



Survey results presentation

„Insurance in a Changing World”

FIAR - Motor Insurance Conference,
Brasov, Romania 18th of May 2018

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Survey background

Objectives:

- Identify and define **obstacles** and **challenges** which has to face insurance industry to efficiently meet its customers needs and expectation **in the changing world**.

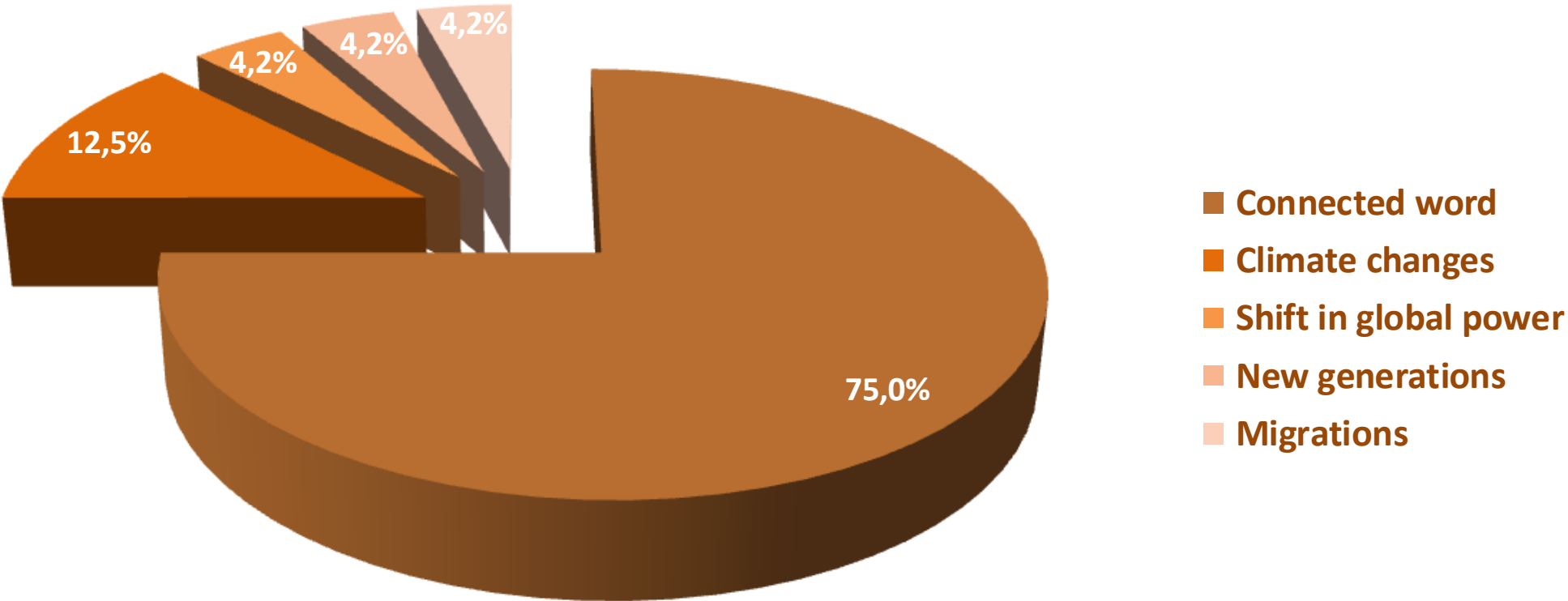
Tool:

- **Internet survey** delivered to **non life insurance VPs** from Romanian market.

