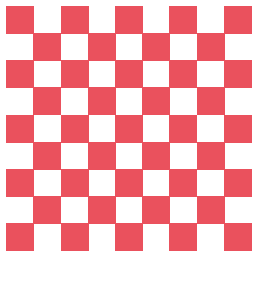


SHAPING THE TOMORROW

CX REINVENTED WITH CONNECTED INSURANCE

The insurance industry has been on a transformation journey, driven by forces such as emerging ecosystems that are powered by AI, hyper-personalization, and embedded insurance. As insurers strive to create a better workplace, marketplace, and society, Connected Insurance has emerged to deliver the digital-first, omnichannel experience while crafting a sustainable connected business model.

Let's see how



FORCES DRIVING THE INSURANCE REVOLUTION



ECOSYSTEMS AND EMBEDDED INSURANCE

30% global insurance transactions through embedded channels by 2028



ENVIRONMENTAL, SOCIAL, AND GOVERNANCE (ESG)

36% global insurers define their ESG strategy with customers as a priority



PREDICTIVE ANALYTICS

40-70% cost savings as carriers can plan for a future defined by changes



ARTIFICIAL INTELLIGENCE (AI)

52% of the insurance CEOs planning significant investments in AI in 2024



OMNICHANNEL STRATEGIES

89% of consumers want two-way conversations with brands through messaging channels and apps



TELEMATICS: SMART TRACKING

\$11.02B Telematics expected market size by 2028, at a CAGR of 17.57% (2023-2028)

ELEVATING CX FROM GOOD TO GREAT

Modern strategies combined with advanced technologies are redefining the customer experience, helping insurers maximize customer lifetime value.

- Hyper-personalizing**
 Customized Products | Dynamic Pricing | Data-Driven Insights
- Omnichannel Harmonizing**
 Enhanced Accessibility | Personalized Interactions | Proactive Customer Support
- AI & ML Deploying**
 Accurate Underwriting | Effortless Onboarding | Painless Claims Administration
- Sustainable Insuring**
 Green Insurance | Climate Risk Assessment | Conservation Initiatives
- Digital Twinning**
 Risk Assessment & Prevention | Claims Management Enhancement | Risk Visualization



CONNECTED INSURANCE – IT'S A WIN-WIN

Enable accurate risk assessment and pricing through real-time data on insured assets for better underwriting decisions and reduced risk exposure.

Establish connections with customers through compelling value propositions while offering personalized insurance products.

Strategize jointly with the ecosystem of business partners to deliver customer commitments within the regulated environments.

Leverage the data to offer value-added services, such as preventive maintenance recommendations, safety alerts, or personalized risk management advice.

Utilize objective evidence for faster and more efficient claims processing.

THE WAY FORWARD

Connected insurance streamlines operations by connecting internal resources and stakeholders. It ensures compliance with regulatory postures and optimizes data flow by leveraging conventional and digital ecosystems, enhancing stakeholder experience and customer engagement while offering personalized products and experiences. Now, insurers can create a more agile and customer-centric approach that boosts workforce efficacy and transforms customer experience.