Is the Insurance Model Dead...?
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The iAge
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Younger generations are quicker to accept and adapt to new technology

The iAge

Information is shared quickly and easily via social interactions online
The iAge

The amount of information that can be carried with us is increasing exponentially

Mobiles are outselling PCs

47% of mobile usage is spent on non-core functionality

In India, policy details are sent via text

In South Africa, premiums are paid via cellular bills
Social Media
Taking Over the World

So What...?
The Social Equation

Connect with customers through relationships

Social lending has taken off – has Social Insurance been left untapped?
People Watching

Insurance mix
- Elderly population in developed countries
- Middle class in emerging economies

Insurance product / timing
- Feminisation of the workforce
- Career breaks
- Cohabitation

Social
- Corporate Social Responsibility
- Ethical consumerism
- Trust
People Watching

- Brokers
- IFAs
- Bank
- Direct mail
- Supermarket
- Call centres
- Online

The Future

- Agents
- Online and mobile
- Cloud Computing
- Social insurance
Bye Bye Brokers...
History of Insurance Channels

The age of the Insurance Brokers


Bye Bye Brokers...
A Split Market

Personal

Online

Service & Quality

Price sensitive

Transparency

Customisation

Speed

01/05/2013
29 to 42 year olds vs. 18 – 28 year olds

80% vs. 18 – 28 year olds

19bn > 17.6bn

Over ½ decreasing number

...Hello the Web

Empowering consumers

Ease of product comparison

Quick and easy

Transparent information
Flying Amongst the Clouds

- In house data and software
- Access to model results and own view of risk
- Old calculation kernel

Software and data maintained in the Cloud
- Open, easily accessible reporting platform
- Simulation

Who owns the information...?
Who insures the self-driving car...?

Questions?

Expressions of individual views by members of the Institute and Faculty of Actuaries and its staff are encouraged.

The views expressed in this presentation are those of the presenter and not of PwC LLP.