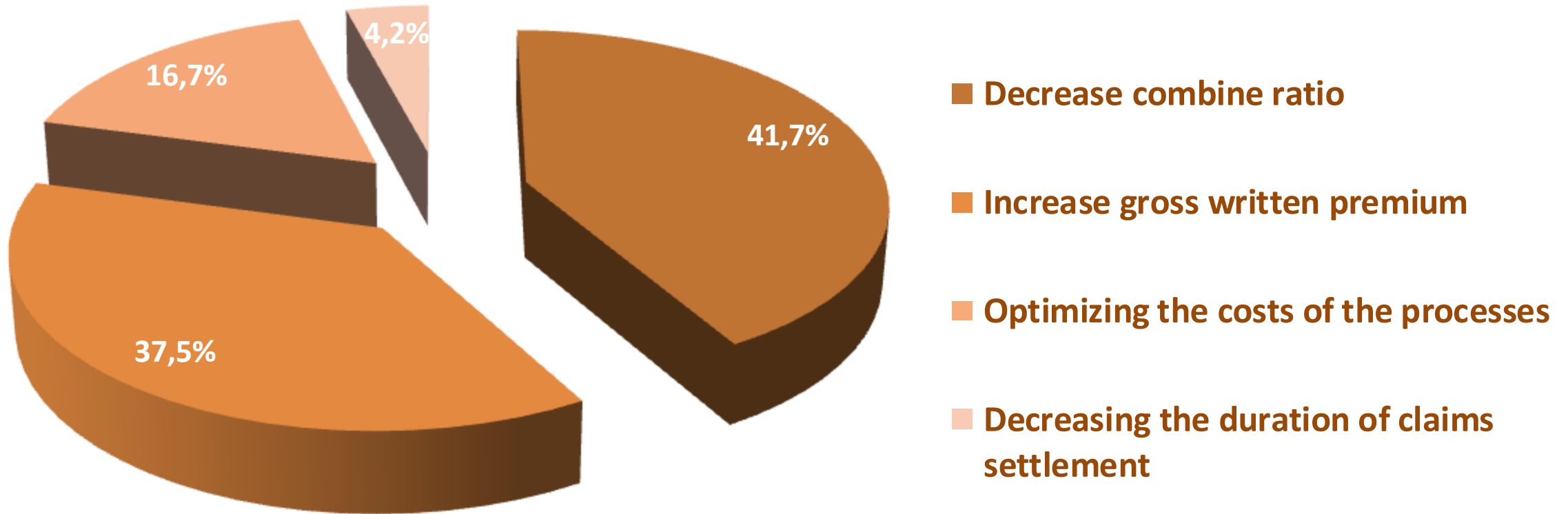
Questions:

- Which one from **5 mega trends** is the most challengeable for you in the future ?
- What is **the most important challenge** which you have to face with **in 2016** ?
- What you are **looking for in 2016** ?
- What kind of **innovation** are the most promising for you ?
- Is you company **ready for digital transformation** ?
- Is your company **ready to use mobile and social media wave** ?
- Where do you see **the biggest risk** because of **digital transformation** ?
- Where do you see **the biggest opportunity** because of **digital transformation** ?

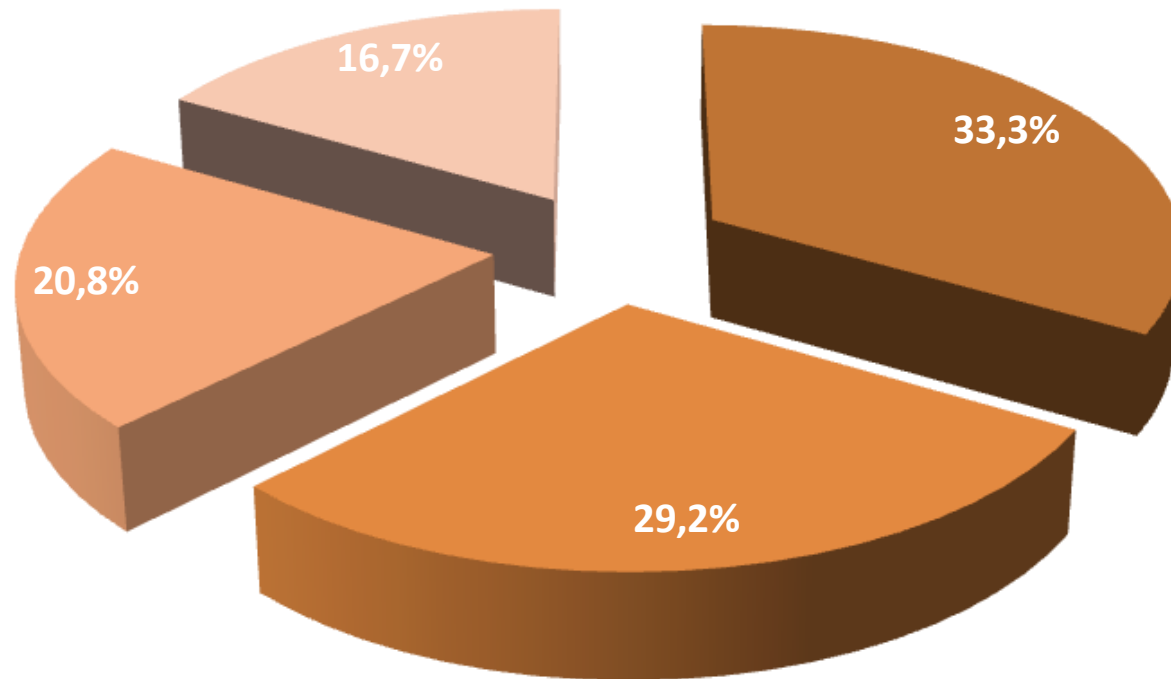
Which one from 5 mega trends is the most challengeable for you in the future ?



