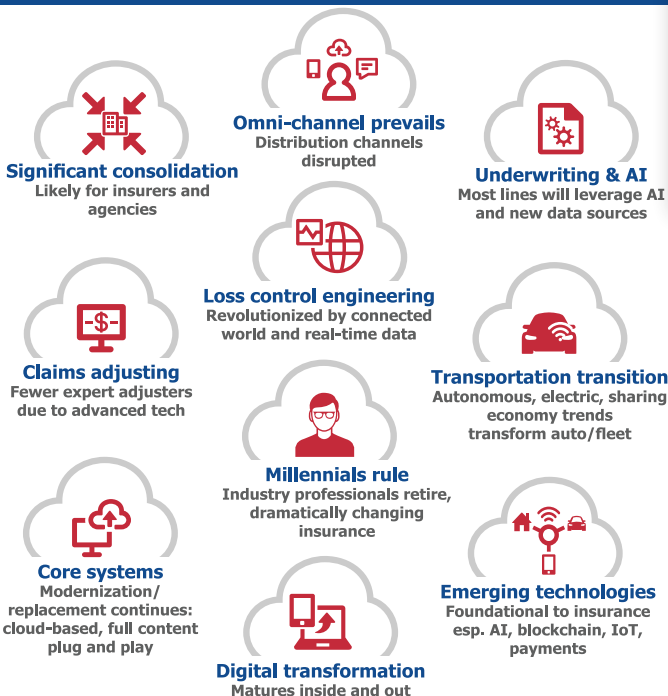
10 TRANSFORMATIONAL CHANGES IN THE WORLD SINCE 2007

The world at large has experienced massive change in the last 10 years ... with big implications for insurance.



Source: Strategy Meets Action 10 Year e-book

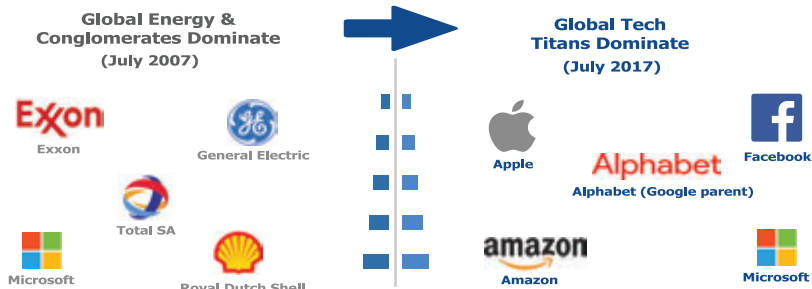
10 SMA PREDICTIONS FOR THE INSURANCE INDUSTRY – BY 2027



Source: Strategy Meets Action 10 Year e-book

TECH IS A DRIVING FORCE IN GLOBAL TRANSFORMATION

Seismic shifts in the largest global companies in the last 10 years



Source: Strategy Meets Action 10 Year e-book

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