What is the most important challenge which you have to face with in 2016 ?

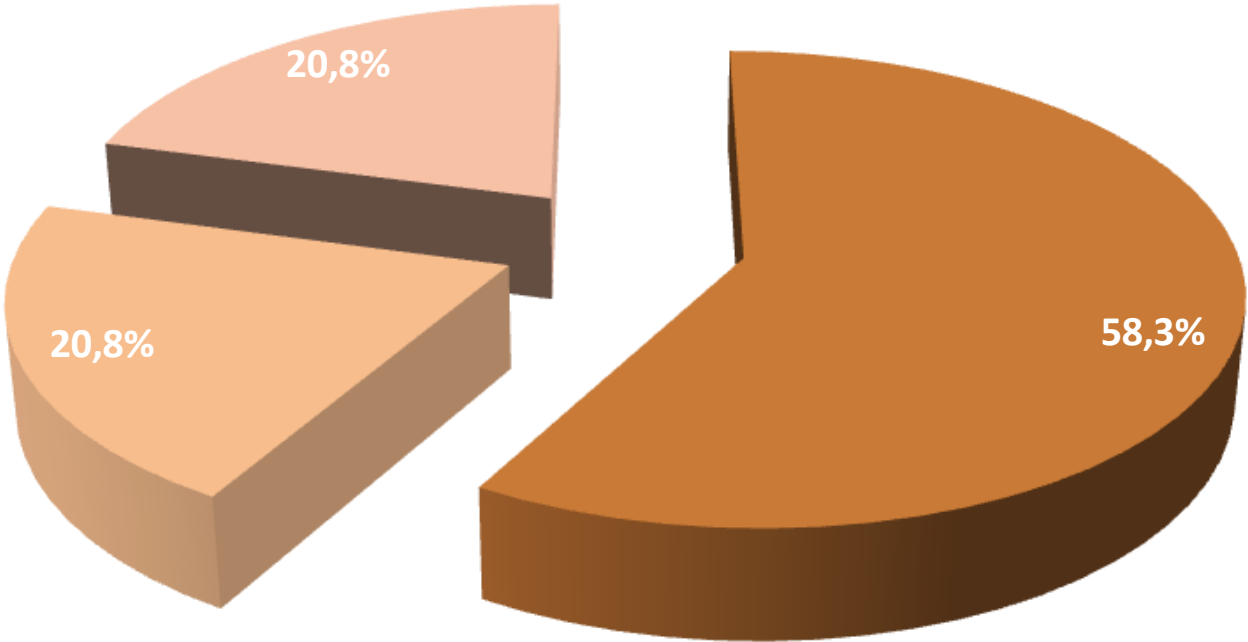


What you are looking for in 2016 ?



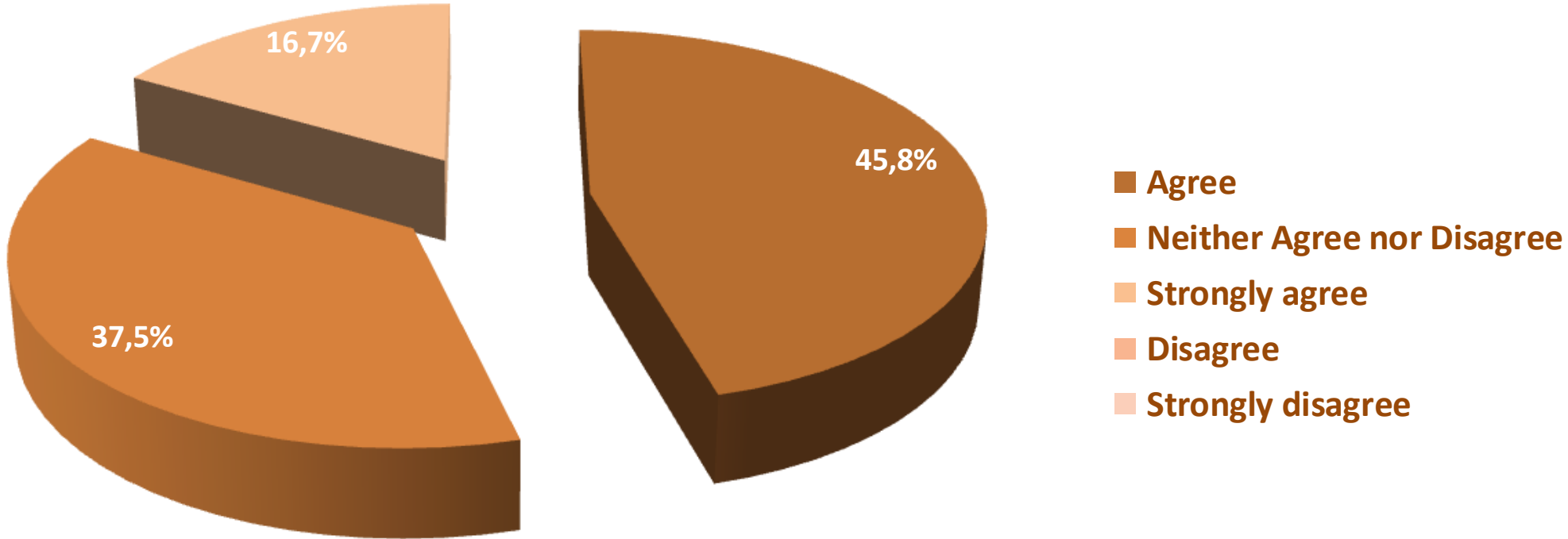
- Comprehensive data to take better decision
- Products improving relationship with customers and increasing CSI
- Services to optimize/automate processes
- Products increasing customers retention through customers experience

What kind of innovation are the most promising for you ?

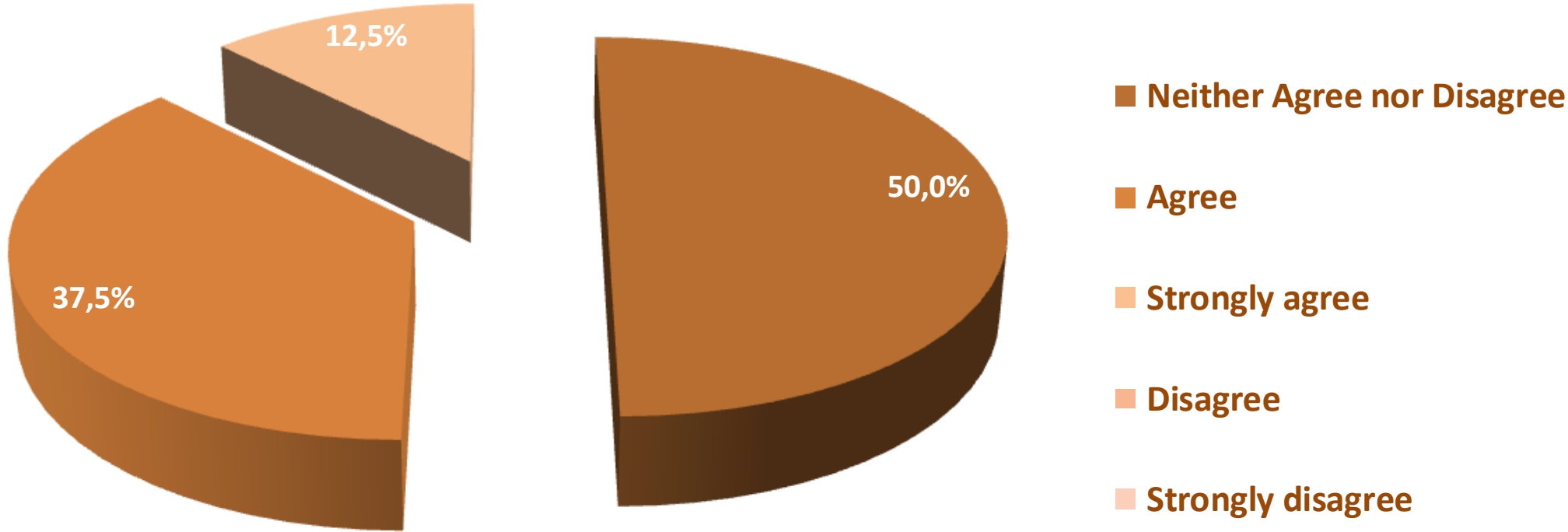


- Predictive data analytics
- Usage Based Insurance
- Straight Through Processing

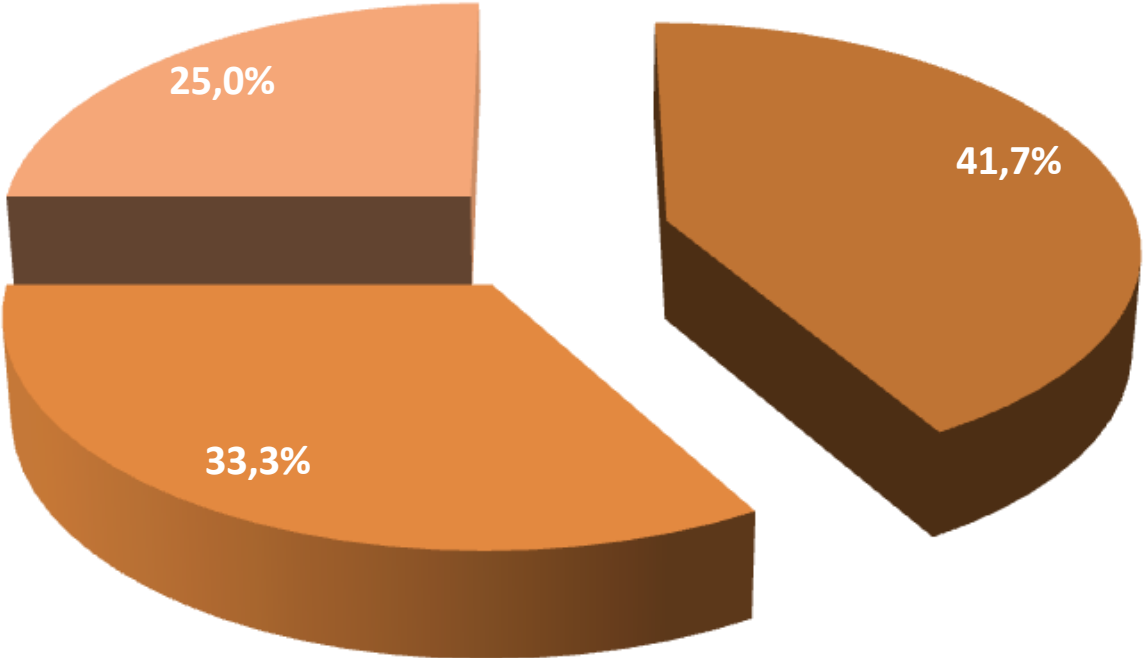
Is your company ready for digital transformation ?



Is your company ready to use mobile and social media wave ?



Where do you see the biggest risk because of digital transformation ?



- New players & aggregators entry
- My company won't be quick enough for adaptation
- Products will be more commoditize
- Insurer will lose some margin

Where do you see the biggest opportunity because of digital transformation ?

